



# Product Campaign Bulletin

**REFERENCE:** PCB-NES-16-026

**MODEL:** J11 Qashqai

**SUBJECT:** PCB J11 - PG6BB - Nissan Connect Digital Audio PDI Reprogram

**ISSUE**

A potential concern affecting the Nissan Connect Digital Audio unit of some Nissan Qashqai (J11) vehicles equipped with a particular specification Global Navigation Satellite System (GNSS) has been identified. Nissan has identified that, due to the application of incorrect software default settings, the Nissan Connect Digital Audio may not behave as intended. In this condition, the GNSS may not operate as intended and the driver will experience poor reception and positional performance.



**PRODUCTION COUNTERMEASURE**

Root Cause

Following the supplier end of line test the digital audio units GNSS destined for EUR were set to the Russian GLONASS settings instead of the EUR GPS default settings. In this condition, the digital audio NAVI will not operate as intended and drivers will experience poor reception and vehicle positioning performance.

Countermeasure

The supplier end of line test sequence of the digital audio units destined for EUR has been updated to ensure the EUR GPS default settings are applied following the test.

**COUNTERMEASURE VIN DETAILS**

Plant	Countermeasure	Model	VIN	Adoption Date
NMUK	Production	J11	SJNFAAJ11U1687755	17-Apr-16

**PDI / MARKET OBJECTIVE**

PDI

To proactively reload the Nissan Connect Digital Audio software of all potentially affected vehicles with the current production software prior to customer hand over to ensure no vehicle enters the market without the correct GNSS settings.

MARKET

This Pre-Delivery Modification does not require any proactive market action. No further action required.

**SOFTWARE AVAILABILITY**

The reprogramming data will be available in the NFIT reprogramming data section from 14/04/2016. The filename will be as follows:  
**Reprogramming\_LCN2kai\_D502\_14042016zip**

**IDENTIFICATION OF AFFECTED MODELS**

A full list of affected vehicles is contained within this bulletin release. The identification of these vehicles has been done based on the specifications below:

	<b>IS</b>	<b>IS NOT</b>
Model	J11	Any other Model.
Destination	EUR (excluding RUS)	Any other Destination.
Part Nos	25915 4ET1A & 25915 4ET4A	Any other Part Nos.

**CLAIMING INSTRUCTIONS / PART DETAILS**

SUBJECT:	Nissan Connect Digital Audio		
AFFECTED MODEL:	Qashqai (J11)		
WARRANTY CODES	PFP	PG6BB	
	CS	ZZ	
	CT	99	
	CC	1	

OPERATIONS:			
	DESCRIPTION:	CODE:	FRT:
	Reload Software	PG6BB0	0.4

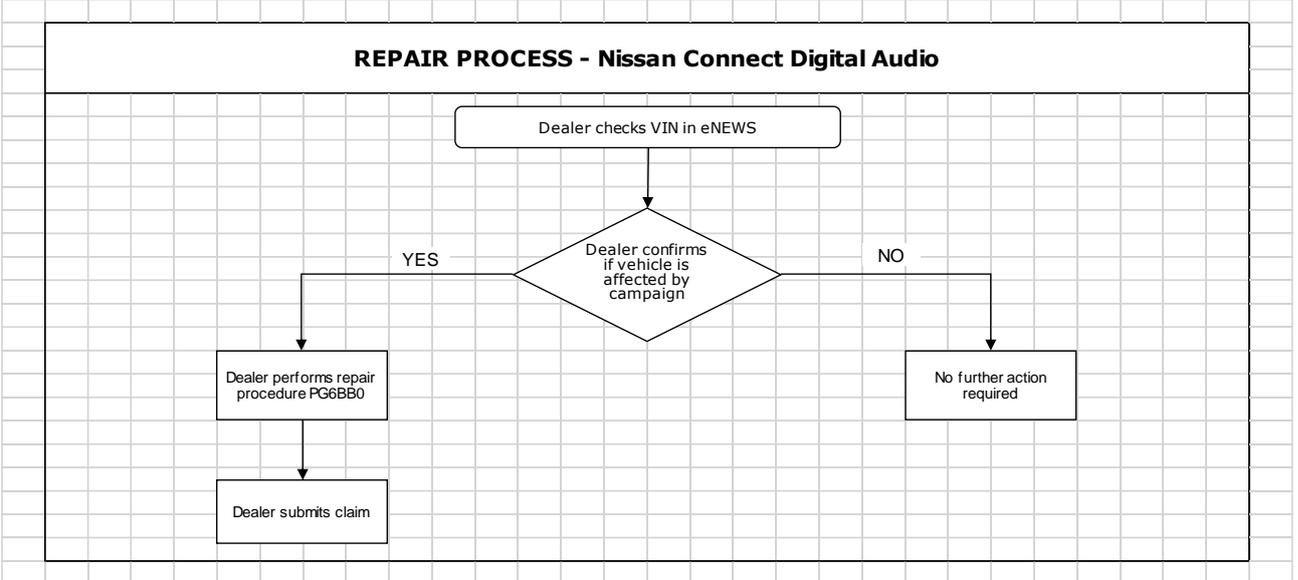
**WARRANTY CLAIM BLOCKER**

**WARRANTY CLAIM BLOCKER IS ENABLED**

**IMPORTANT INFORMATION:**

The warranty claim blocker will be enabled from your dealer display date for this Pre-Delivery Modification. All warranty claims will be returned (status 1) until outstanding Campaigns and Pre-Delivery Modifications (Recall , S1, S2 and DM) have been completed.

**REPAIR PROCESS**



## REPAIR PROCEDURE

- 1 Following the process indicated in the appendix at the end of this procedure download the required software onto a USB Memory stick.

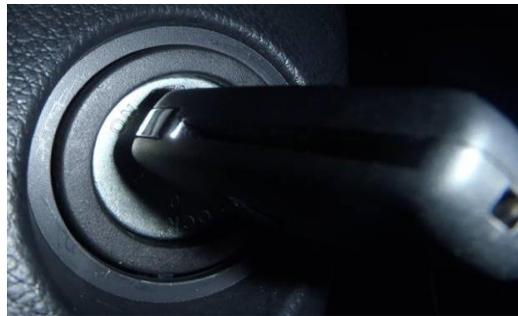


- 2 Open the hood of the vehicle. Locate and connect a battery charger / leveliser to the vehicle battery. Ensure the battery charger / leveliser is ON and functioning.

**CARE POINT: The physical reprogramming update of the Nissan Connect unit takes roughly 50 minutes. It is extremely important to connect a battery charger / leveliser to the vehicle battery. If the reprogramming procedure fails due to flat battery, the Nissan Connect unit will not be recoverable.**



- 3 For non i-Key vehicles insert the key into the ignition barrel and turn clockwise 1 stop to Ignition ON mode.  
For i-key vehicles press the start / stop button once to enter Ignition ON mode.



- 4 Take a note of the customers radio presets in FM and DAB modes.

**Care Point: Following reprogramming the customer presets will be wiped from the units memory.**

- 5 Lower the driver's window to the down position.

**Press the hazard light switch to ON position and ensure the hazard lights are activated.**

**CARE POINT: The physical reprogramming update of the Nissan Connect unit takes roughly 50 minutes. It is extremely important to activate the hazard lights. This prevents the Nissan Connect unit shutting down due to its power save feature.**

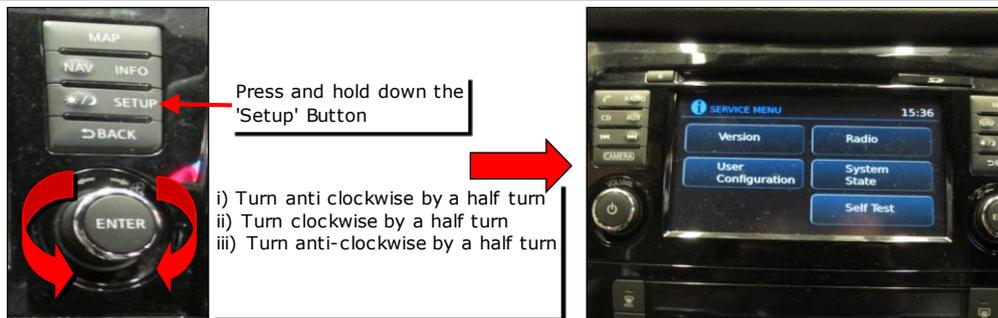


6 Insert the USB Memory Stick into the USB Slot located in the centre console storage compartment.

A message may appear but not necessarily on the Nissan Connect screen stating 'No Audio Files'.



7 Press and hold the 'Setup' button and then turn the 'Enter' button a half turn anti-clockwise, then a half turn clockwise, then a half turn anti-clockwise. The 'Service Menu' will then appear. Release the 'Setup' button.



8 Press the 'Version' button on the Nissan Connect screen.



The 'Service Version' screen will appear.

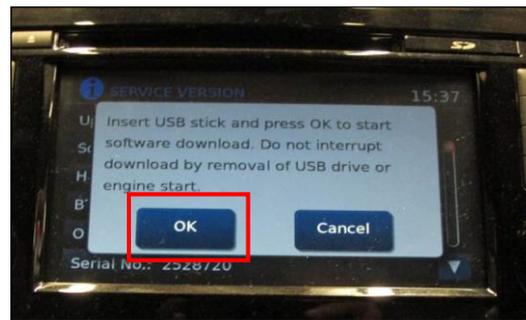
9 **Note:-**

The software version D502 will appear, however, the reload of the software will still be required as the reload operation will revert the NAVI system setting to the GPS default settings..



- 10 Press the 'Update System Software' button.

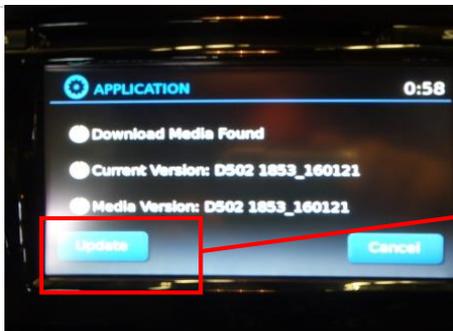
A message will appear stating "Insert USB stick and press OK to start software download. Do not interrupt download by removal of USB drive or engine start". With the ignition still on and the hazard lights still flashing,' Press 'OK'.



- 11 The 'Application' screen will now appear and will state 'Download Media Found'.

Press the 'Update' button on the Nissan Connect screen.

**CARE POINT: The Nissan Connect screen will now go blank. This is normal - the Nissan Connect unit is initialising the reprogramming process. Do not remove the USB memory stick or alter the ignition position.**



- 12 After a period of up to 5 minutes, the Nissan Connect screen will become active and a 'Reading Medium' message will appear.

The reprogramming files will begin copying from the USB Memory Stick to the Nissan Connect unit.

A time elapsed counter will appear in the bottom right corner of the screen (highlighted below in red).



- 13 The reprogramming process update will take roughly 50 minutes to complete. There is no requirement for human interaction with the Nissan Connect unit during this update process.

**CARE POINT: Ensure the hazard lights of the vehicle are still activated and ensure the battery charger / leveliser is still connected, ON and functioning.**

- 14 **CARE POINT:** It is extremely important the Nissan Connect unit reprogramming update is not interrupted. If the reprogramming procedure fails due to flat battery or due to the Nissan Connect units' power down function, the Nissan Connect unit will not be recoverable.

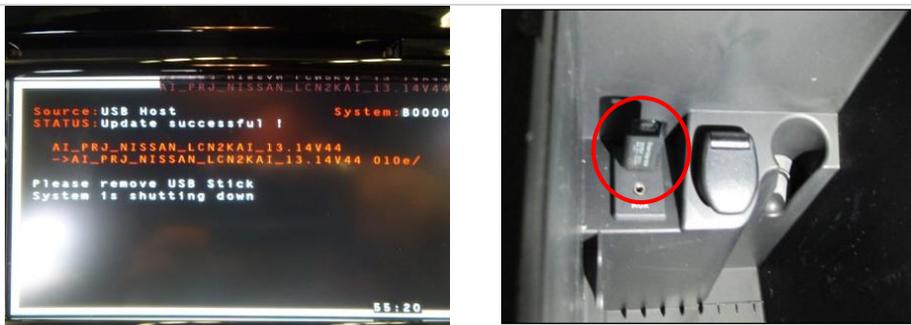
During the reprogramming update, ensure the vehicle is labelled sufficiently so no other staff member tampers with the vehicle setup.



- 15 After the reprogramming update has finished a message will appear stating 'Please remove USB Stick. System is shutting down.'

Remove the USB Memory Stick from the USB slot in the centre console storage compartment.

**CARE POINT:** The Nissan Connect screen may remain on this particular screen for up to 5 minutes. This is normal - do not alter the ignition position.



- 16 The Nissan Connect screen will go blank and then reboot. When the rebooting process completes the Nissan Logo will appear.

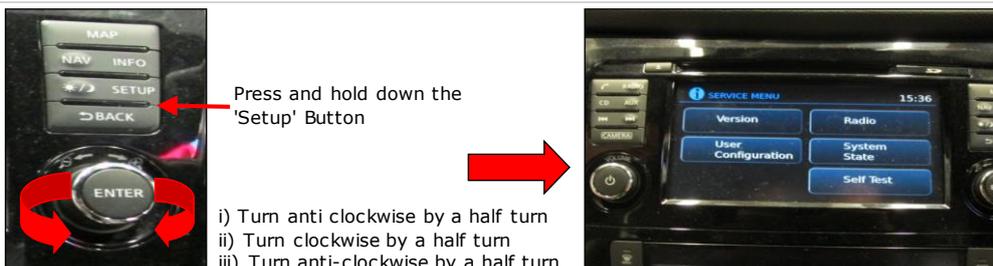
The standard navigation usage guideline message may appear. Press the 'Accept' button on the Nissan Connect screen.



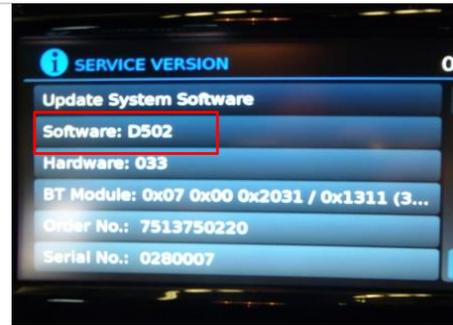
- 17 The reprogramming operation is now complete.

The hazard lights can now be switched off and battery charger disconnected.

The software version should now be confirmed. Press and hold the 'Setup' button and then turn the 'Enter' button a half turn anti-clockwise, then a half turn clockwise, then a half turn anti-clockwise. The 'Service Menu' will then appear. Release the 'Setup' button.



- 18 Press the 'Version' button on the Nissan Connect screen.  
The 'Service Version' screen will appear. Ensure the software version is D502.



- 19 Drive vehicle outside the workshop to an area where the sky is clearly visible.  
Press "back" button on audio unit and the 'Service Menu' screen will appear. Select system state.  
The "service system status" screen will appear. Select "running system status".



- 20 Scroll system status screen down until both GPS tracking and satellite visible are displayed. The screen should indicate:-  
GPS tracking = FIX-3D and at least 4 satellites visible.

Press the 'MAP' button to return to the normal operating screen and confirm the map view is showing and functioning correctly.



- 21 Press the 'Radio' button to ensure the radio activates and sound is generated through the speakers. Select 3 or 4 radio stations from the list to ensure these radio stations work as expected.



- 22 Press the 'Radio' button again to check the next radio band. Select 3 or 4 radio stations from the list to ensure these radio stations work as expected.

Repeat this process until all radio bands are checked (DAB, FM and AM).



- 23 Reprogram the customer's radio station presets in FM and DAB modes.

- 24 Click on the 'Setup' button and then press 'Navigation'.



- 25 Ensure the 'Distance Units' are correct and inline with your countries requirement.



- 26 Turn off the vehicle and disconnect the battery charger / leveliser. Close the hood.

**END OF REPROGRAMMING PROCEDURE.**

**Appendix:- Software location**

The required software located on N-fit as shown below subject LCN 2kai D502

N-FIT

Programming/Reprogramming data Search Screen

Model: J11 - QASHQAI System Type: All Systems Engine Type: All Engine Types Trans Type: All Trans Types

Data Type: Miscellaneous/Others

SEARCH

Subject	Data Type	Model (Click For Full List)	Released
LCN_2kai_D502	Miscellaneous/Others	J11-QASHQAI	14-04-2016
Visteon_v01.8	Miscellaneous/Others	B17-SENTRAC13-PULSAR/T...	05-10-2015
Visteon_v01.2	Miscellaneous/Others	B17-SENTRAC13-PULSAR/T...	05-10-2015
LCN2kai_D302	Miscellaneous/Others	C13-PULSAR/TIDA E12-NO...	04-12-2015
LCN2kai J11_F15_C13	Miscellaneous/Others	C13-PULSAR/TIDA F15-JU...	04-12-2015
J11 Visteon Sitvadda	Miscellaneous/Others	J11-QASHQAI	21-08-2014

Click on "Reprogramming\_LCN2kai\_D502\_14042016.zip" copy software onto an empty USB stick of capacity 4 GB or greater.

N-FIT

LCN\_2kai\_D502 7.2.1

Data Type: Miscellaneous/Others

Released: 14-04-2016 Price: 0

Model: J11 - QASHQAI System Type: Engine Type: Trans Type:

1. Reprogramming\_LCN2kai\_D502\_14042016.zip

Once the compressed file is copied it should be unzipped so that the files on the USB stick are as below

Name	Type	Compressed size	Password ...	Size	Ratio	Date modified
_content.md5	MD5 File	1 KB	No	1 KB	41%	27/01/2016 15:43
container.iso.bin	BIN File	42,649 KB	No	64,520 KB	34%	25/01/2016 13:45
custver.reg.bin	BIN File	1 KB	No	1 KB	49%	25/01/2016 13:41
force.dnl	DNL File	1 KB	No	1 KB	0%	25/01/2016 13:46
initramfs.bin	BIN File	5,349 KB	No	5,372 KB	1%	25/01/2016 13:41
lx001.tar.gz.bin	BIN File	315,750 KB	No	317,366 KB	1%	25/01/2016 13:30
manifest	Configuration settings	1 KB	No	1 KB	29%	25/01/2016 13:45
manifest.mnf	MNF File	1 KB	No	1 KB	19%	25/01/2016 13:45
manifest.smd	SMD File	5 KB	No	8 KB	42%	25/01/2016 13:46
reg_eur.tar.gz.bin	BIN File	1,695,279 KB	No	1,703,862 KB	1%	25/01/2016 13:22
reg_gom.tar.gz.bin	BIN File	1,370,079 KB	No	1,376,689 KB	1%	25/01/2016 13:26
reg_nar.tar.gz.bin	BIN File	267,493 KB	No	269,012 KB	1%	25/01/2016 13:23
triton_mid.bin	BIN File	2,528 KB	No	5,303 KB	53%	25/01/2016 13:41
uimage.bin	BIN File	1,904 KB	No	2,059 KB	8%	25/01/2016 13:41
version.info	INFO File	1 KB	No	1 KB	31%	25/01/2016 13:45