QUALITY ACTION

CAMPAIGN BULLETIN
Front Camera
Dealer Service Action

Reference: PC499
Date: November 22, 2016

Attention: Dealer Principal, Sales, Service & Parts Managers

UPDATE November 22, 2016
The announcement from October 18, 2016 has been revised to include: • **Repair and claims information for the previously announced quality hold**

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 Rogue (T32)	NA	**16**	October 18, 2016	**NO**

***** Detailed Information *****
Nissan has updated the previously announced Dealer Quality Hold (released October 18, 2016) to a New Dealer Inventory Service Action. Dealers are asked to update the front camera software on **16** specific 2017 Rogue (T32) vehicles identified in Service Comm.

These vehicles are currently in dealer inventory and are **not** subject to stop sale. Nissan requests dealers to complete this software update prior to sale to ensure customer satisfaction and release the quality hold.

***** What Dealers Should Do *****

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles currently in dealer inventory are affected by this dealer service action using Service Comm I.D. **PC499**

2. Use the attached procedure to install the updated software.

3. The service department should submit the applicable warranty claim for the action performed so it can be closed on Service Comm and release the vehicle.

***** Dealer Responsibility *****

It is the dealer's responsibility to check Service Comm using the appropriate campaign I.D for the inspection status on each affected vehicle currently in new vehicle inventory. Nissan requests dealers to perform this repair on new vehicles in inventory prior to being retailed to ensure customer satisfaction.

PC499 - 2017 ROGUE (T32)
FRONT CAMERA REPROGRAM

SERVICE PROCEDURE:

IMPORTANT: Before starting, make sure:

- **ASIST on CONSULT PC has been freshly synchronized (updated).**
- **All C-III plus software updates (if any) have been installed.**

1. Connect the plus Vehicle Interface (plus VI) to the vehicle.

   - Make sure to use the correct VI for C-III plus (plus VI).

   > **CAUTION: Make** sure the plus VI is securly connected. If the plus VI connection is loose during reprogramming, the process will be interrupted and the **Around View Monitor Control Unit may be damaged.**

2. **Connect the AC Adapter to the CONSULT PC.**

   > **CAUTION:** Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **Around View Monitor Control Unit may be damaged**.

3. **Connect a battery charger to the vehicle battery:**

   - Set the battery charger at a low charge rate.

   NOTE: The GR-8 (Battery and Electrical Diagnostic Station) set to "Power Supply" mode is recommended.

   > **CAUTION:** Be sure the battery charger is connected securely to the battery. Make sure the battery voltage stays between <u>12.0V and 15.5V</u> during reprogramming. If the battery voltage goes out of this range during reprogramming, the **Around View Monitor Control Unit may be damaged**.

4. Turn off all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI.

   > **CAUTION:** Make sure to turn off all external Bluetooth® devices. If Bluetooth® signal waves are within range of the CONSULT PC and the VI during reprogramming, reprogramming may be interrupted, and the **Around View Monitor Control Unit may be damaged**.

5. Turn the ignition ON with the engine OFF or "not ready".

- **The engine must not start or run during the reprogramming procedure.**

6. Turn OFF all vehicle electrical loads such as exterior lights, interior lights, HVAC, blower, rear defogger, audio, NAVI, seat heater, steering wheel heater, etc.

> **IMPORTANT:** Make sure to turn OFF all vehicle electrical loads. Make sure the battery voltage stays between 12.0V and 15.5V during reprogramming. If the battery voltage goes out of this range during reprogramming, the **Around View Monitor Control Unit may be damaged**.

7. Turn the Hazard Warning Flashers on by pushing the button shown in Figure 1 found on the center of the dash.

Figure 1

8. Turn ON the CONSULT PC.

9. Select CONSULT-III plus (open C-III plus).

10. Wait for the plus VI to be recognized / connected.

- Serial number will display when the plus VI is recognized / connected.

Figure 2

11. Select **Re/programming, Configuration**.
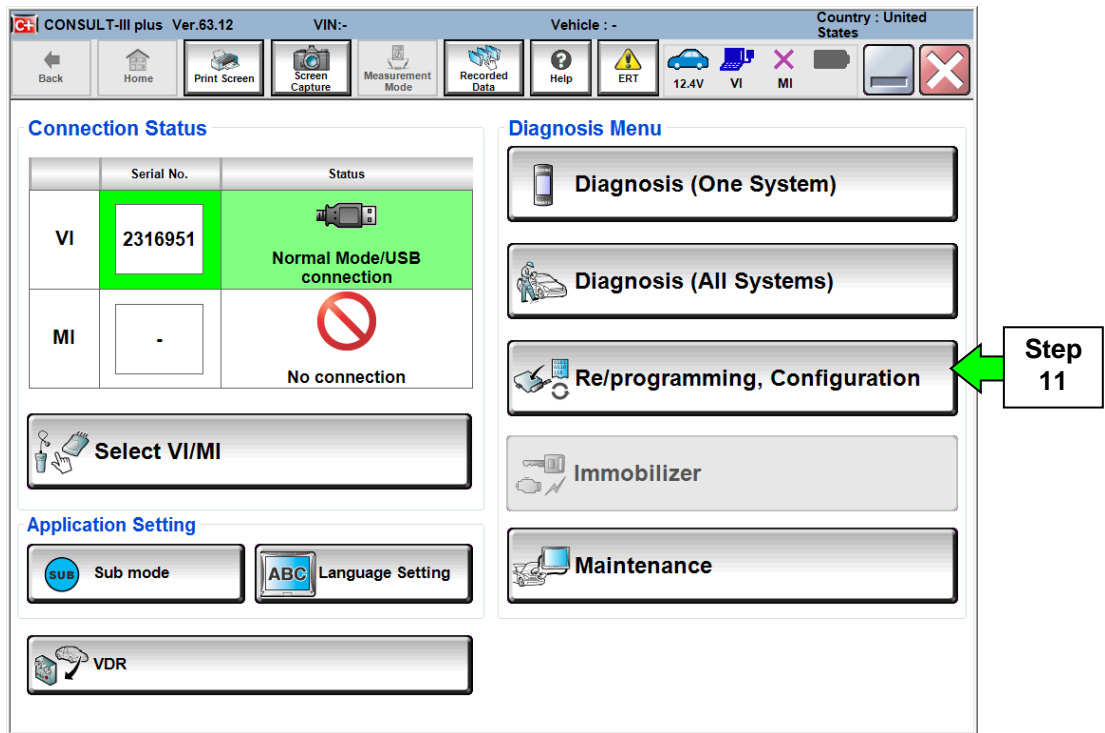
Figure 3

12. Use arrows (if needed) to view and read all precautions.

13. Check the box confirming the precautions have been read.
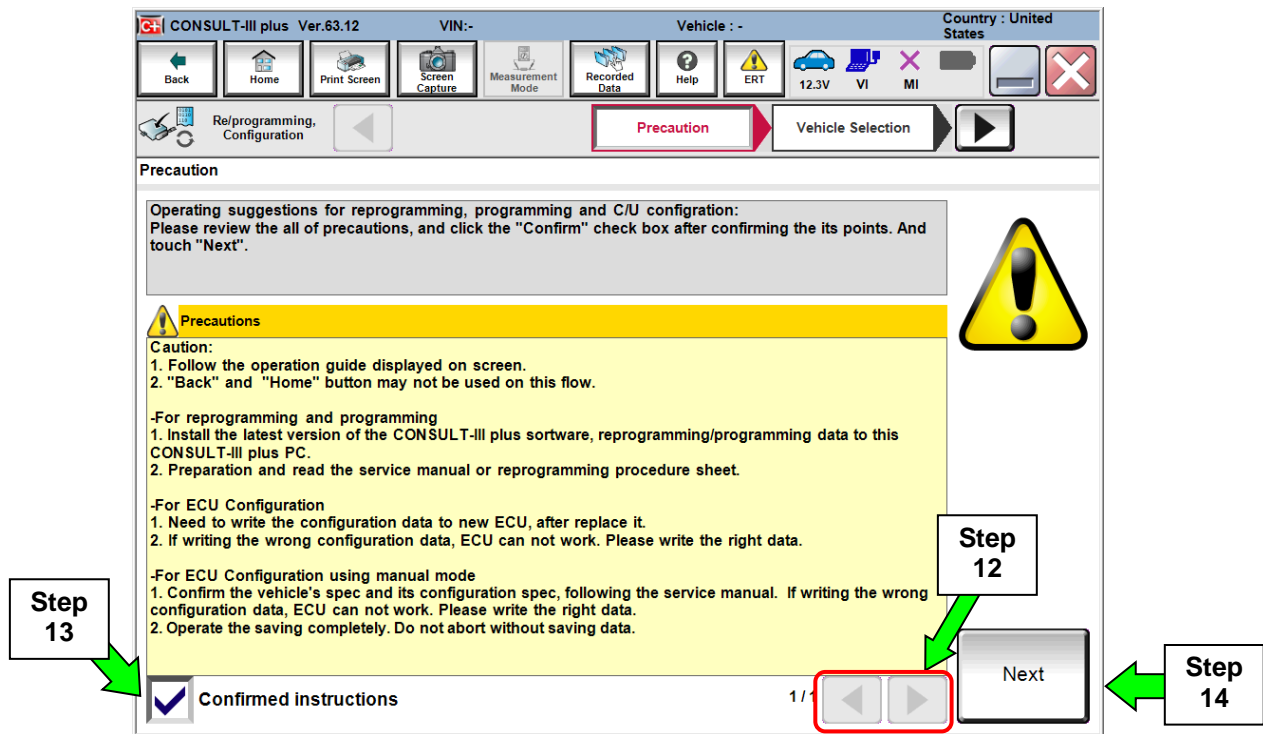
14. Select **Next**.

Figure 4

15. If the screen in Figure 5 displays, then select the **Automatic Selection(VIN)** tab .

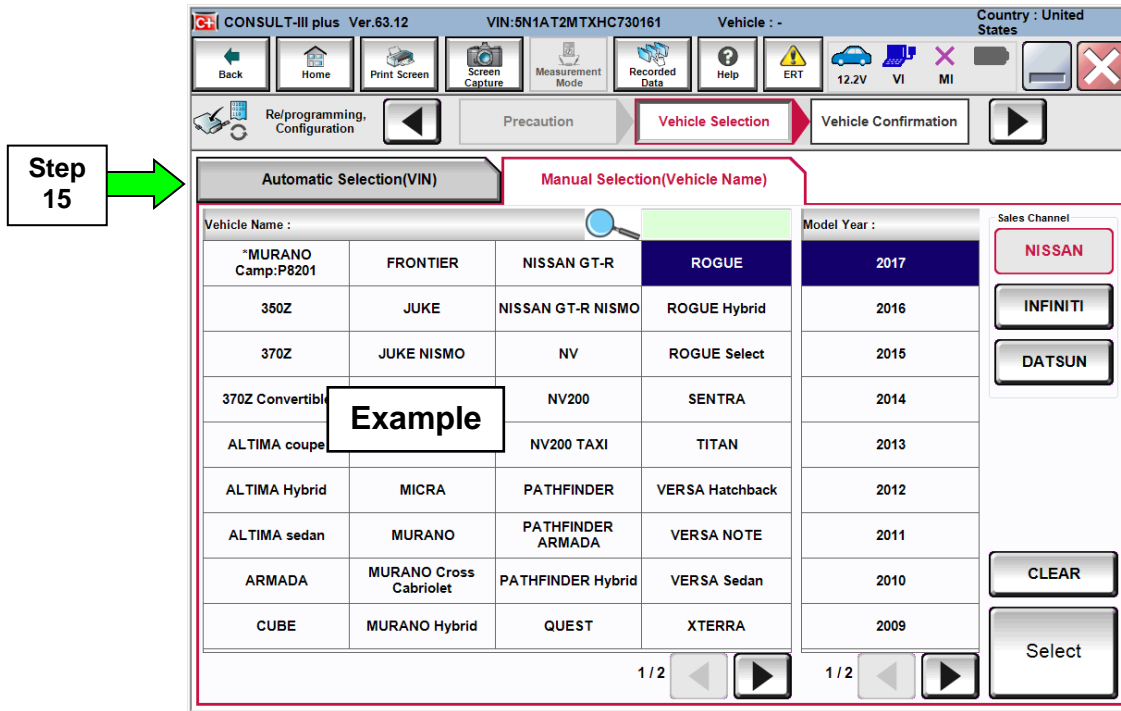- If the screen in Figure 5 does not display, skip to step 16.

Figure 5

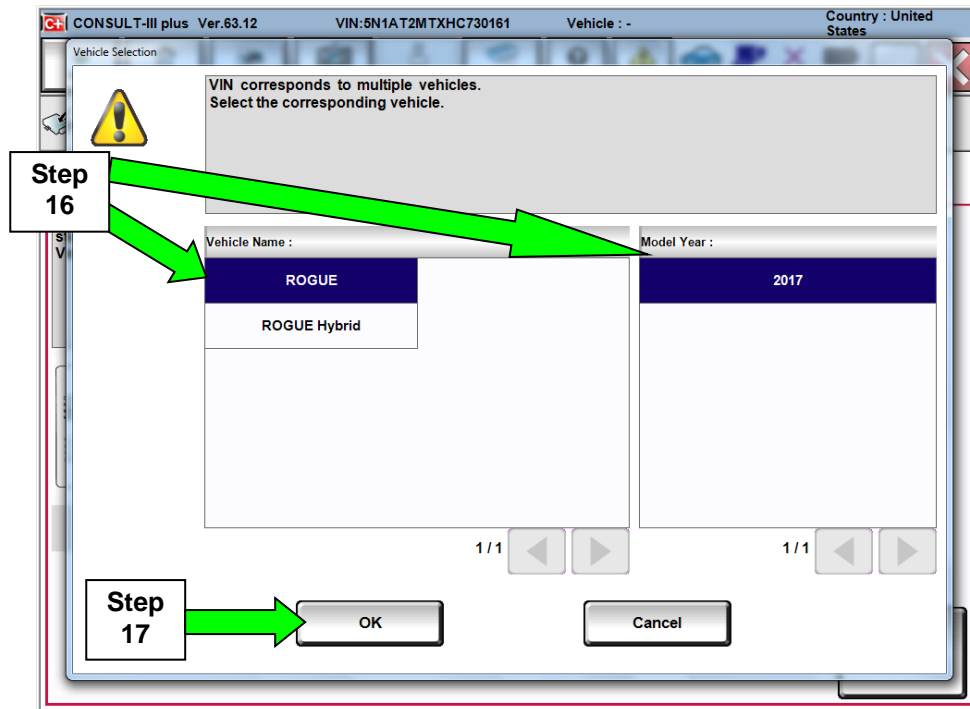16. Select applicable **Vehicle Name** and **Model Year**.

17. Select **OK.**

Figure 6

18. Make sure **VIN or Chassis #** matches the vehicle's VIN.

19. If the correct VIN is displayed, select **Confirm**.
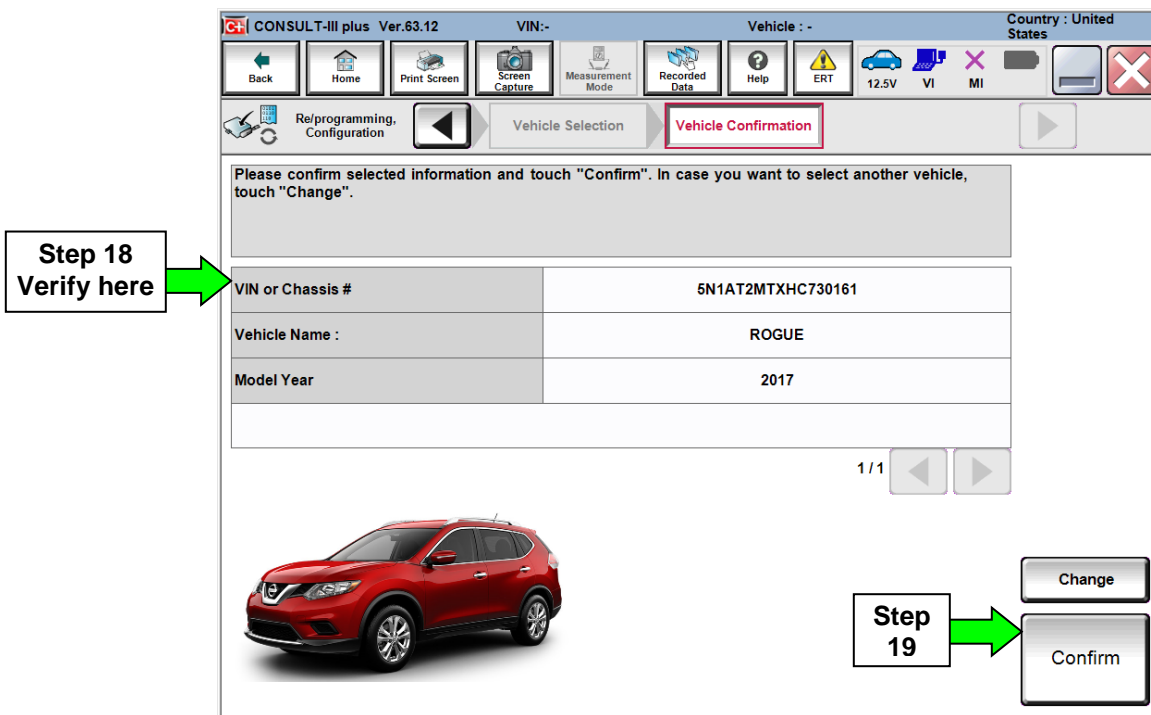
Figure 7

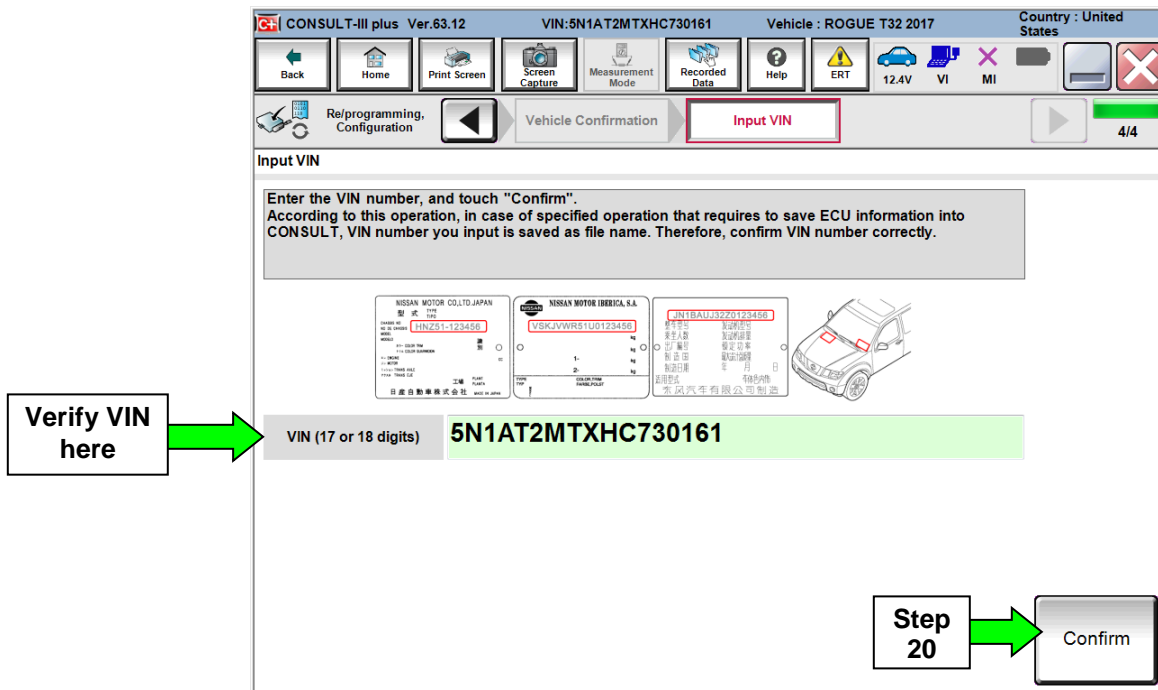20. Verify the correct VIN is displayed, then select **Confirm**.
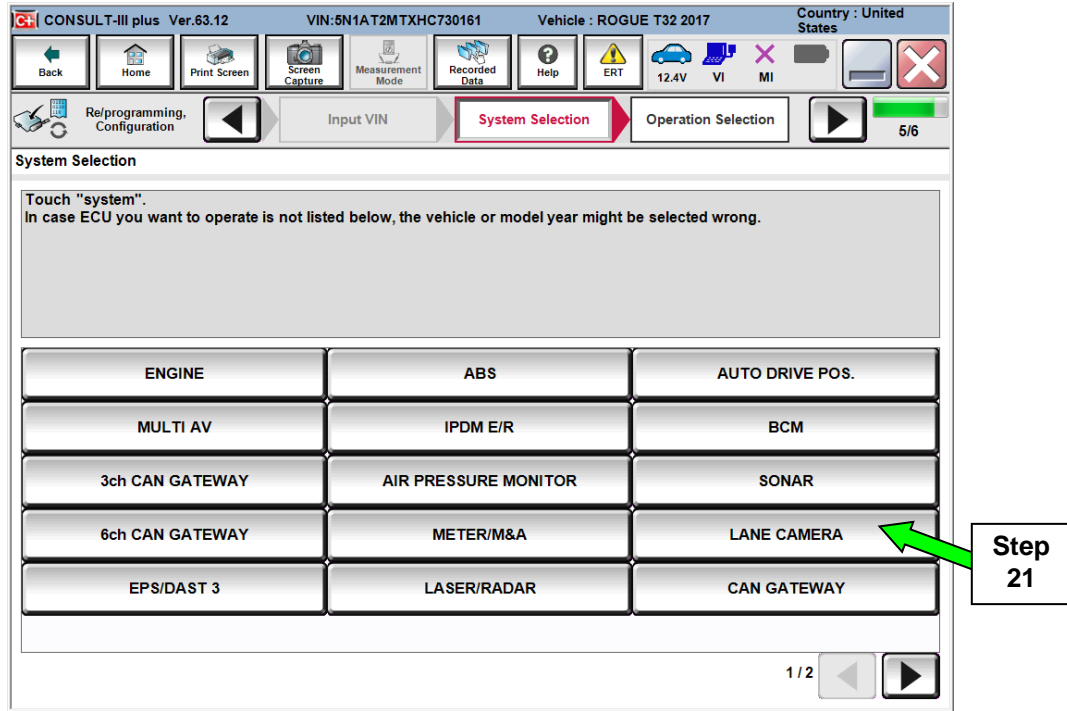

Figure 8

21. Select **LANE CAMERA**.

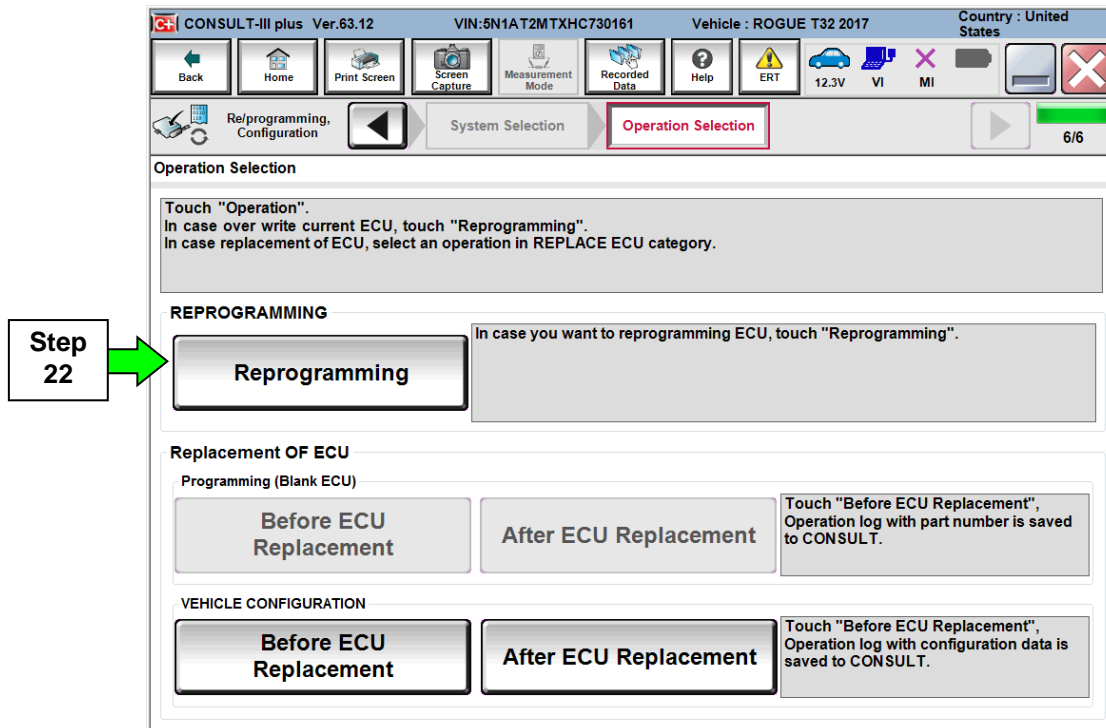

Figure 9

22. Select **Reprogramming**.

Figure 10

23. Find the **LANE CAMERA Part Number** (see Figure 11) and write it on the repair order.
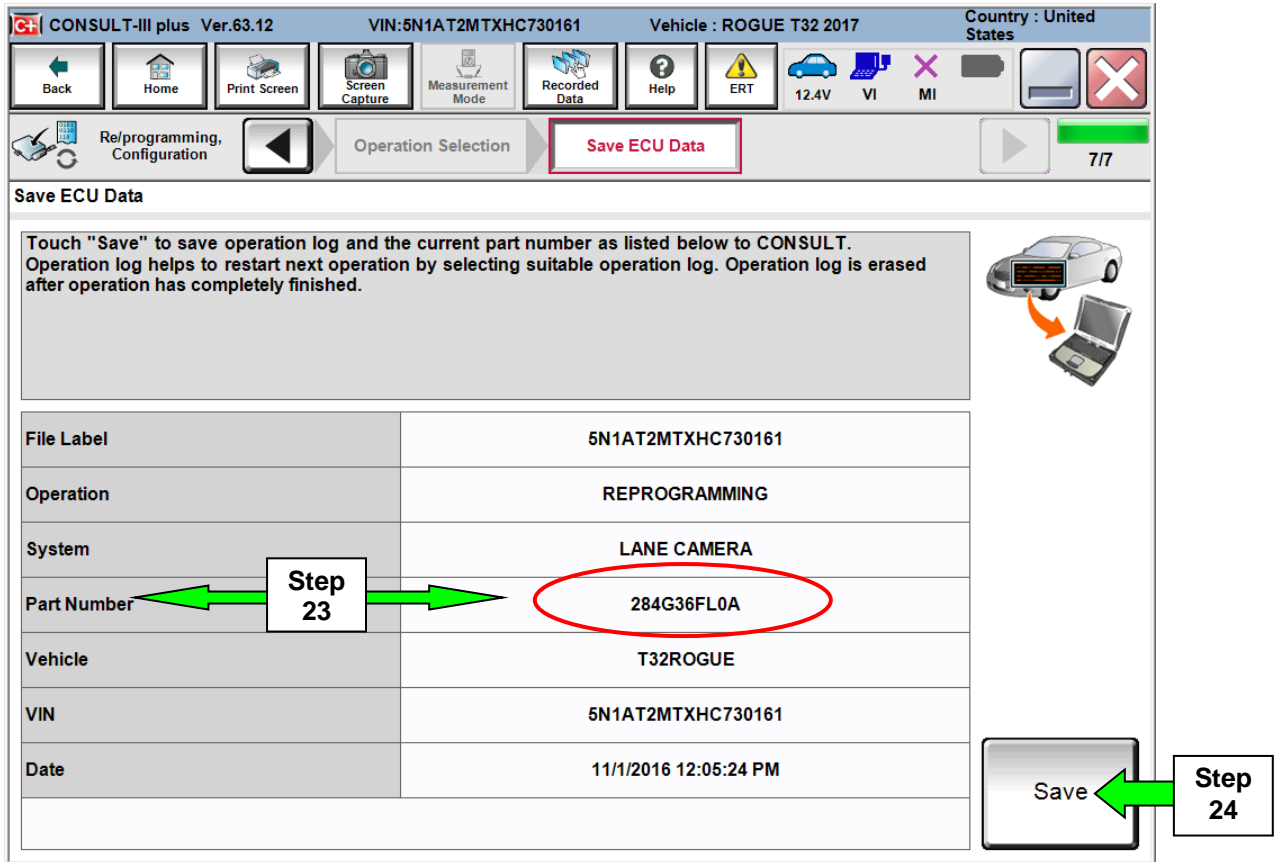
> **NOTE:** This is the current Part Number (P/N).

File Label	5N1AT2MTXHC730161
Operation	REPROGRAMMING
System	LANE CAMERA
Part Number	284G36FL0A
Vehicle	T32ROGUE
VIN	5N1AT2MTXHC730161
Date	11/1/2016 12:05:24 PM

Figure 11

A. Compare the P/N you wrote down to the numbers in the **Current LANE CAMERA Part Number** column in **Table A** below.

- If there is a <u>match</u>, this <u>bulletin applies</u>. Continue with the reprogramming procedure.

- If there is <u>not a match</u>, refer to the Claims Information and submit a claim using OP-CODE PC4991 Lane Camera Reprogram Not Needed.

Table A

Model	Current <u>LANE CAMERA</u> Part Number: 284G3 -
2017 Rogue	6FL0A, 6FL1A

24. Select **Save**.

25. Use arrows (if needed) to view and read all precautions.

26. Check the box confirming the precautions have been read.
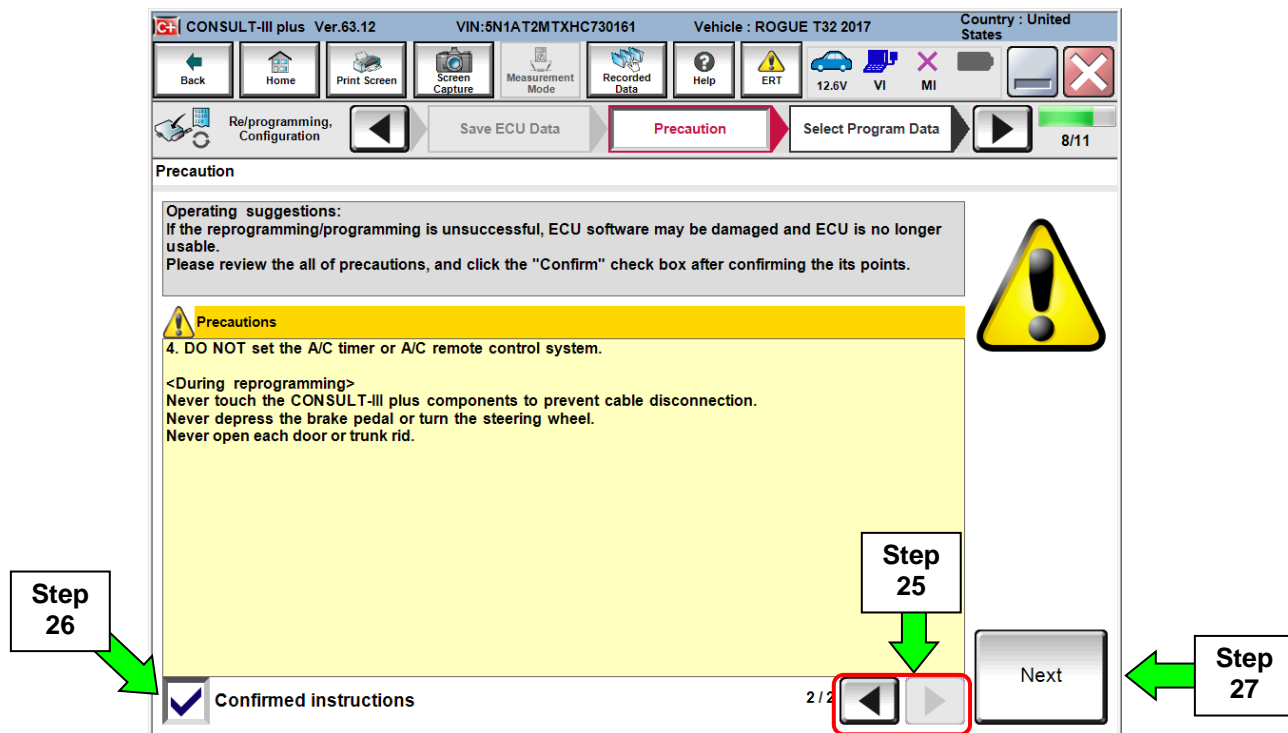
27. Select **Next**.

Figure 12

28. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.
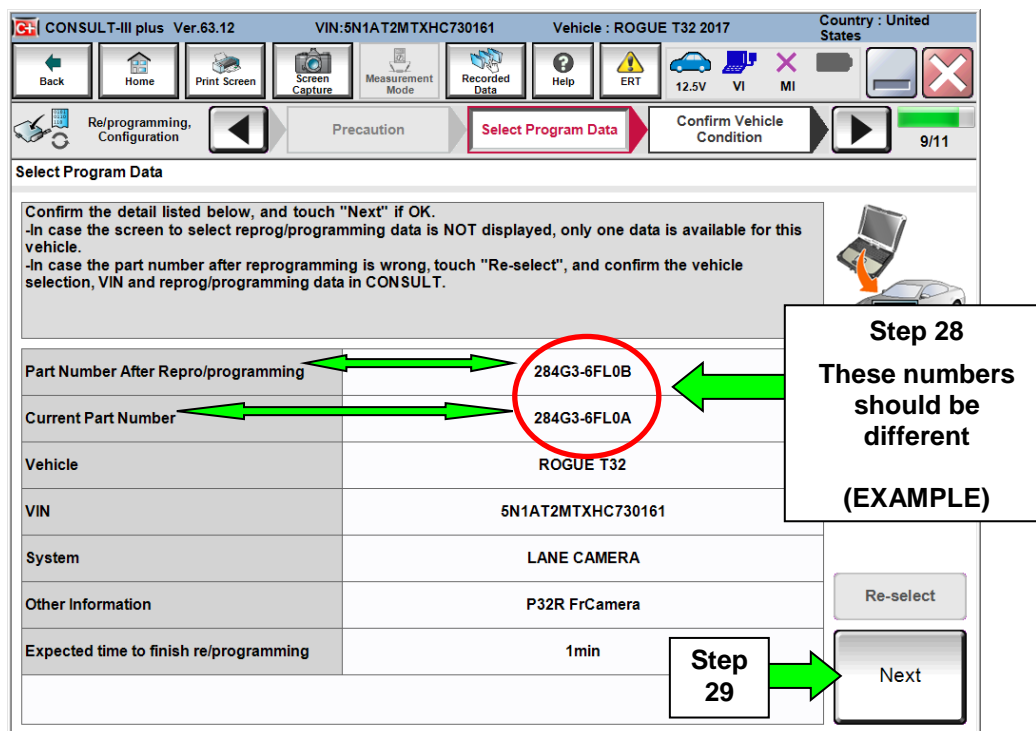
29. Select **Next**.

Figure 13

- If you get this screen and it is blank (no reprogramming listed), it means there is no matching LANE CAMERA reprogramming available for this vehicle. If there is not a match, refer to the Claims Information and submit a claim using OP-CODE PC4991 (Lane Camera Reprogram Not Needed).
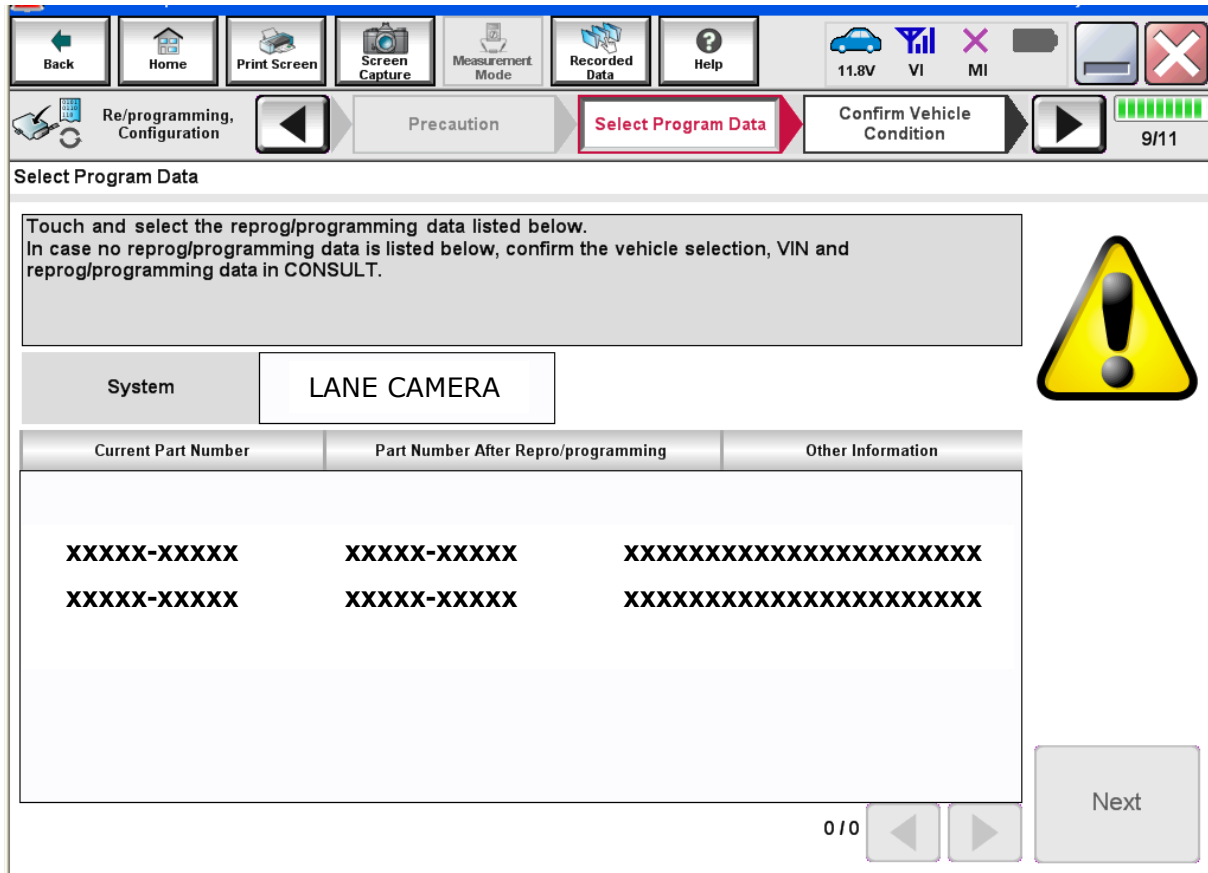

Figure 14

30. Make sure **OK** is highlighted **green** (battery voltage must be between **12.0 and 15.5 Volts**).

- If **NG** is highlighted in **red**, verify a battery charger is properly attached to the vehicle and it is operating properly.

31. Select **Next**.

IMPORTANT: Battery voltage must stay between **12.0 and 15.5 Volts** during reprogramming or ECM reprogramming may be interrupted and ECM may be damaged.
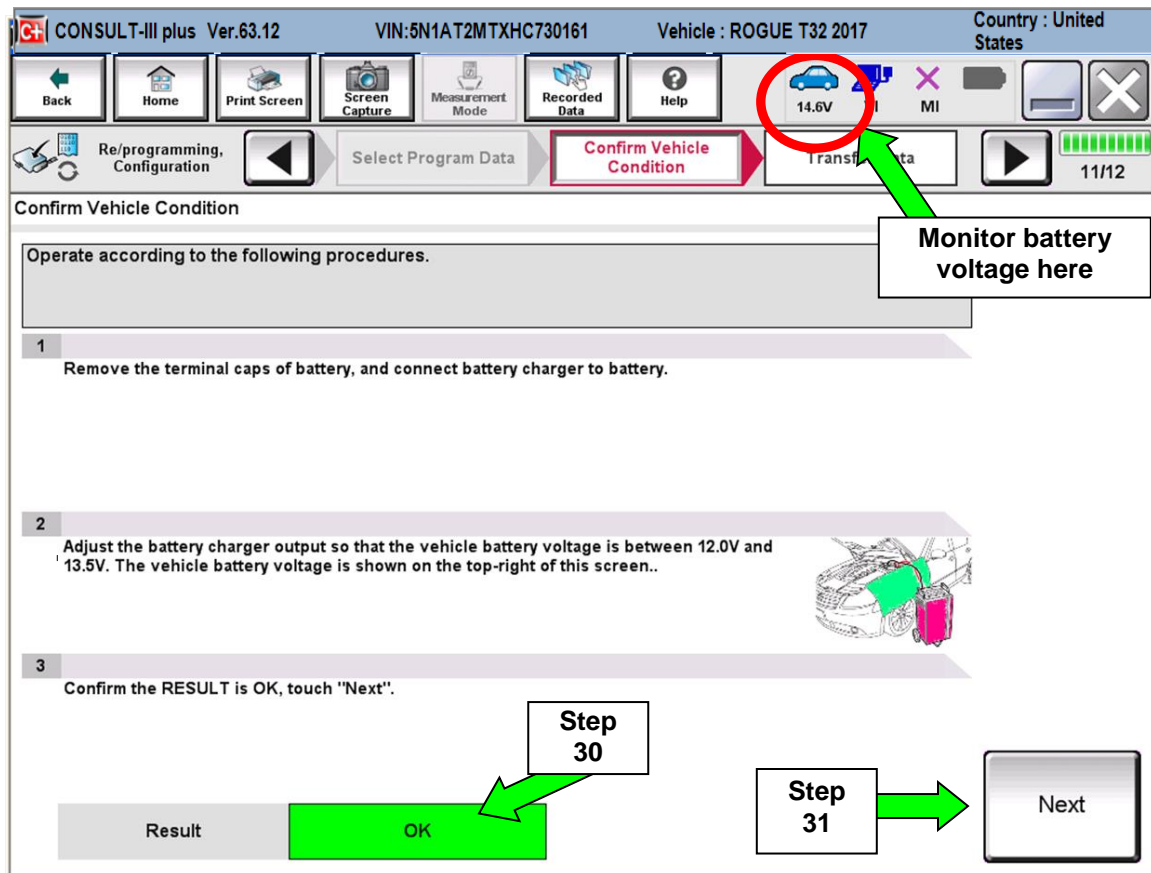

Figure 15

NOTE: In the next step, the reprogramming process will begin when **Start** is selected.
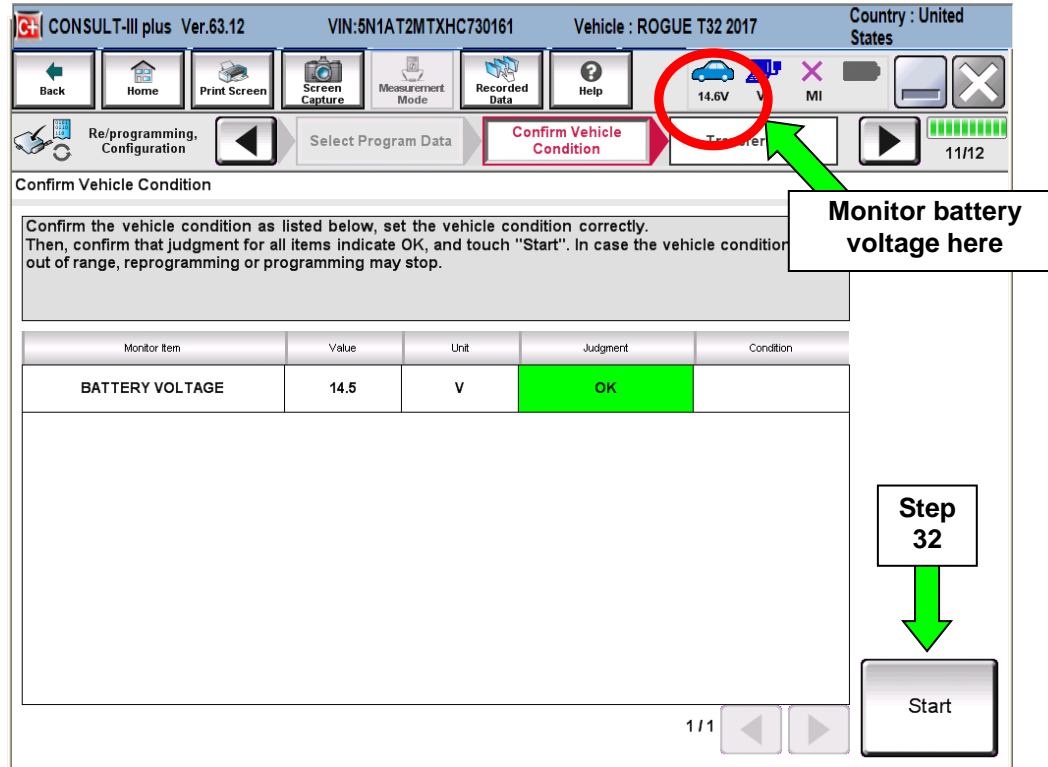
32. Select **Start**.

Figure 16

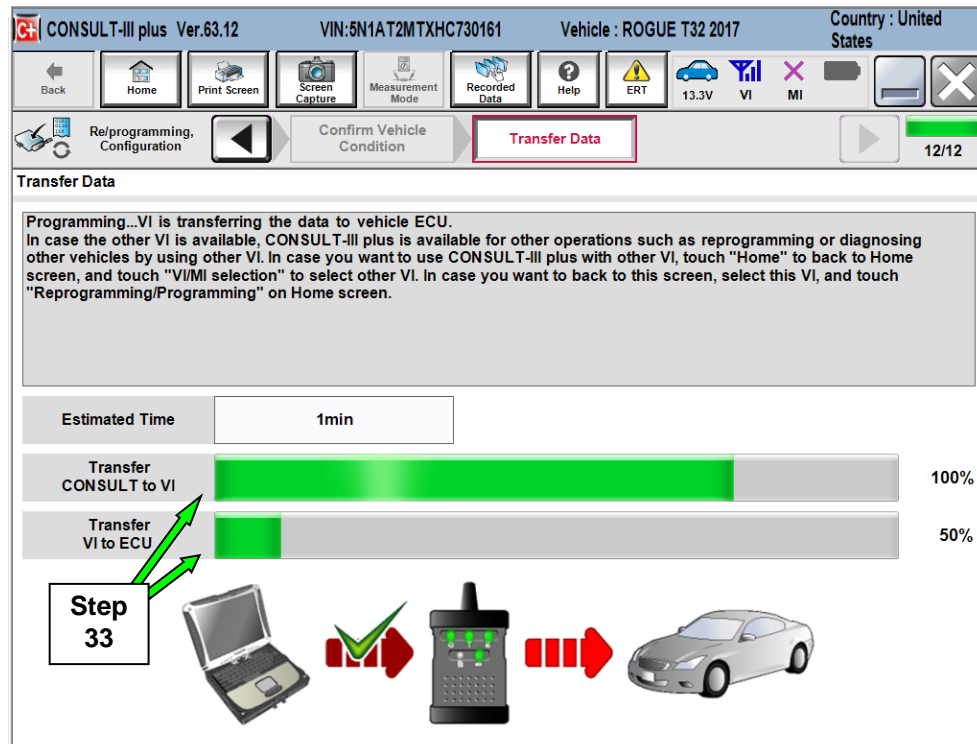33. Wait for both progress bars to complete.

Figure 17

NOTE: If the message shown in Figure 18 appears, there is data stored in the plus VI. Select "**Yes**" to proceed with reprogramming.

CAUTION!!

There are still data in VI. Reprogramming function cannot be executed until the data are erased. Do you want to erase data in VI?

If you do not want to erase the data, please retry Reprogramming function after uploading VI data with [DataControl] function in [SubMode].
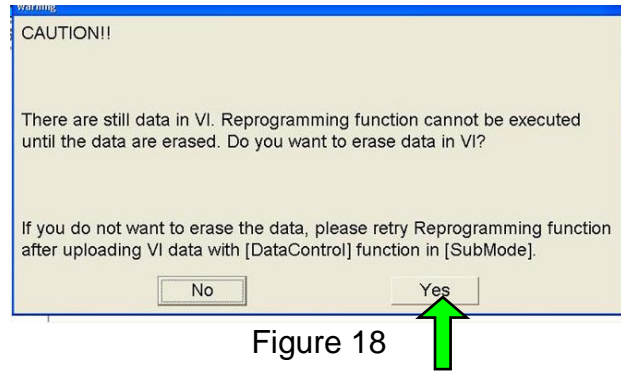
No   Yes

Figure 18

34. When the screen in Figure 19 displays, the reprogramming is complete.

   NOTE: If the screen in Figure 19 does <u>not</u> display (reprogramming did <u>not</u> complete), refer to the information on the next page.
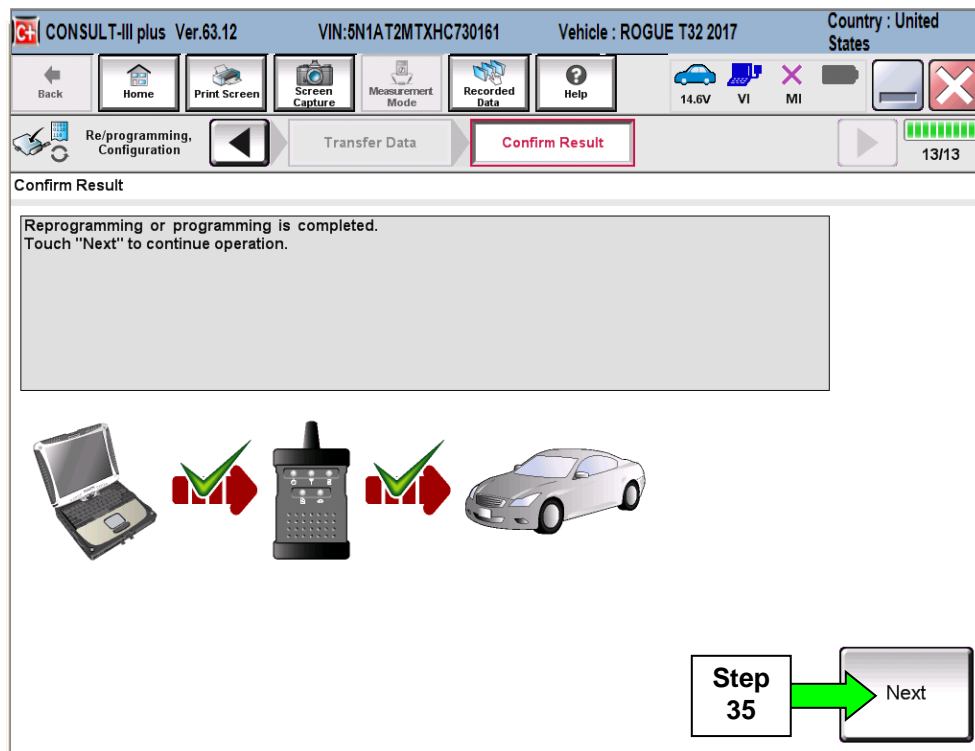
35. Select **Next**.

Figure 19

   NOTE: Additional steps/operations are required before C-III plus will provide the final reprogramming confirmation report.

If reprogramming does <u>not</u> complete and the "!?" symbol displays as shown in Figure 20:

- Check battery voltage (12.0 – 15.5V).

- Ignition is ON, Ready Mode is OFF.

- External Bluetooth® devices are OFF.

- All electrical loads are OFF.

- **Select <u>Retry</u> and follow the on screen instructions.**

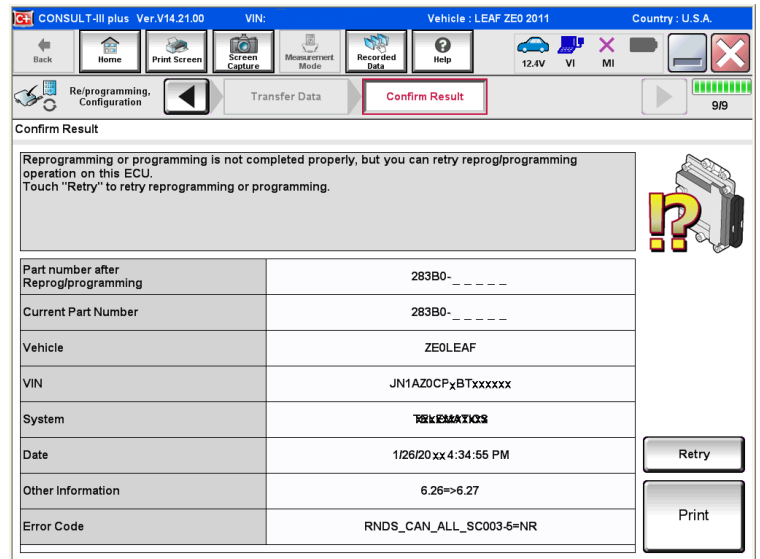 **NOTE**: Retry may not go through on first attempt and can be selected more than once.

Figure 20

If reprogramming does <u>not</u> complete and the "X" symbol displays as shown in Figure 21:

- **Do not disconnect the plus VI or shut down C-III plus if reprogramming does not complete.**

- Check battery voltage (12.0 – 15.5V).

- CONSULT A/C adapter is plugged in.

- Ignition is ON, Ready Mode is OFF.

- Transmission in Park.

- All C-III plus / plus VI cables are securely connected.

- All C-III plus updates are installed.

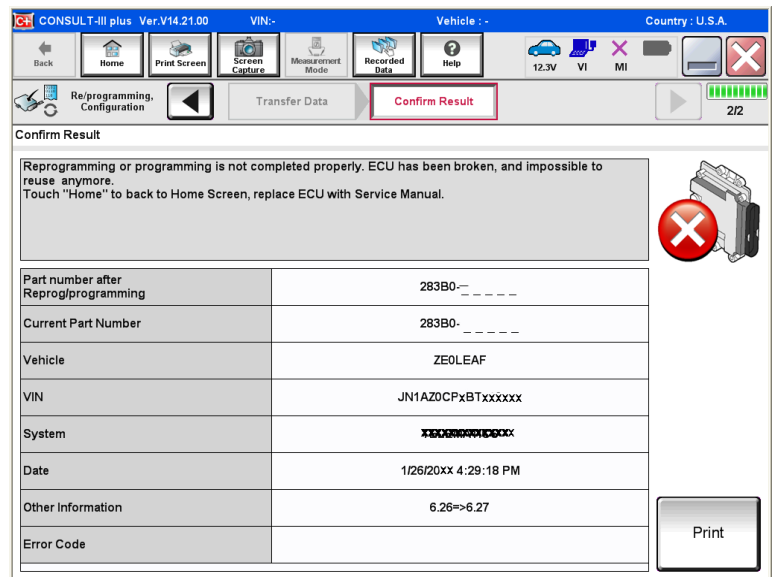- **Select <u>Home</u>, and then restart the reprogram procedure from the beginning.**

Figure 21

36. Wait for System call to complete. Once completed, the screen in Figure 23 will be displayed.
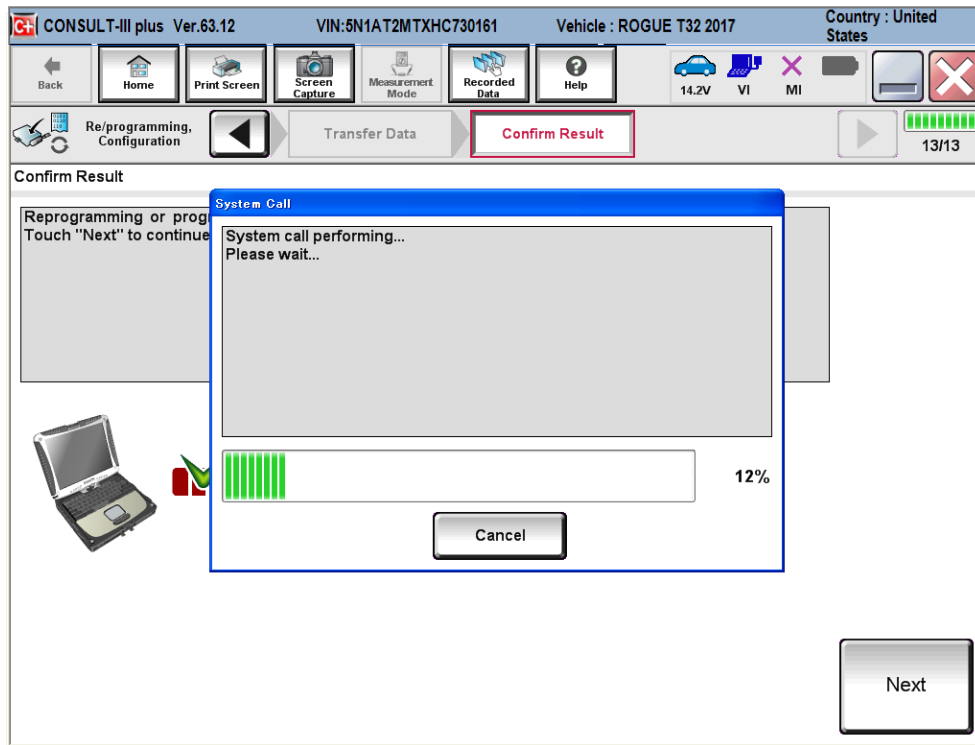

Figure 22

37. **Erase all DTCs** as follows:

   a. Ignition should be ON

   b. Turn the Ignition OFF

   c. Turn the Ignition ON.

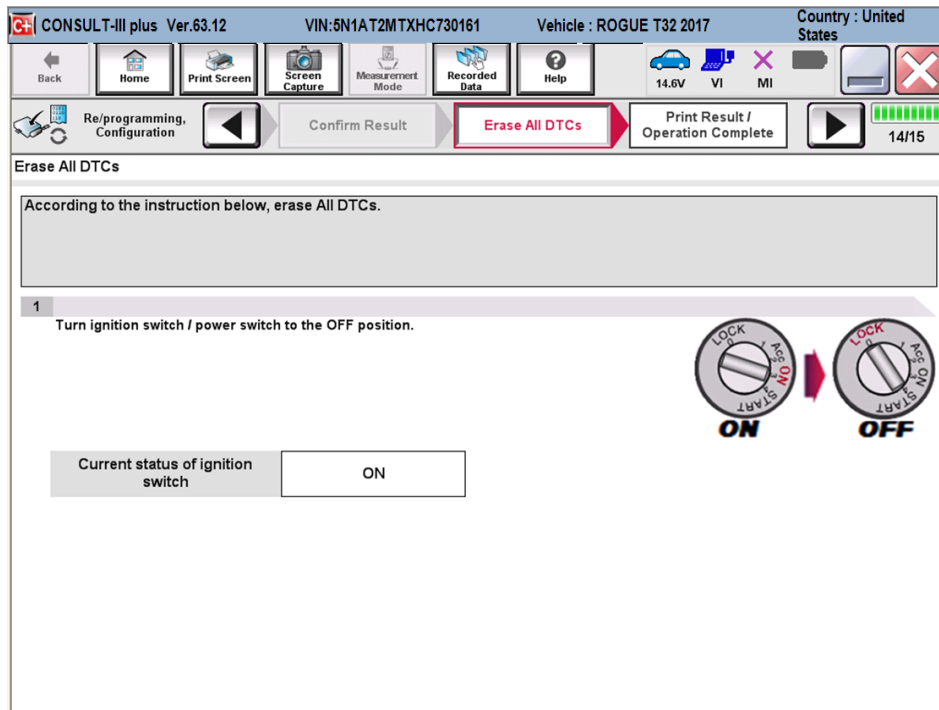   d. Wait for DTC erase to complete.

   Ignition ON > OFF > ON

Figure 23

38. Verify the before and after part numbers are different.

39. Print a copy of this screen (Figure 24) and attach it to the repair order.
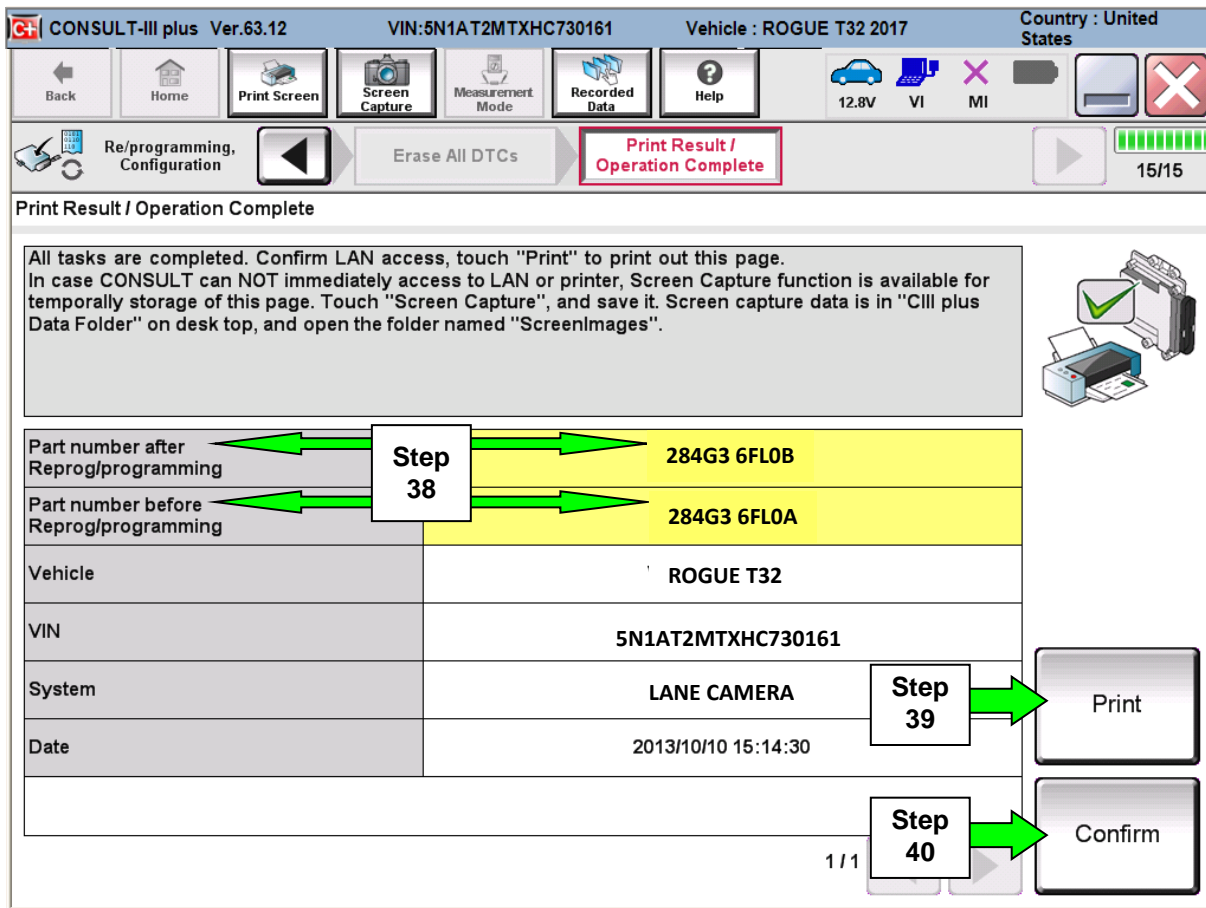
40. Select **Confirm**.

Figure 24

NOTE: If you cannot print the above screen:

    a. Select Screen Capture.
    b. Name the file.
    c. Save the file in My Documents.

- A copy of the screen is now saved in the CONSULT PC. It can be retrieved and printed at a later time.

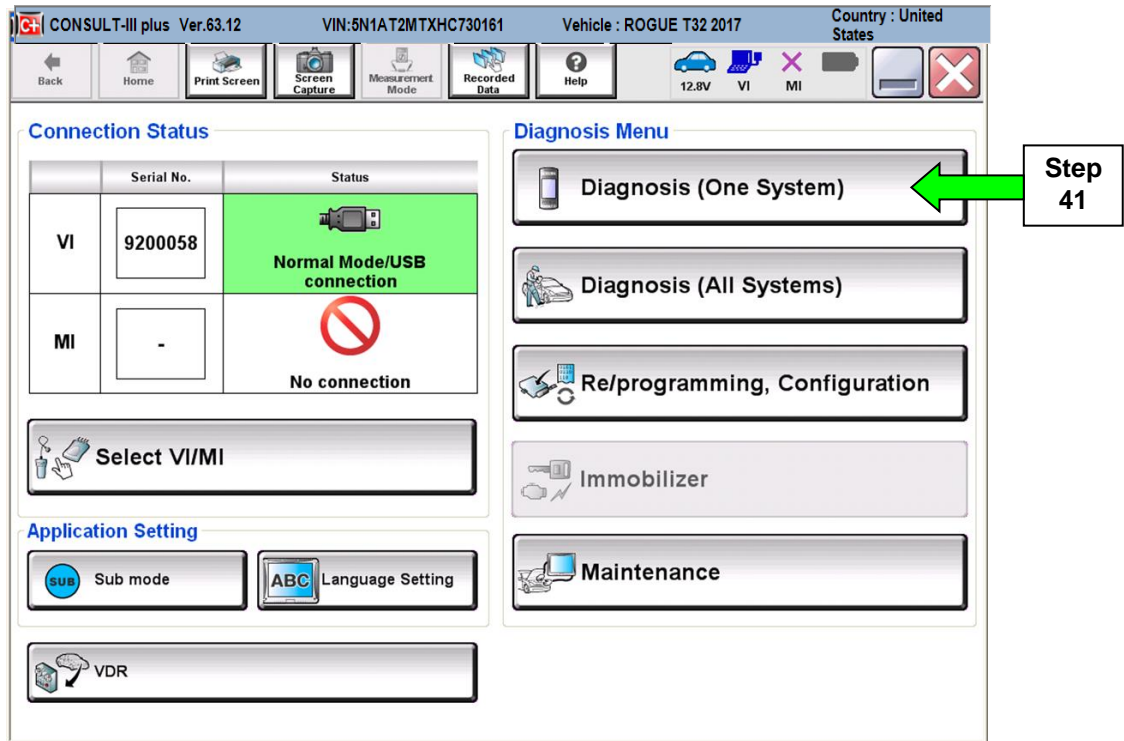41. Select **Diagnosis (One System).**

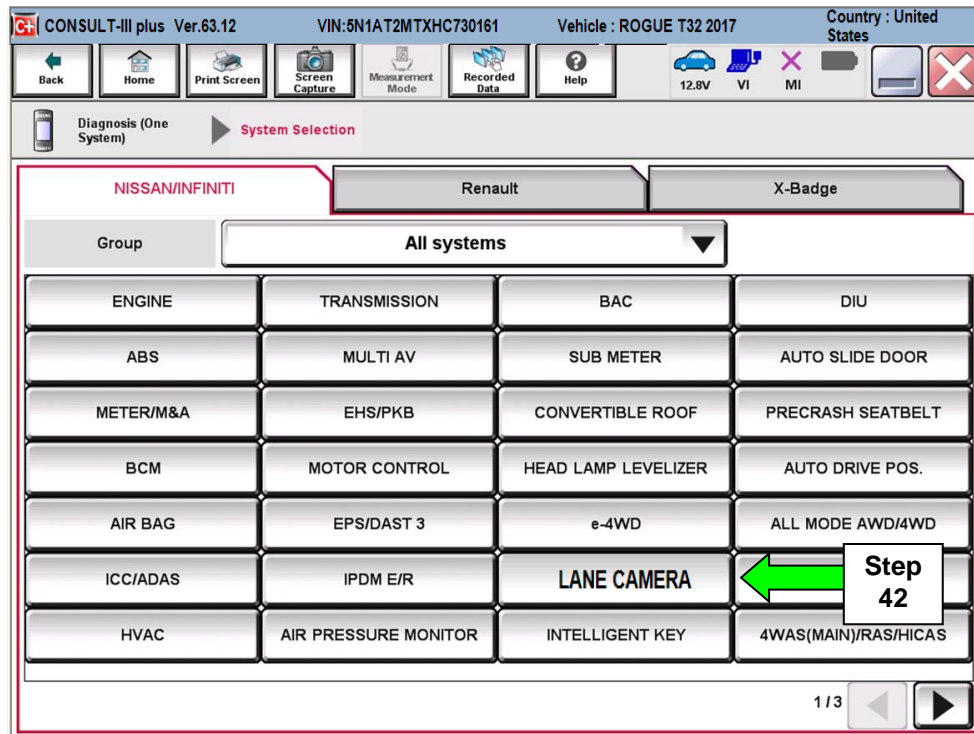Figure 25

42. Select **LANE CAMERA.**

Figure 26

43. Verify there are no DTC's present as shown in Figure 27.
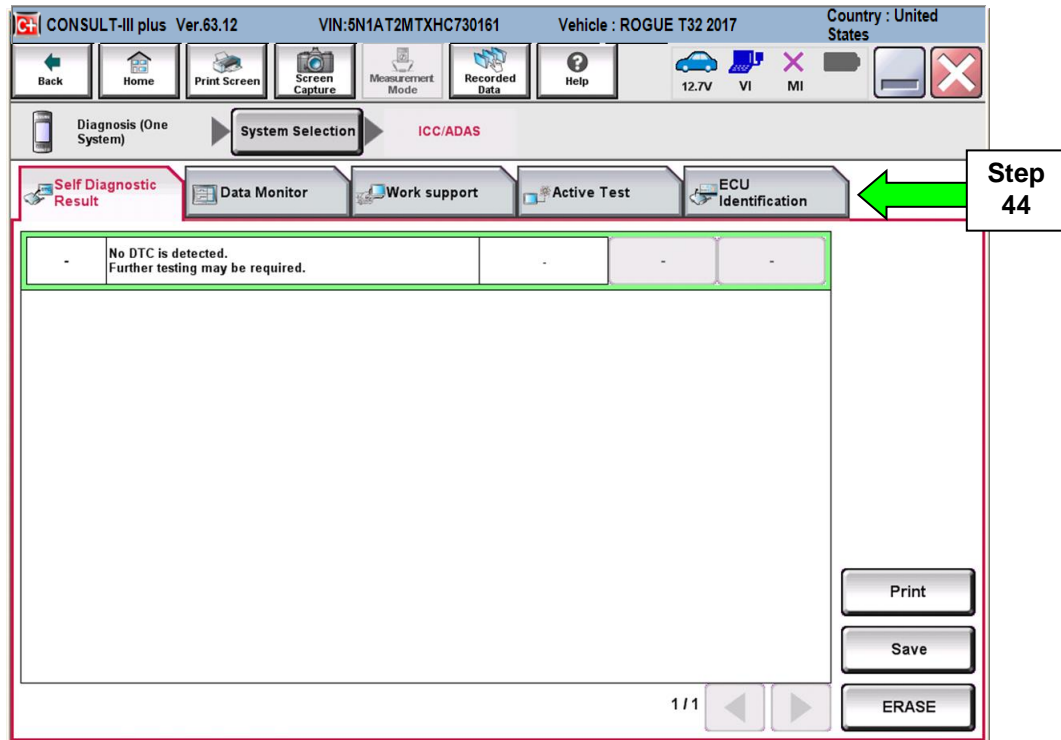
44. Select **ECU Identification**.

Figure 27

45. Verify **ECU PART NUMBER** is **284G3-6FL0B or 284G3-6FL1B**.

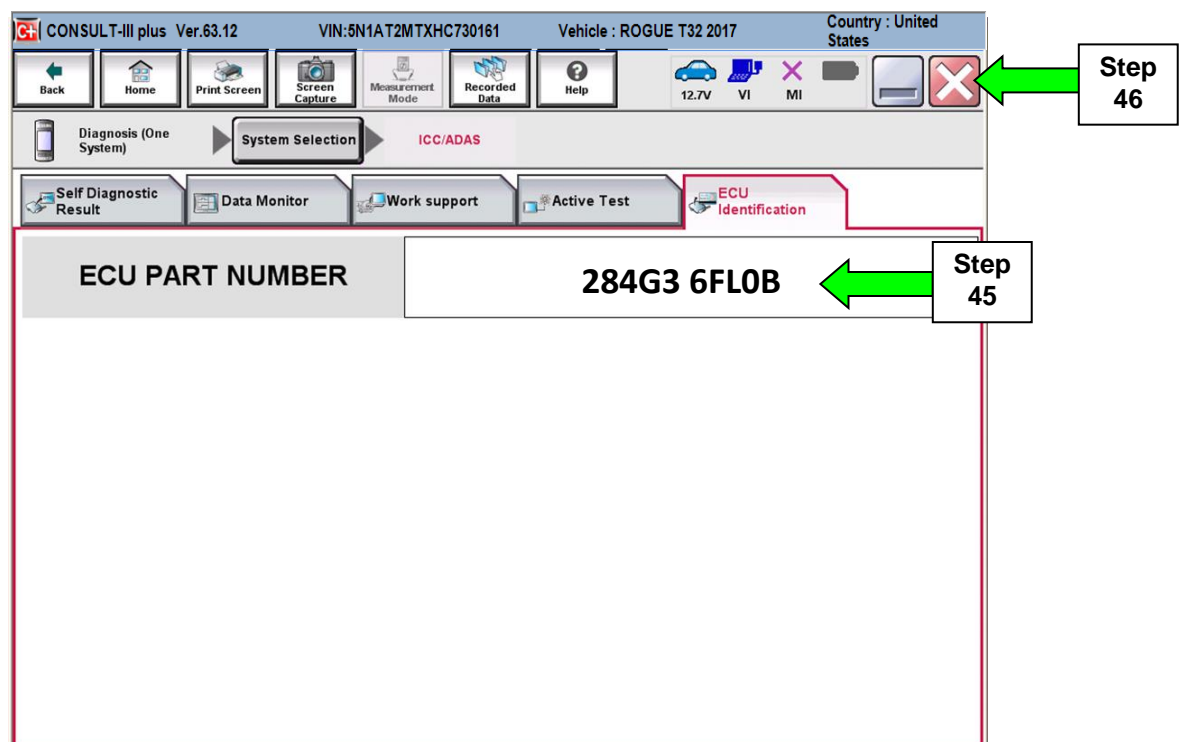46. Select **X** to close C–III plus.

Figure 28

47. Turn the ignition OFF.

48. Disconnect the plus VI from the vehicle and the AC Adaptor from the CONSULT PC.

49. Disconnect the battery charger from the vehicle.

CLAIMS INFORMATION

Submit a Campaign (CM) line claim using the following claims coding:

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PC499	Reprogram Front Camera	PC4990	0.5 hrs.

OR

CAMPAIGN (CM) I.D. #	DESCRIPTION	OP CODE	FRT
PC499	Front Camera Reprogram Not Needed	PC4991	0.3 hrs.