QUALITY ACTION

CAMPAIGN BULLETIN

Vehicle Information Display
Dealer Inventory

Reference: P7326
Date: June 22, 2017

Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2017 Rogue Sport	NA	**2,496**	June 22, 2017	**NO**

*****Dealer Announcement*****

Nissan is conducting a dealer inventory quality action to reprogram the vehicle information display on **2,496** specific 2017 Rogue Sport vehicles identified in Service Comm. These vehicles are either currently in dealer inventory or assigned and in transit to the dealer.

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

PLEASE FOLLOW THE ATTACHED REPAIR INSTRUCTIONS:

1. Verify if vehicles currently in dealer inventory are affected by this inventory service action using Service Comm **I.D. P7326.**
   - **New vehicles in dealer inventory can also be identified using DBS (Sales-> Vehicle Inventory, and filter by Open Campaign).**
     - Refer to NPSB 15-460 for additional information
   - **Please continue to check newly arriving inventory for campaign applicability.**

2. Use the attached procedure to reprogram the vehicle information display.

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 inventory. Nissan requests dealers to perform this repair on vehicles in inventory prior to being retailed to ensure customer satisfaction.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

P7326 – ROGUE SPORT (J11) COMBINATION METER REPROGRAM

IMPORTANT: This repair procedure will reprogram the Combination Meter. Make sure to follow all the steps in the specific order listed to properly complete the repair.

Reprogramming Procedure:

IMPORTANT:

- **The Combination Meter Reprogramming <u>CAN</u> be completed in "Shipping Mode" (Storage Fuse Out)**

- **The Engine <u>MUST</u> Be Running During the Combination Meter Reprogramming**

  CAUTION: Be sure the engine is running to 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 **COMBINATION METER may be damaged**.

1. Check Service COMM to confirm VIN is eligible for this Dealer Action .

2. 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 **COMBINATION METER may be damaged.**

3. Connect the 12V Vehicle Adapter to the CONSULT PC.

   CAUTION: Be sure to connect the 12 Volt Vehicle Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the **COMBINATION METER may be damaged**.

4. Connect the plus Vehicle Interface (plus VI) to the CONSULT PC using the USB cord.

> **CAUTION:** Be sure the USB cord is fully seated at the plus VI and the CONSULT PC. If the USB cord comes loose during reprogramming, the process will be interrupted and the **COMBINATION METER may be damaged**.

5. Start the engine and let idle.

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 **COMBINATION METER may be damaged**.

7. Turn ON the CONSULT PC.

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

9. Wait for the plus VI to be recognized / connected (see Figure 1).

- Serial number will display when the plus VI is recognized / connected.
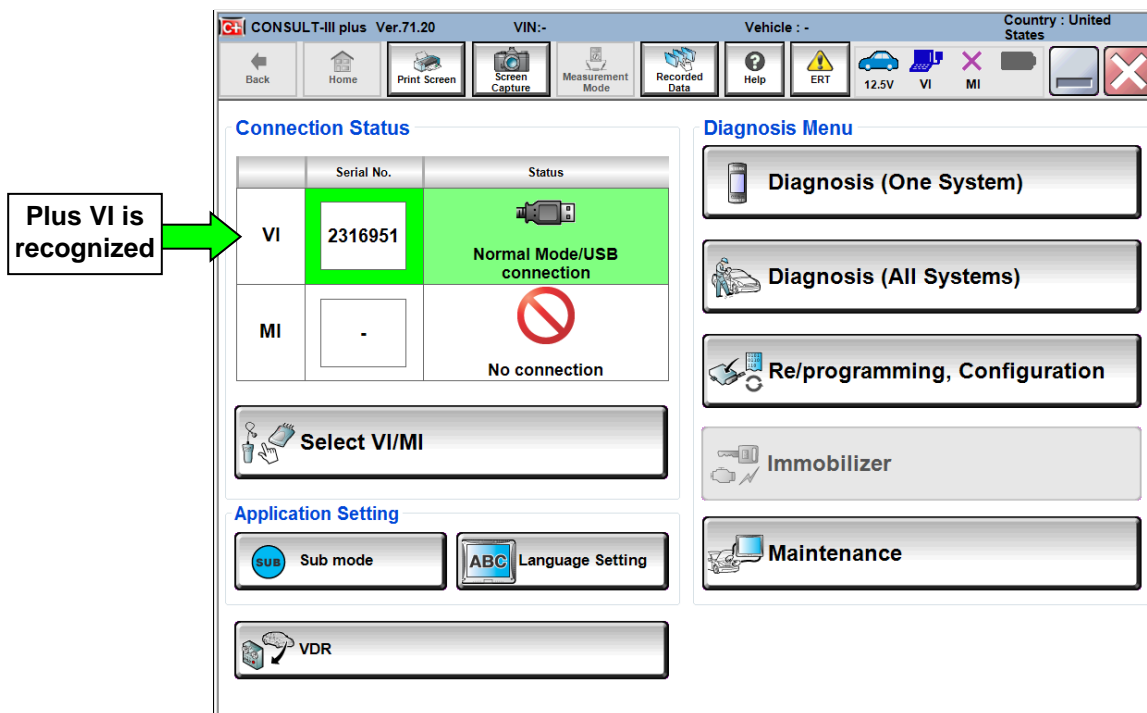
Figure 1

10. Select **Re/programming, Configuration**.
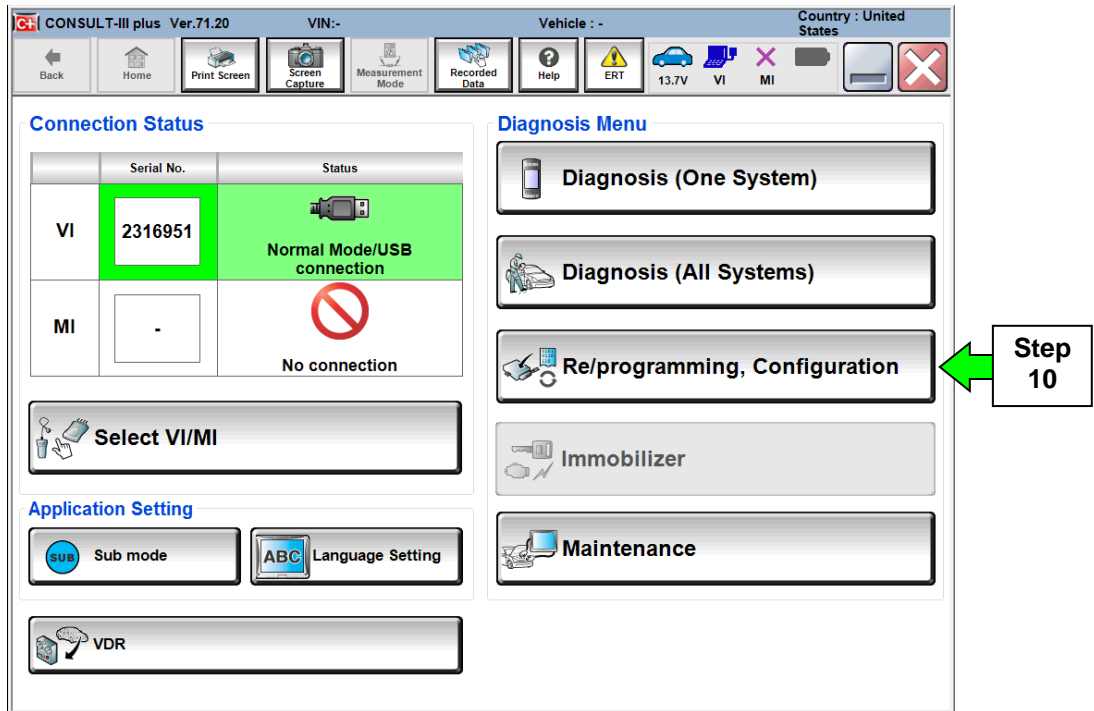
Figure 2

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

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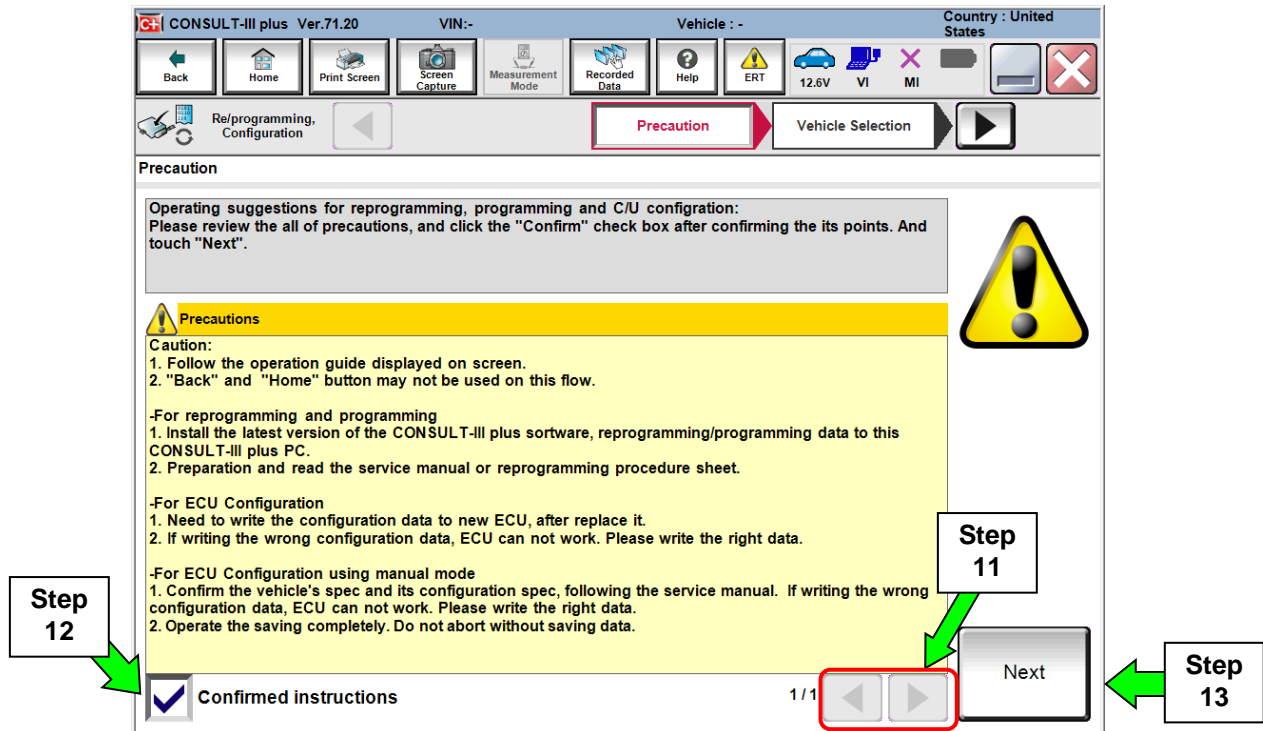
13. Select **Next**.

Figure 3

14. Select **Nissan**, **Vehicle Name (QASHQAI/Rogue Sport),** and the correct **Model Year (2017)**.

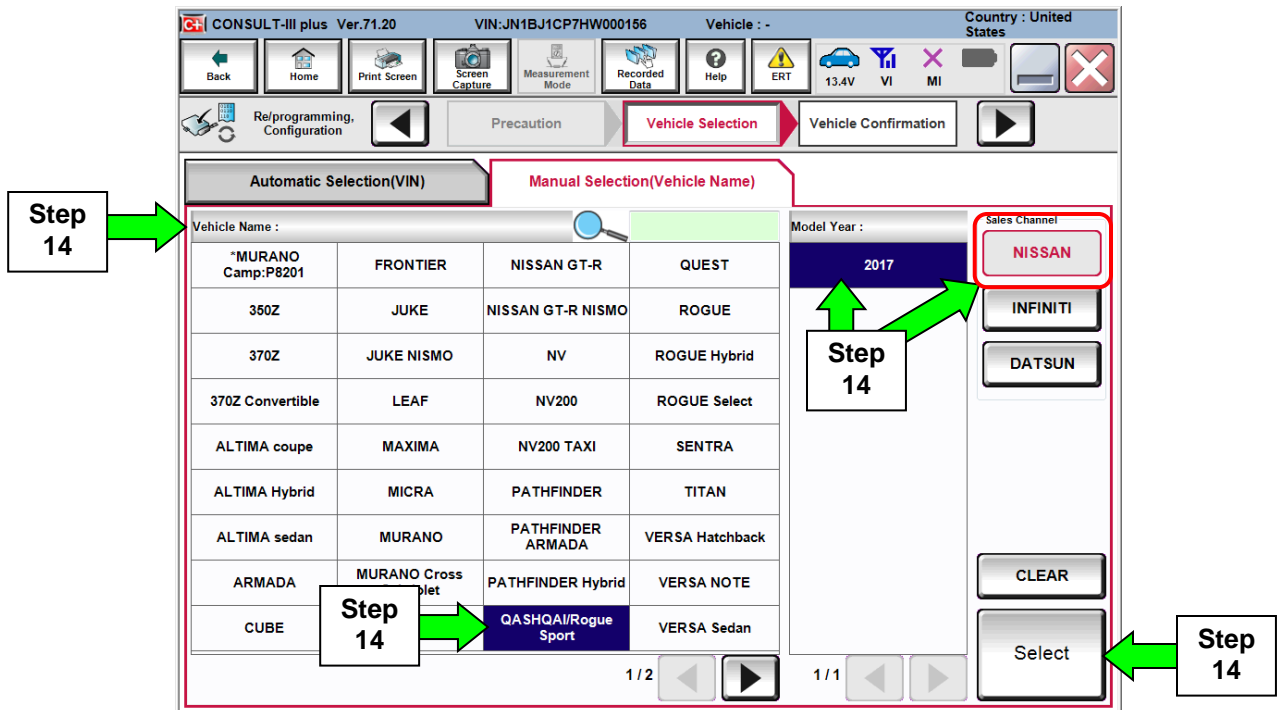- If the screen in Figure 4 does not display, then **Automatic Selection(VIN)** tab was selected, skip to step 15.

Figure 4

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

16. If the correct VIN is displayed, select **Confirm**.
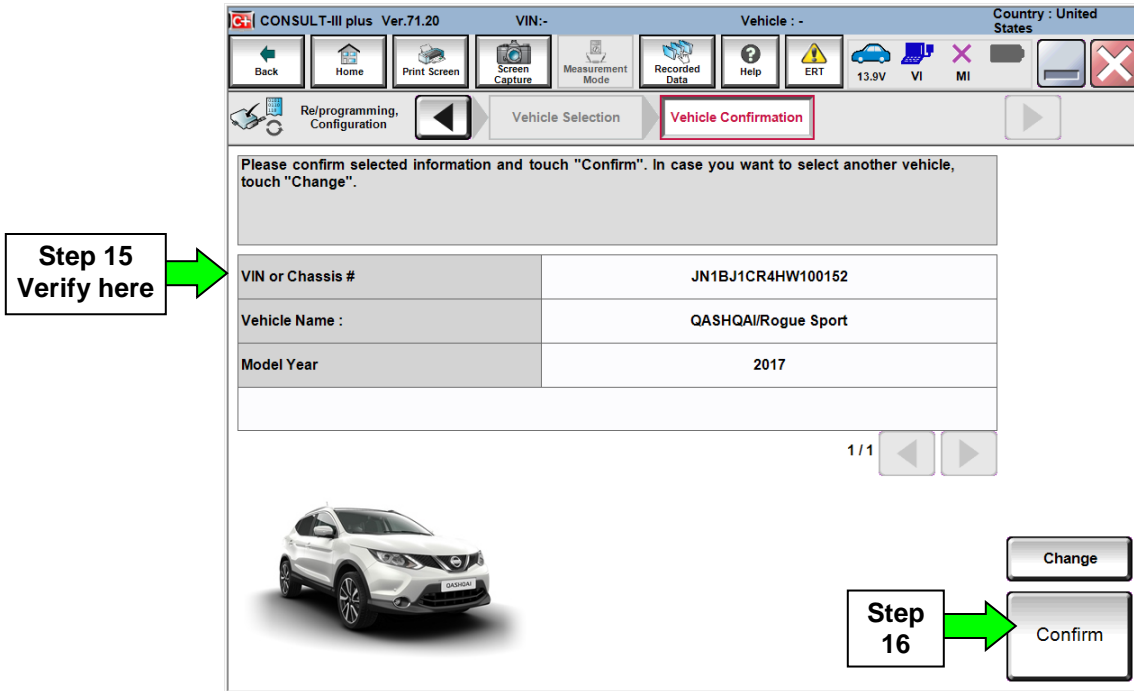
Figure 5

17. Select **Confirm**.
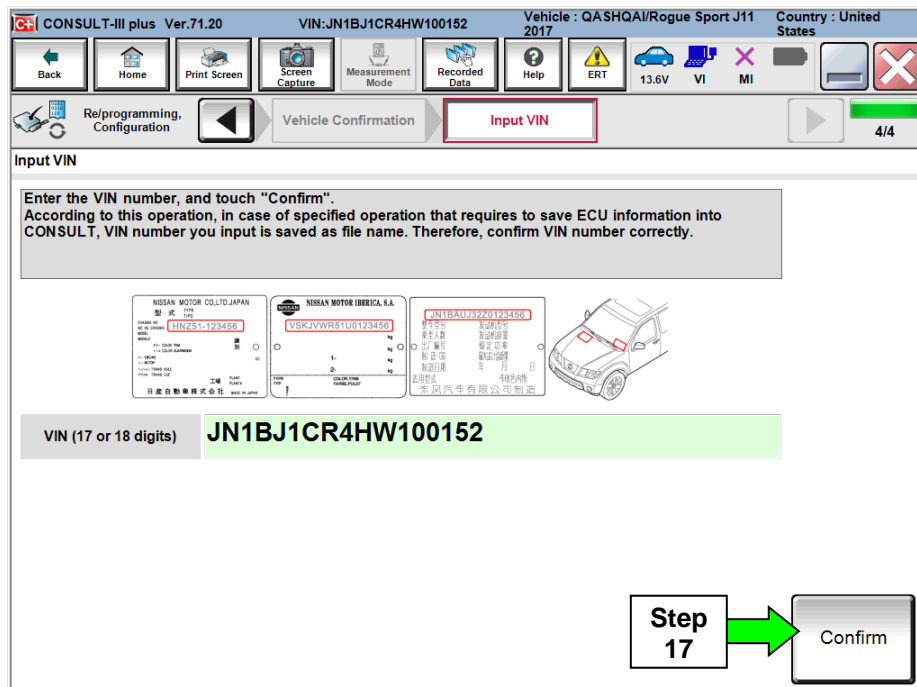
Figure 6

18. Select **METER/M&A**.
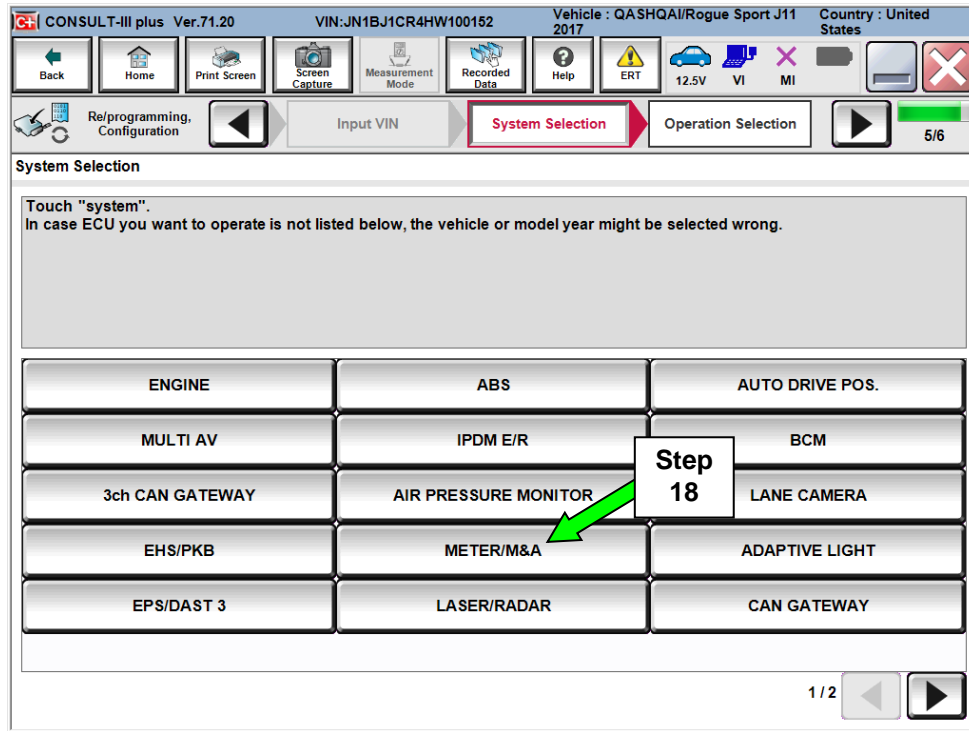
Figure 7

19. Select **Reprogramming**.
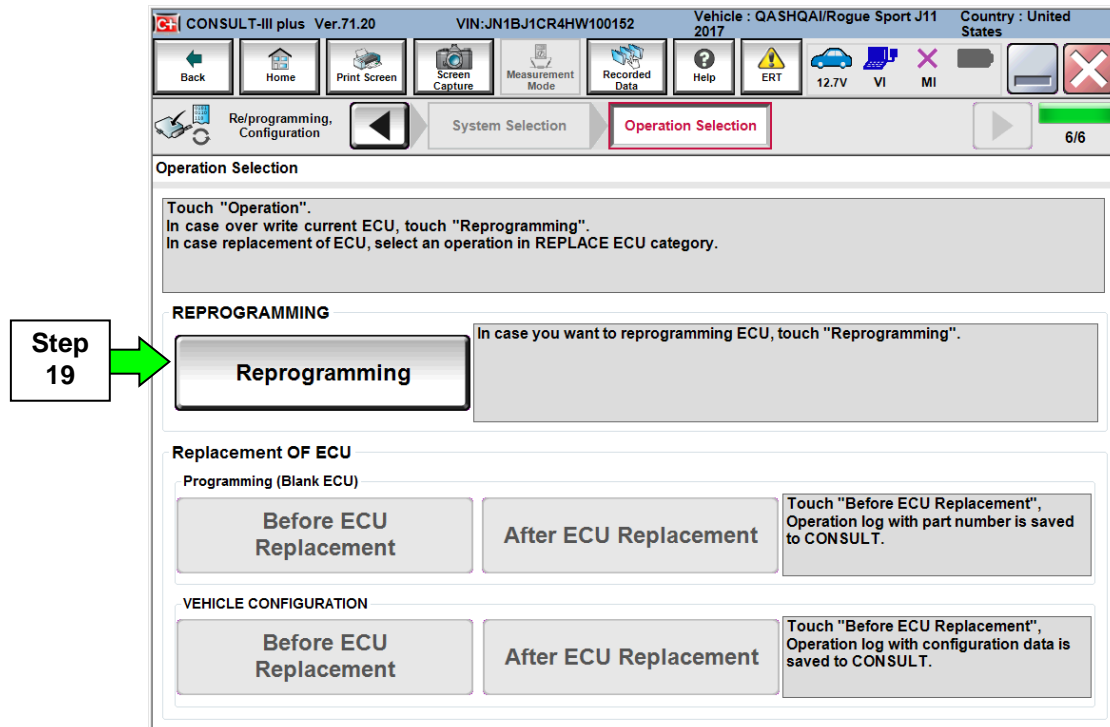
Figure 8

20. Find the Meter **Part Number** (see Figure 9) and verify it is **24810-6MA0A for USA Vehicles.** (24810-6MA0B for CANADA)
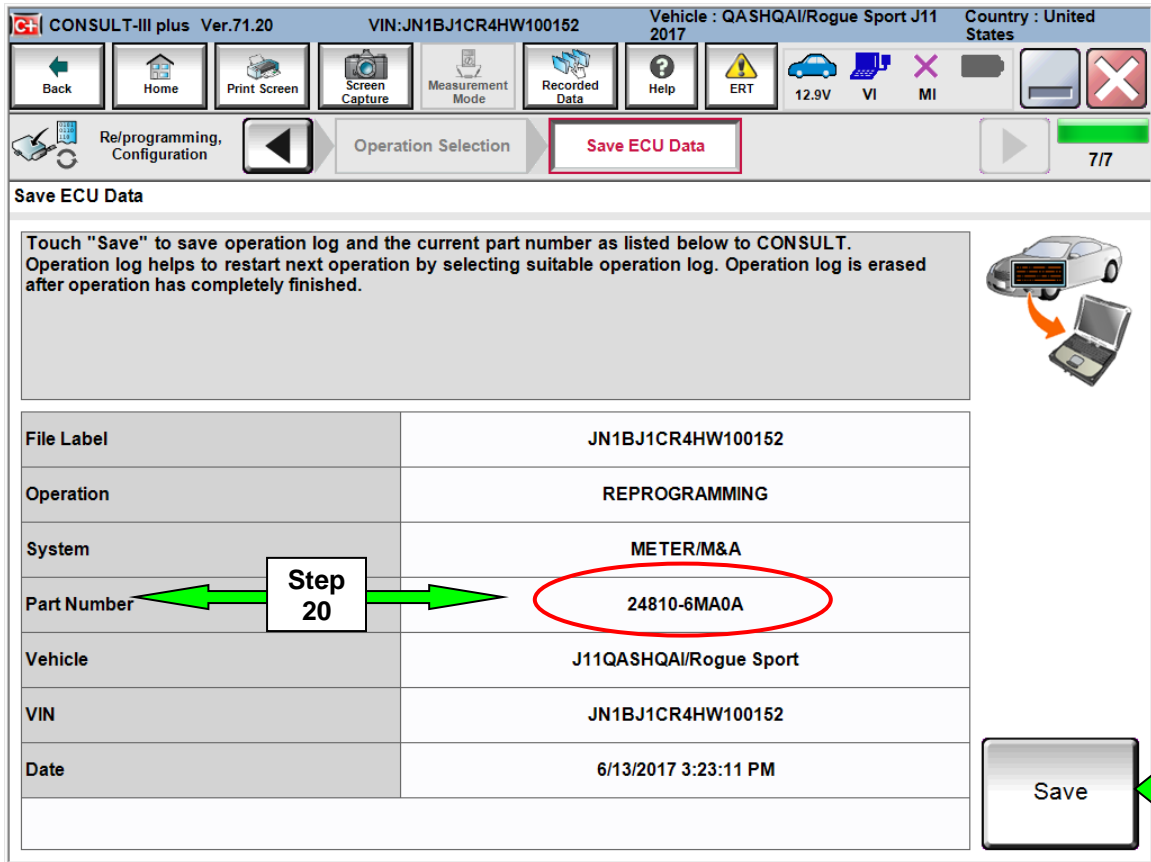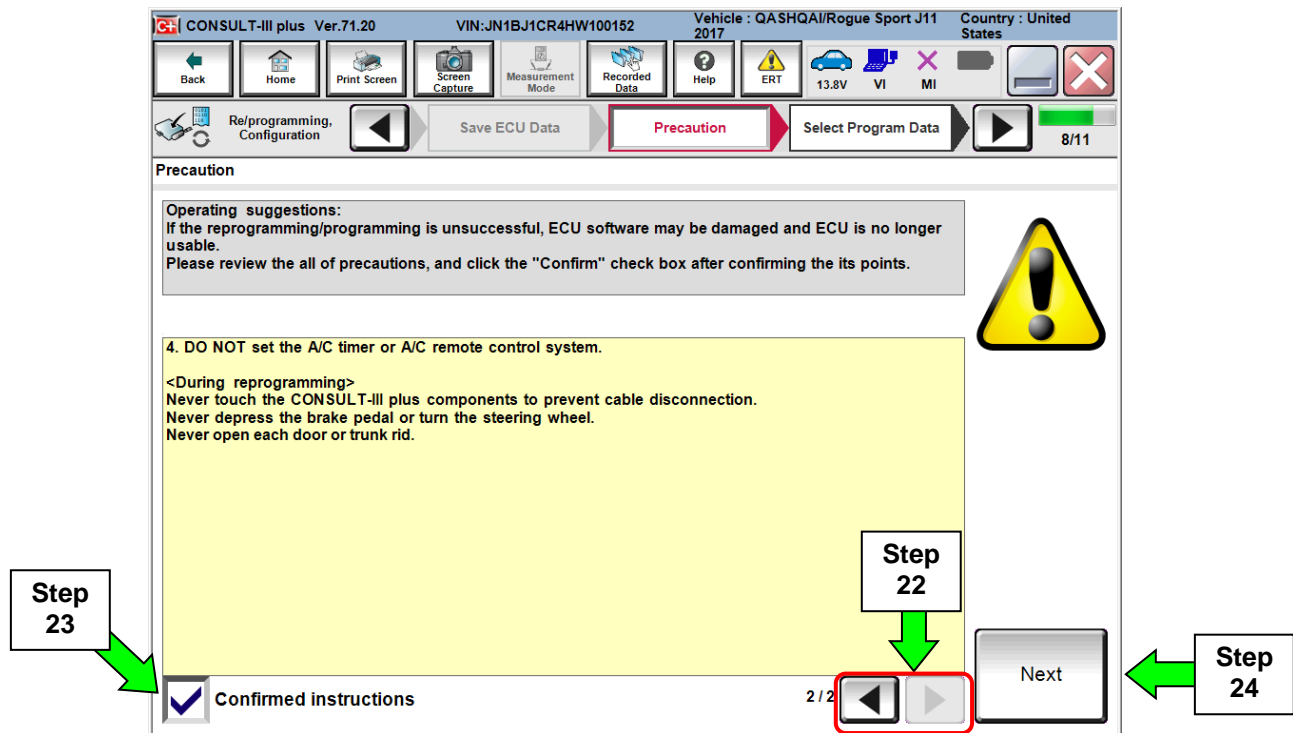
      NOTE: This is the current Part Number (P/N).

Figure 9

21. Select **Save.**

    .

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

23. Check the box confirming the precautions have been read.

24. Select **Next**.

Figure 10

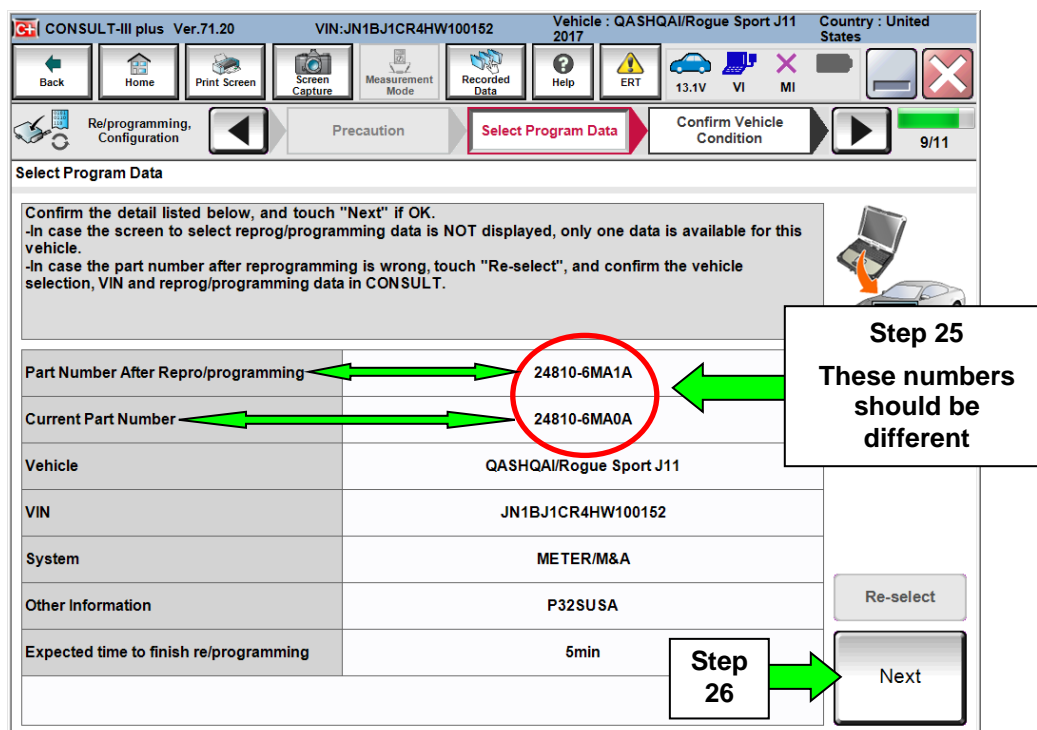25. Read the **Current Part Number** and **Part Number After Reprogramming**. They should be different.

26. Select **Next**.

Figure 11

IMPORTANT:
If you get this screen and it is blank (no reprogramming listed), it means there is not a matching Combination Meter reprogram available for this vehicle (**Combination Meter Reprogram Is Not Needed**).
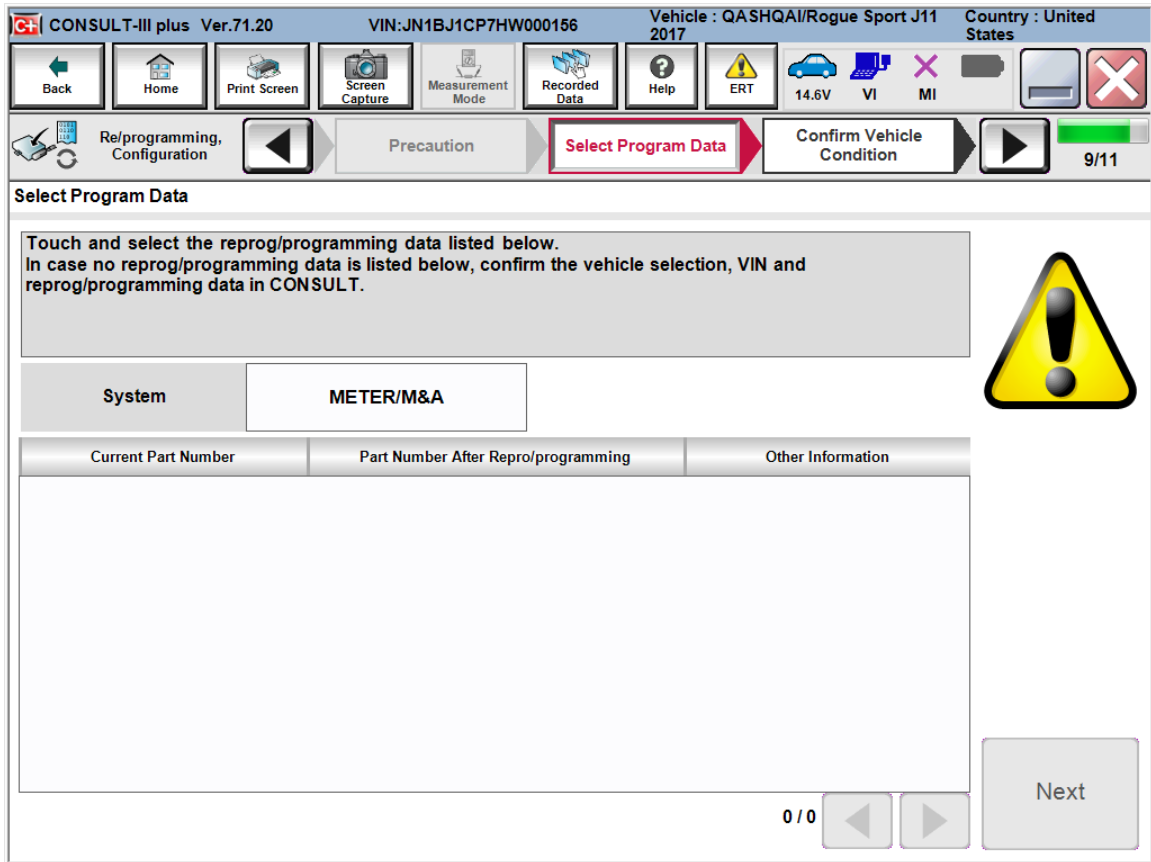

Figure 12

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

28. Select **Next**.

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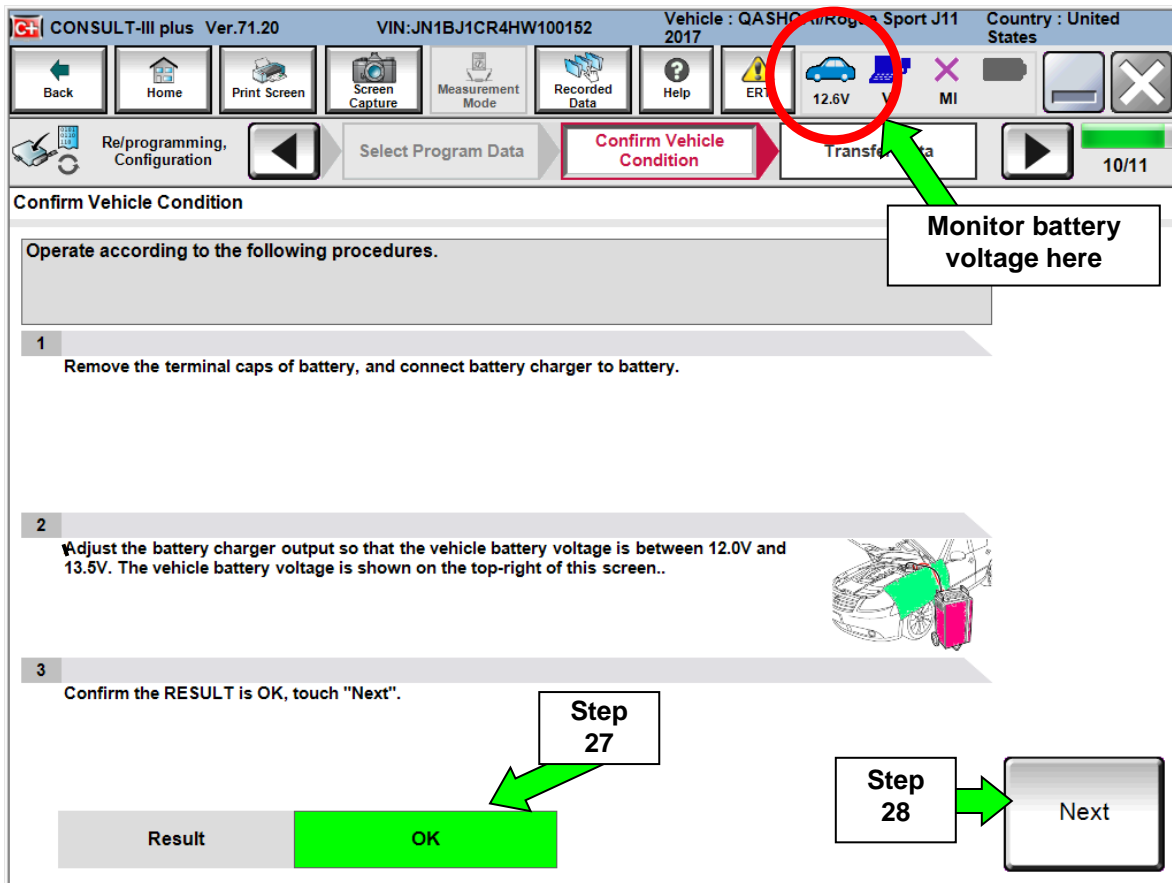

Figure 13

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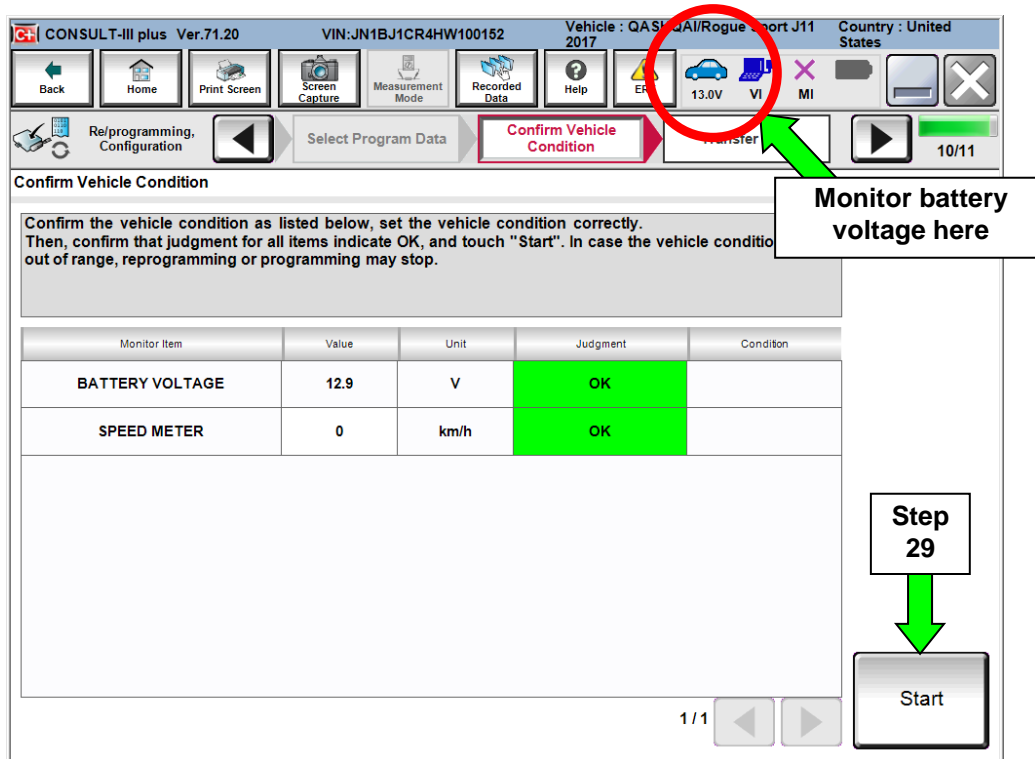
29. Select **Start**.

Figure 14

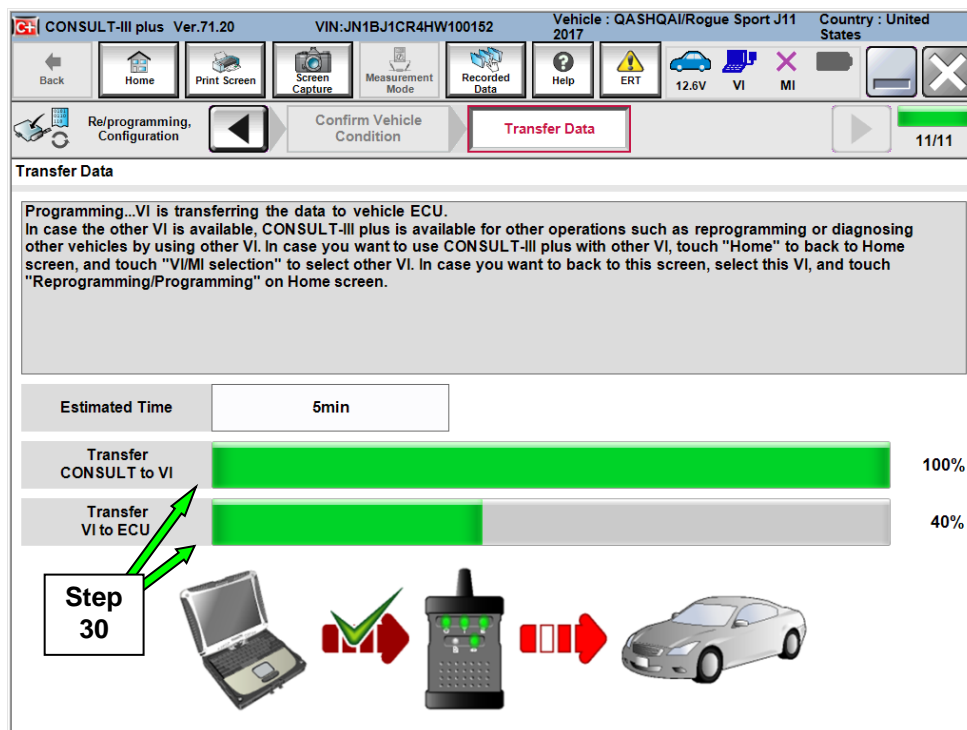30. Wait for both progress bars to complete.

Figure 15

NOTE: If the message shown in Figure 16 appears, there is data stored in the plus VI. Select "**Yes**" to proceed with reprogramming.
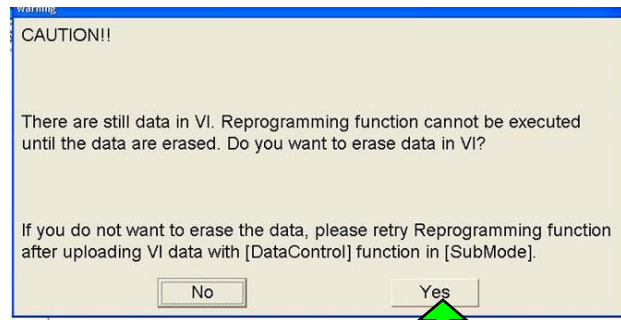

CAUTION!!

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 16

31. When the screen in Figure 17 displays, the reprogramming is complete.

    NOTE: If the screen in Figure 17 does <u>not</u> display (reprogramming does <u>not</u> complete), refer to the information on the next page.
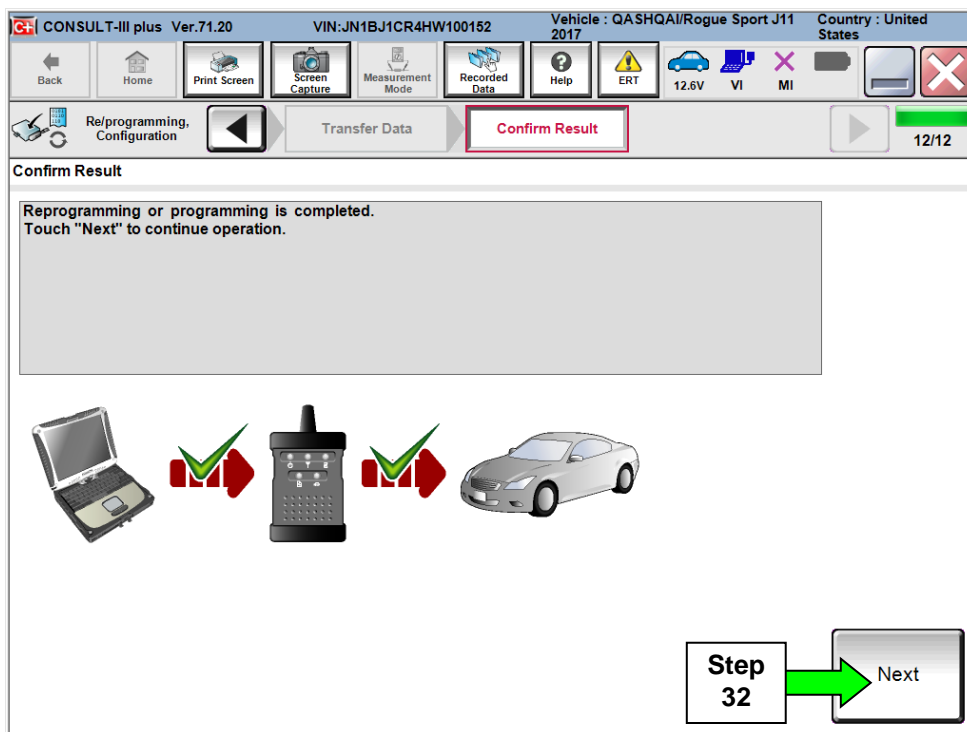
32. Select **Next**.

Figure 17

    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 18:

- Check battery voltage (12.0 – 15.5V).

- The Engine is running.

- External Bluetooth® devices are OFF.

- All electrical loads are OFF.

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

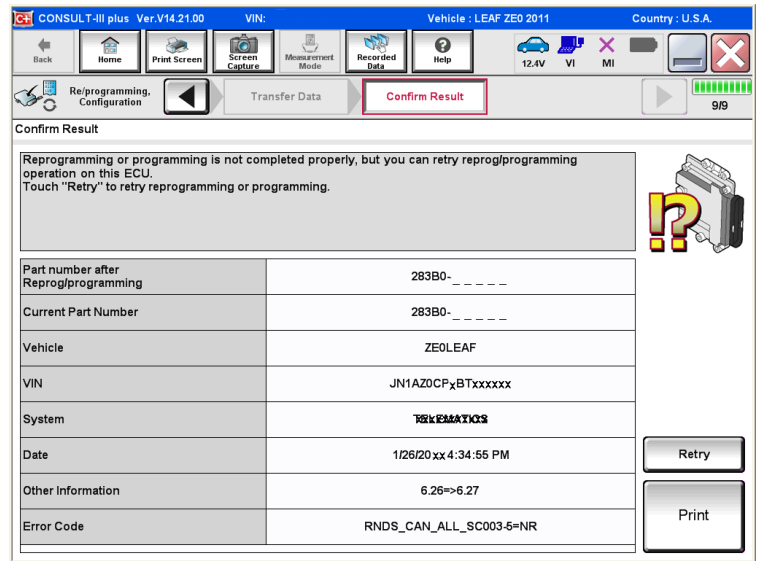 **NOTE**: Retry may not go through on first attempt and can be selected more than once.

Figure 18

If reprogramming does <u>not</u> complete and the "X" symbol displays as shown in Figure 19:

- **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.

- The Engine is running.

- Transmission in Park.

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

- All C-III plus updates are installed.

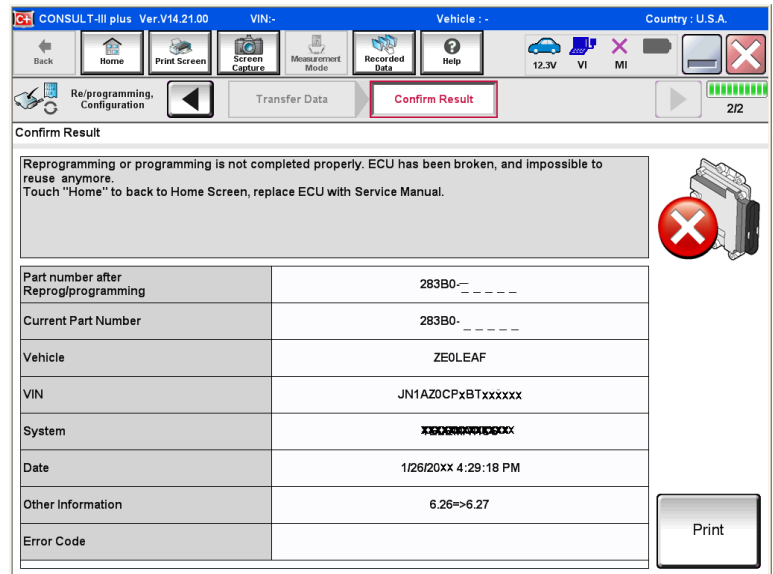- **Select <u>Home</u>, and then restart the reprogram procedure from the beginning.**

Figure 19

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

    a. Turn the engine and ignition OFF and wait 10 seconds.

    b. Turn the Ignition ON.

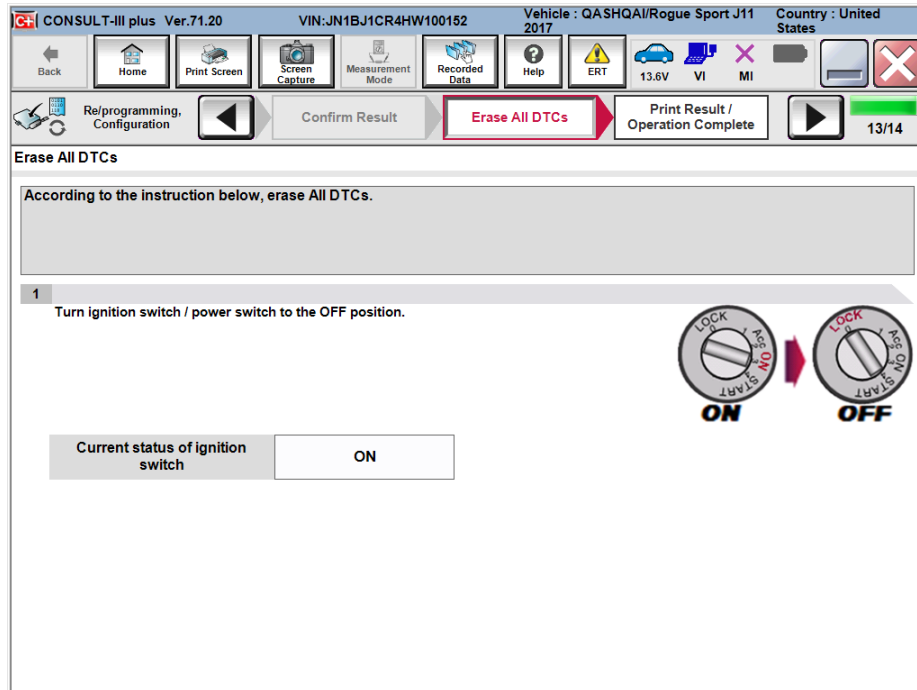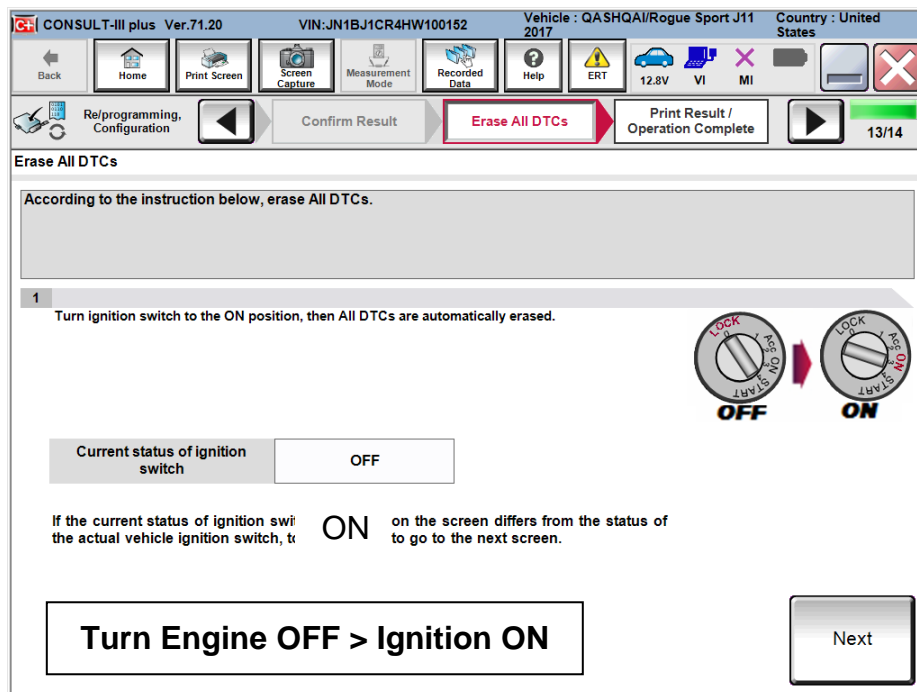   c. Wait for DTC erase to complete.

Figure 20

Figure 21

34. Verify the before and after part numbers are different.
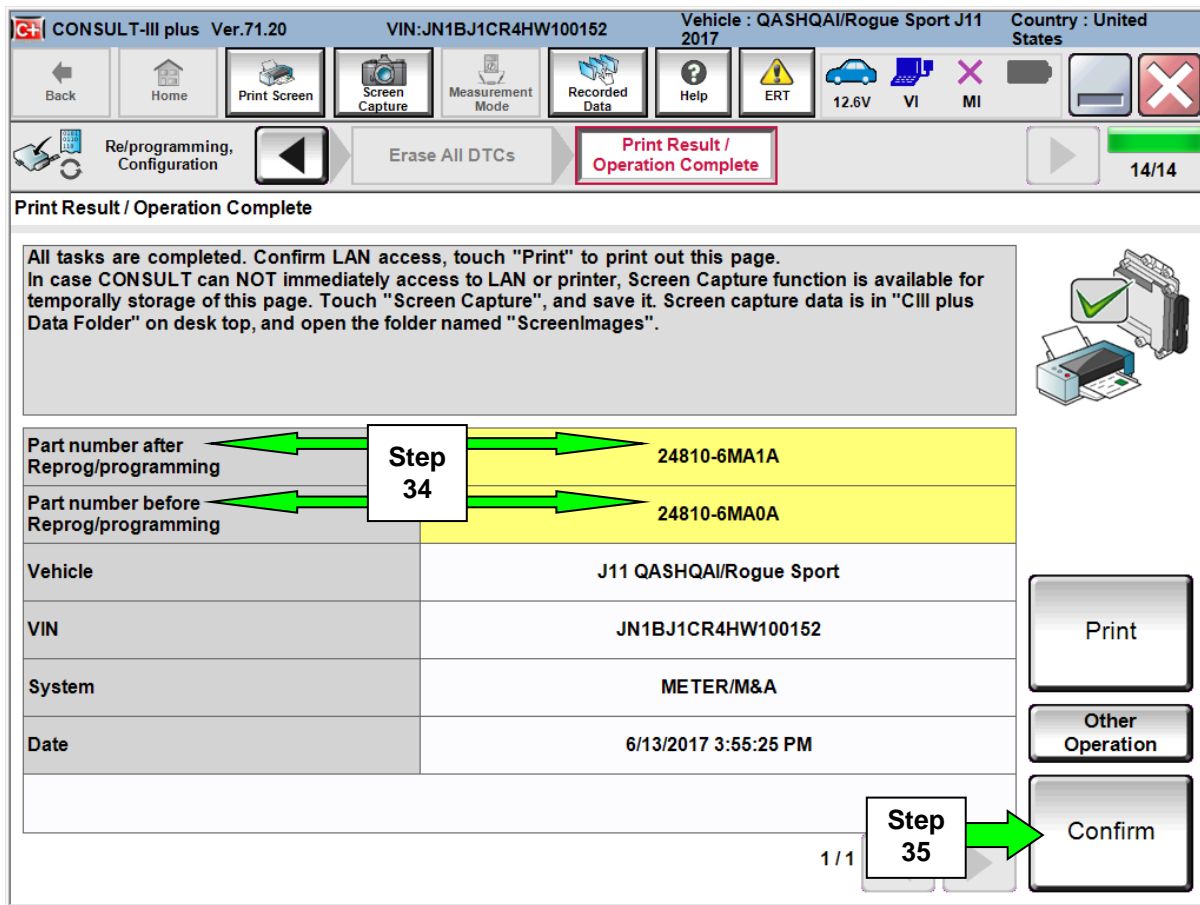
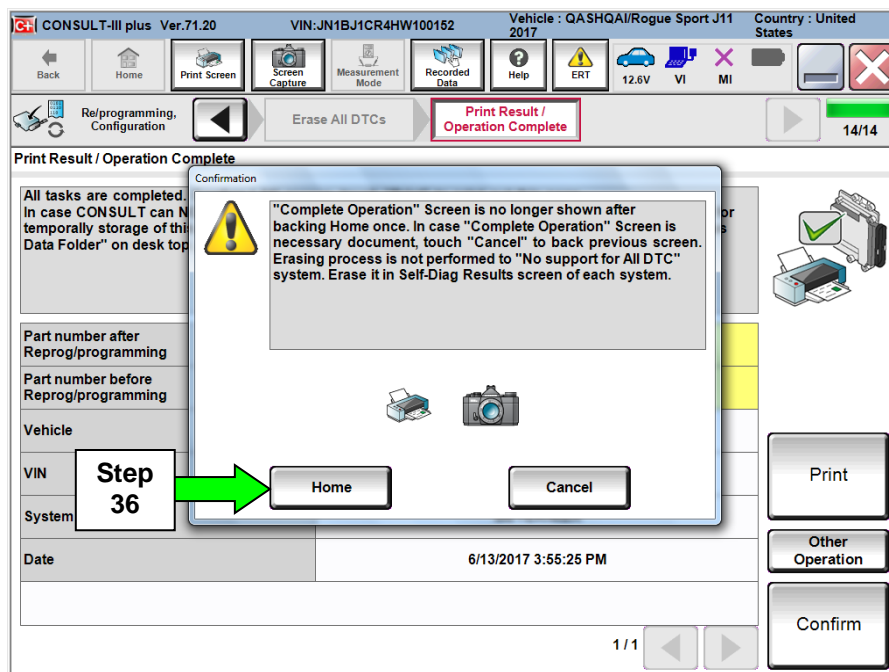35. Select **Confirm**.

Figure 22

36. Select **HOME.**

Figure 23

Verify Combination Meter Part Number Change:

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

NOTE: The "SYSTEM CALL" may take 15-20 seconds, <u>please wait</u>.

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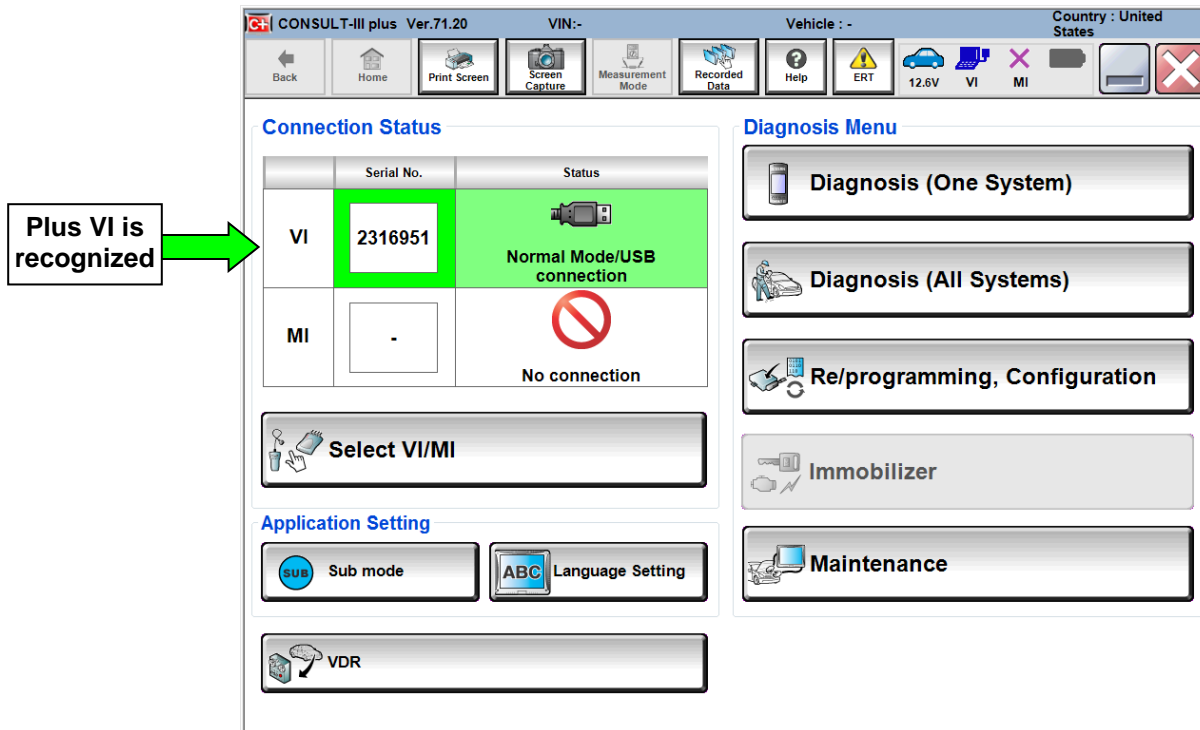

Figure 24
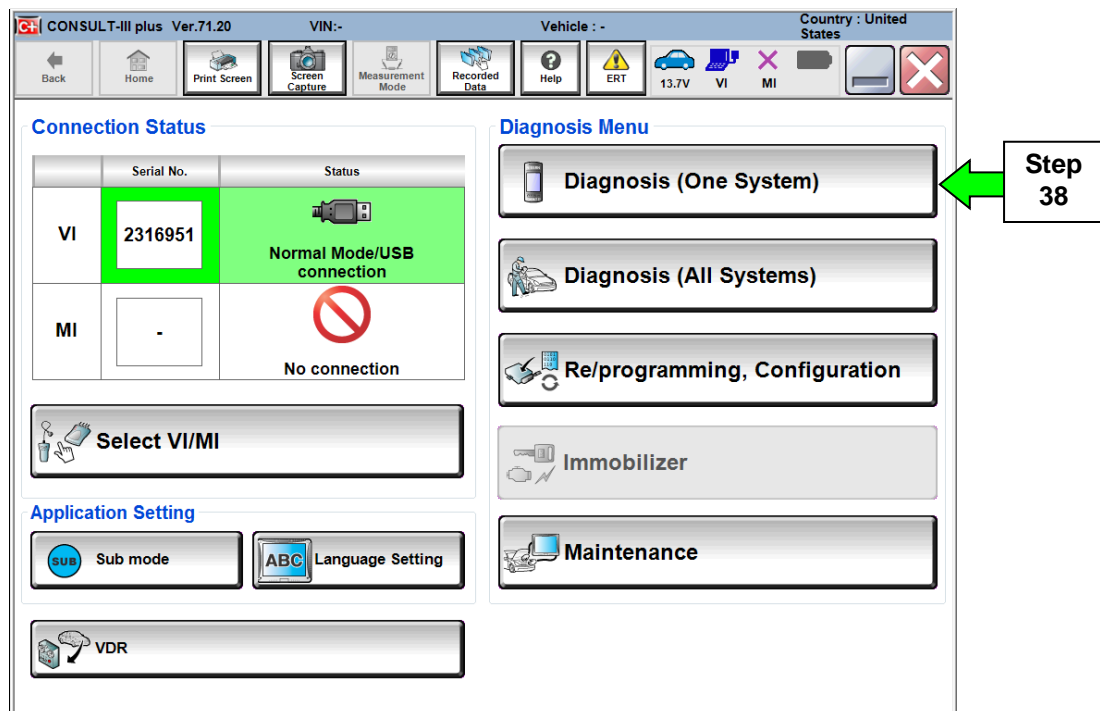
38. Select **Diagnosis (One System)**.
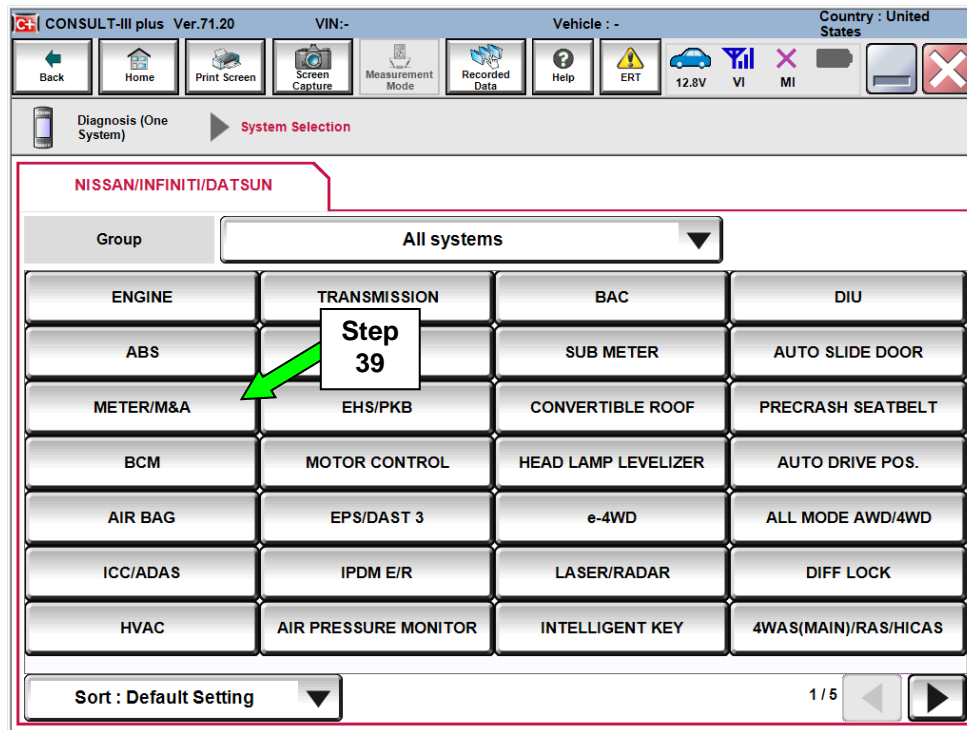

Figure 25

39. Select **METER/M&A**.

Figure 26

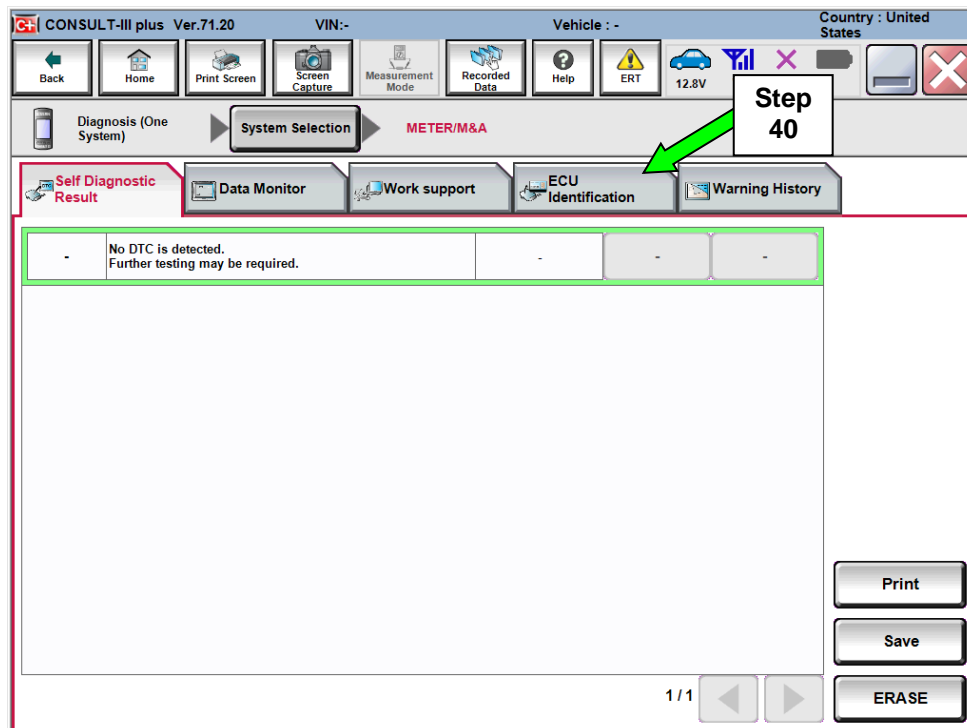40. Select **ECU Identification**.

Figure 27

41. Confirm **ECU PART NUMBER.**

- Successful Combination Meter reprogram will display: **24810-6MA1A for USA Vehicles.** (24810-6MA1B for CANADA)
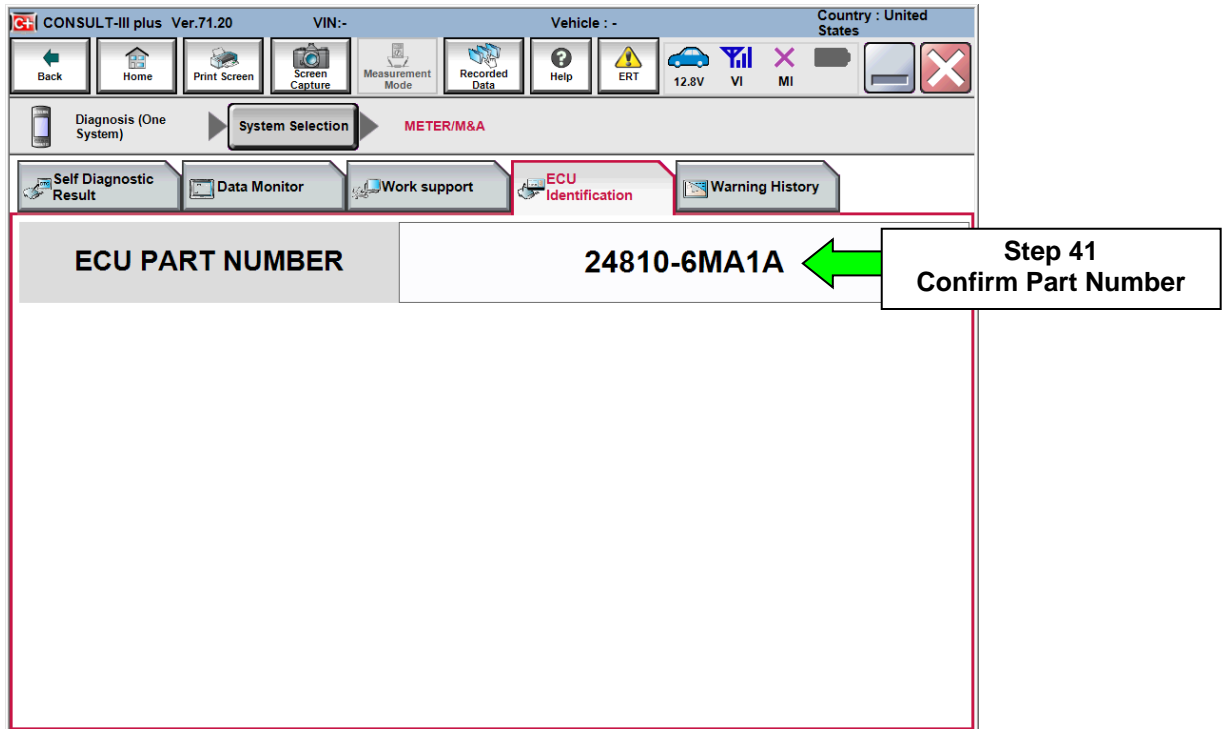

Figure 28

42. Close C-III plus.

43. Turn the ignition OFF.

44. Disconnect the plus VI from the vehicle.

45. The combination Meter Reprogramming is complete, submit a warranty claim per the Claims Information below:

CLAIMS INFORMATION

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

Work Order Line Type: "CM" Campaign

Campaign: P7326

Claim Type:	CM			
PNC:	P7326			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
Reprogram Combination Meter	P73260	0.4 Hrs.	No	N/A
Combination Meter Reprogram **NOT** Required	P73261	0.3 Hrs.	No	N/A