Attention: Dealer Principal, Sales, Service & Parts Managers

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
2018 Rogue (T32)	NA	66	February 23, 2018	**NO**

***** Quality Action Summary *****

Nissan is conducting a quality action on new vehicle inventory to reprogram the Alliance-In Vehicle Infotainment (A-IVI) software on specific MY2018 Rogue (T32) vehicles identified in SERVICE COMM or DBS National Service History – Open Campaigns. These vehicles are either currently in dealer inventory or assigned and in transit to the dealer.

The software update will correct a potential issue with the NissanConnect system displaying a blank screen after the vehicle is turned on.

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

1. Verify if vehicles currently in **dealer inventory** are affected by using Service Comm or DBS National Service History – Open Campaign I.D. **PC612.**
   - 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 affected vehicles.
   - This procedure requires no tools and does not require a technician to perform
   - The vehicle must be in range of the service departments Wi-Fi network in order to download the software update
   - The person performing the update must know the service department's password to the secure WPA2 Wi-Fi network
     - Refer to NPSB17-083 regarding service department Wi-Fi network requirements

3. Dealers are requested to remedy any affected vehicle in dealer new inventory to help ensure customer satisfaction.

4. 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 or DBS National Service History - Open Campaign 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 software update on new vehicles in inventory prior to being retailed to help ensure customer satisfaction.

Thank you for your prompt attention to this matter.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

PC612 2018 ROGUE
OVER THE AIR UPDATE
TO CORRECT BLANK SCREEN ISSUE

SERVICE INFORMATION

The next generation NissanConnect now has the ability to update its system's software through a Wi-Fi connection.

This Dealer Action will be completed by the dealer, using their secure dealer Wi-Fi network. These updates allow the dealer to take advantage of:

- New features as they become available
- Continuous quality and performance improvements

The Service Procedure in this Dealer Action contains the instructions to perform an update via a Wi-Fi connection to correct the blank screen issue.

> **IMPORTANT:**
> - To update the software by Wi-Fi the vehicle <u>must be</u> within range and connected to a secure Wi-Fi network.
> - A password protected Wi-Fi network with WPA2 security <u>is required</u> to secure the update download.

WARNING: During the update process, the vehicle should be kept in a well-ventilated area to avoid the exposure to Carbon Monoxide. Do not breathe exhaust gases; they contain colorless and odorless carbon monoxide. Carbon Monoxide is dangerous. It can cause unconsciousness or death.

NOTE: When diagnosing a NissanConnect issue, always confirm that the latest available software is installed in the AV unit before starting a diagnosis.

SERVICE PROCEDURE

Wi-Fi Connection

1. Verify the VIN of the affected Rogue.

2. Ignition on, Engine off

3. Push the MENU hard button.

Figure 1

4. Select **Connections**.

Figure 2

5. Select the **Wi-Fi** tab to display the available networks within range of the vehicle.

6. Select the network to which you wish to connect.

   NOTE: Figure 3 is only an example and uses "My network" in place of dealer network name.

Figure 3

7. Enter the network Passphrase (password) for the selected network and then select **OK** to connect to the chosen network.

   NOTE: Figure 4 is an example only and uses "MyPASSPHRASE" in place of dealer password.

Figure 4

- Once the connection has been established, the connection status will display "Connected" under the selected network (Figure 5).

Connection status
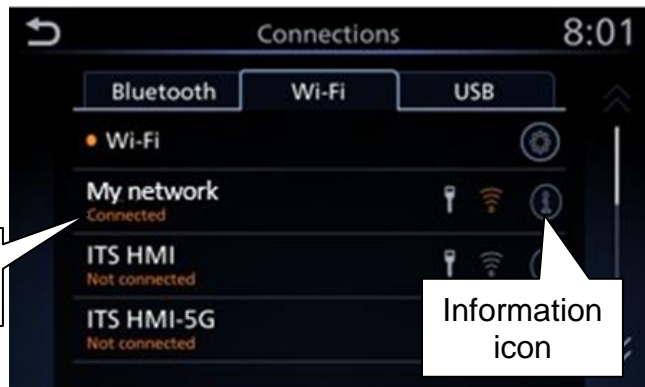
Information icon

Figure 5

- Connection details can be accessed by selecting the "ⓘ" information icon.

- The vehicle will automatically connect to the selected network once it is in range.

Update System Software by Wi-Fi

8. Start the engine.

9. Push the Menu button.

Figure 6

10. Select the **Info** icon for info menu.

Figure 7

11. Select **System Information** to access the vehicle update menu.

Figure 8

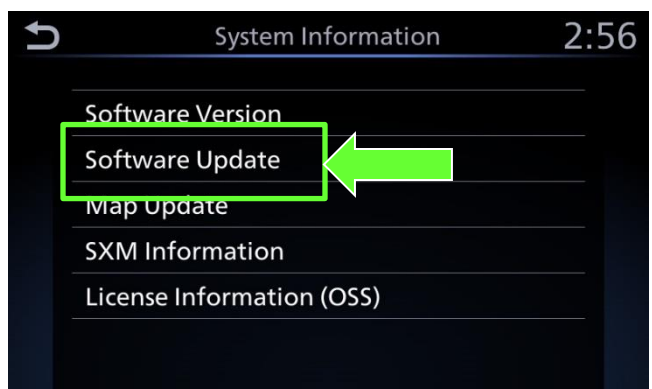12. Select **Software Update** to access Software Update menu.

Figure 9

13. Select **Start Software Update** to begin software update.

Figure 10

14. Select **Check for an Update**.

- The vehicle will connect to the server and check for software updates.

- Version **"148"** will require update.

    NOTE: This can take up to a minute to complete.
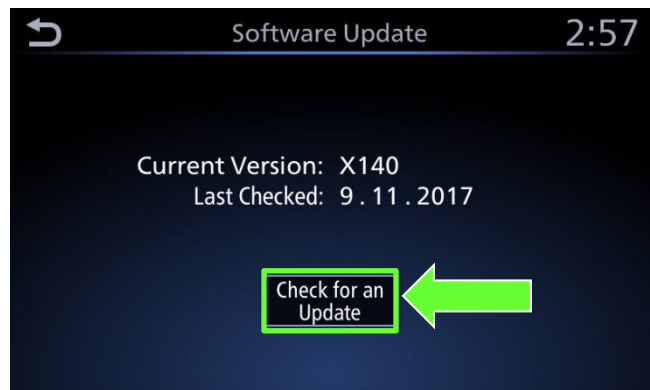
Figure 11

15. **If an update is available, proceed to step 18 on page 7.**

16. If currently installed software is up to date, a corresponding notification will be displayed as shown in Figure 12.

17. Select **OK** to back out of the software update, and then delete the Wi-Fi network as follows:
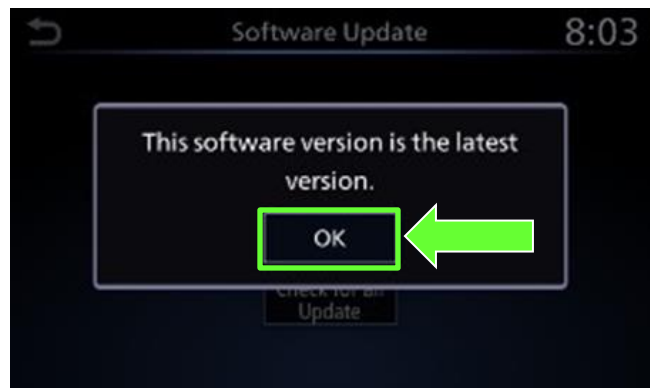
Figure 12

a. Push MENU hard button.

Figure 13

b. Select **Connections** from the HOME screen.

   NOTE: Connections can also be selected from the Settings Menu.

Figure 14

c. Select the **Wi-Fi** tab to display the available networks (Connections) within range of the vehicle.

Figure 15

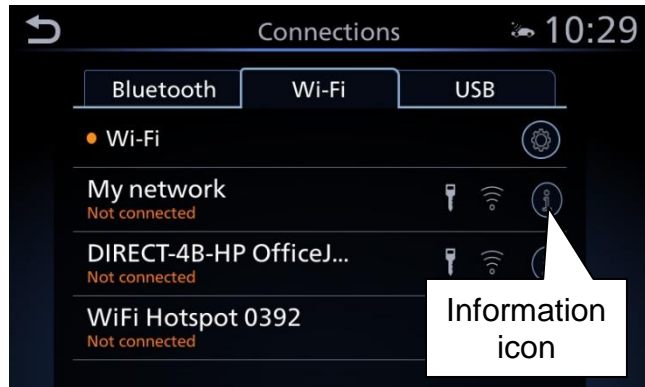d. Select the " ⓘ " information icon for the network you connected to.

Figure 16

e. Select **Delete**.
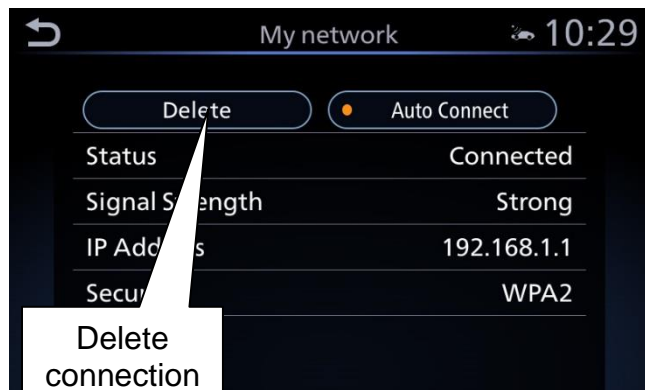
f. Turn engine OFF; no further action is needed.

Figure 17

18. Select **Download** to begin the download process.

- The update will begin automatically and the screen in Figure 19 will be displayed once the download is complete.

NOTE:

- If the update download process is interrupted, it will continue once the connection to the server is re-established.

Figure 18

Figure 19

19. Upon the completion of the software update, a message will be displayed to turn the vehicle OFF and then restart the vehicle.

a. Select **OK**.

b. Turn the engine OFF and then open and close the driver's door.

- Confirm that all other doors are also closed.

c. Wait five (5) minutes.

NOTE: The engine does not need to be running for the next steps.

d. Turn the vehicle ON and wait for the Nissan logo to appear.

- If the Nissan logo does not appear (this might take up to 30 seconds), start over from Step 17b.

e. After the Nissan logo appears, wait about one (1) minute.

- The message "The software update was successfully completed" will be displayed.
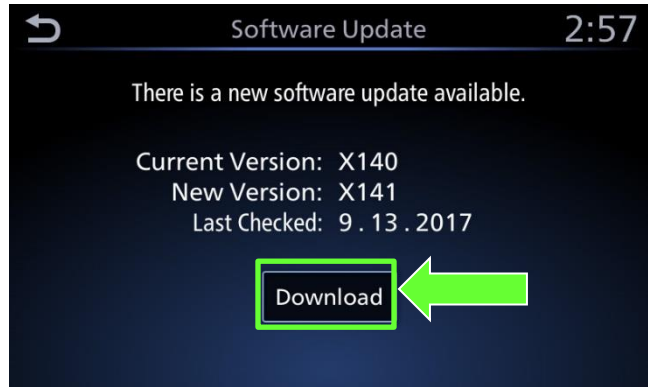
f. Select **OK**.
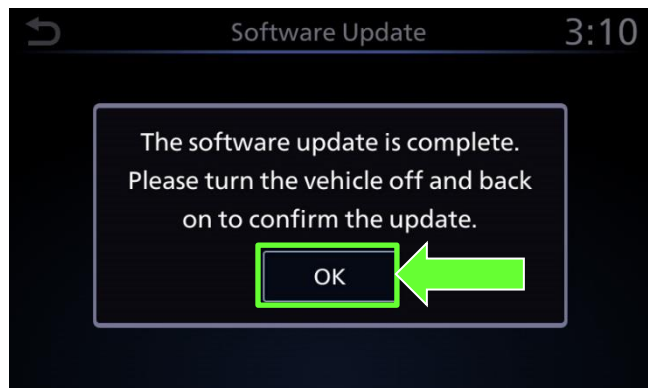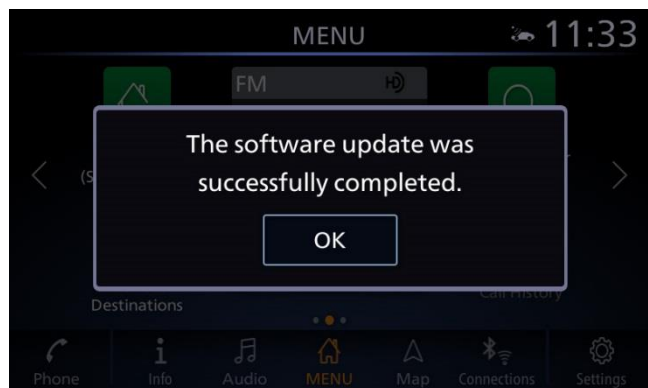

Figure 20

Figure 21

20. Delete the Wi-Fi network as follows:

Figure 22

a. Push MENU hard button.

b. Select **Connections** from the HOME screen.

   NOTE: Connections can also be selected from the Settings Menu.

Figure 23

c. Select the **Wi-Fi** tab to display the available networks (Connections) within range of the vehicle.

Figure 24

d. Select the " ⓘ "information icon on the network drive that was connected to.
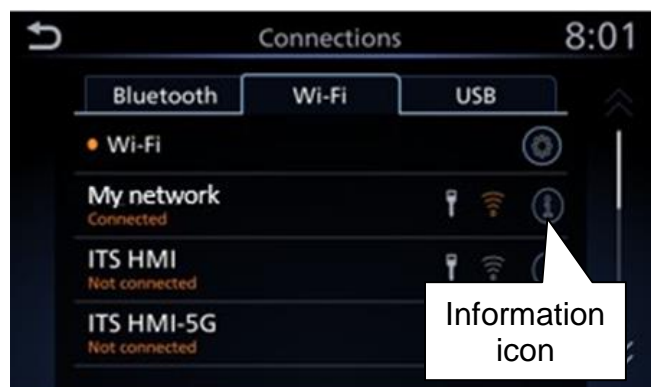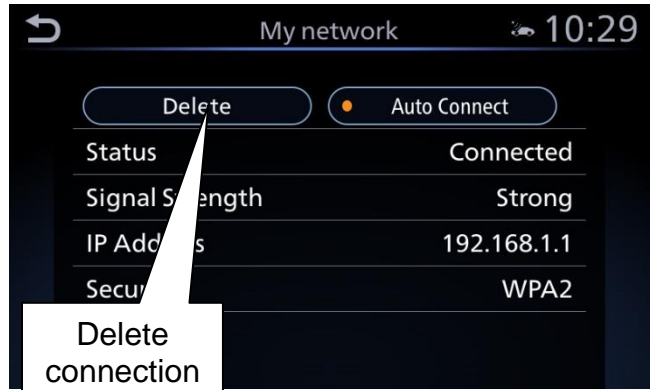

Figure 25

Figure 26

e. Select **Delete**.

21. Turn the vehicle OFF.

22. Procedure complete, submit a warranty claim using Op Code PC6120 (See claims info).

23. Release vehicle.

CLAIMS INFORMATION

Submit claim using the following claims coding:

Work Order Line Type: "CM" Campaign

Campaign: PC612

Claim Type:	CM			
PNC:	PC612			
Symptom:	ZZ			
Diagnosis:	99			
Description:	Op Codes	Flat Rate Time	Parts Required on claim	Expense Code Required
OTA Software Update	PC6120	0.3 Hrs.	No	N/A