SERVICE BULLETIN

Classification:	Reference:	Date:
HA21-002B	NTB21-071B	March 24, 2022

AUTO HVAC CENTER VENT TEMPERATURE DIFFERENCE GREATER THAN 5°C

**This bulletin has been amended. See AMENDMENT HISTORY on the last page.
Please discard previous versions of this bulletin.**

APPLIED VEHICLES: 2021 Rogue (T33)
APPLIED DATES: VIN starting with 5N1 – built before March 25, 2021
VIN starting with JN8 – built before April 22, 2021
APPLIED ENGINES: PR25DD ONLY

IF YOU CONFIRM

The vehicle has automatic air conditioning with dual or tri-zone systems,

AND

While the driver and passenger dual climate zones are set to "Sync" (exactly the same temperature), either on manual or auto mode, there is a temperature difference of 5°C (9°F) or greater from the driver (LH) side and the passenger (RH) side center dash vents.

ACTION

Refer to step 14 on page 8 to confirm if the A/C Amplifier must be replaced, can be reprogrammed, or if this bulletin applies.

IMPORTANT: The purpose of **ACTION** (above) is to give you a quick idea of the work you will be performing. You MUST closely follow the entire **SERVICE PROCEDURE** as it contains information that is essential to successfully completing this repair.

SERVICE PROCEDURE

IMPORTANT: Before starting, make sure:

- ASIST on the CONSULT PC has been synchronized (updated) to the current date.

- All CONSULT-III plus (C-III plus) software updates (if any) have been installed.

NOTICE

- Connect a battery maintainer or smart charger set to reflash mode or a similar setting. If the vehicle battery voltage drops below 12.0V or rises above 15.5V during reprogramming, the A/C Amplifier may be damaged.

- Be sure to turn OFF all vehicle electrical loads.
  If a vehicle electrical load remains ON, the A/C Amplifier may be damaged.

- Be sure to connect the AC Adapter.
  If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and the A/C Amplifier may be damaged.

- Turn OFF all external Bluetooth® devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth® signal waves are within range of the CONSULT PC or VI during reprogramming, reprogramming may be interrupted and the A/C Amplifier may be damaged.

1. Connect the VI to the vehicle.

2. Start C-III plus.

3. Wait for the VI to be recognized.

   - The serial number will display when the VI is recognized (see Figure 1 on page 3).
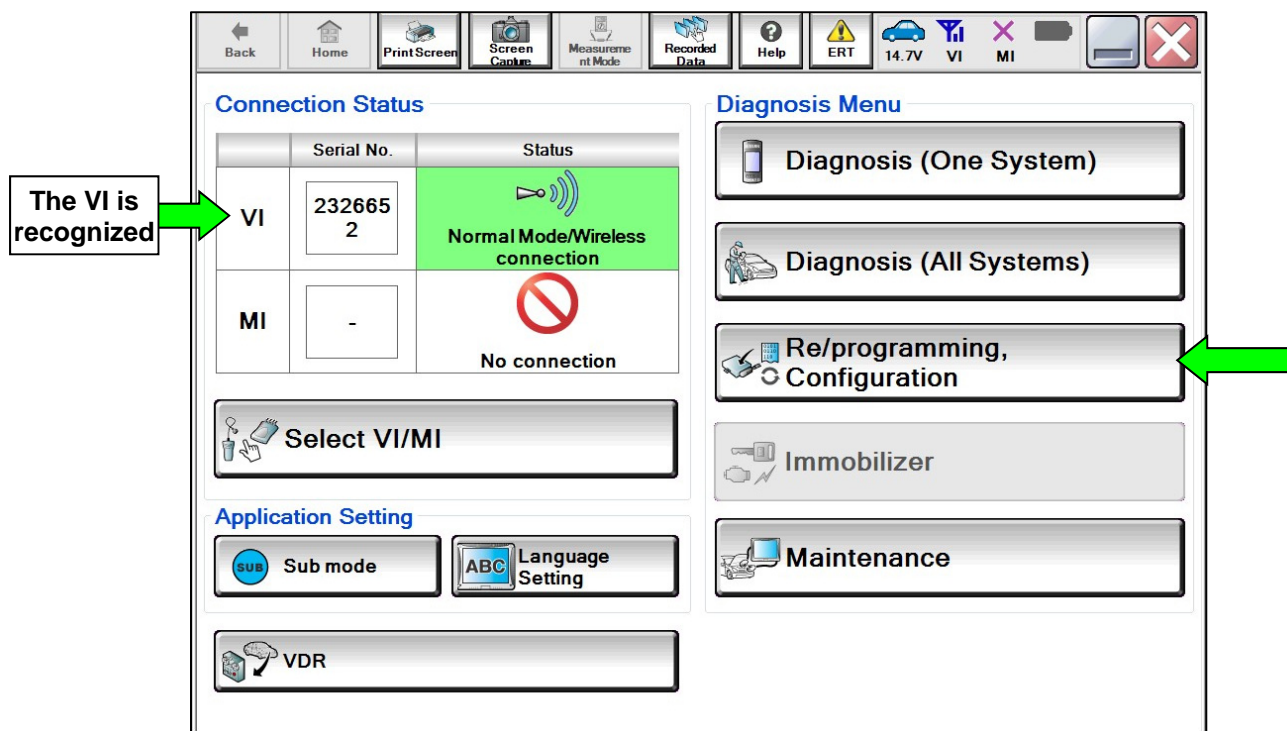
4. Select **Re/programming, Configuration**.

Figure 1

5. Check the box to confirm the precaution instructions have been read, and then select **Next**.

   NOTE: Use the arrows (if needed) to view and read all the precautions.
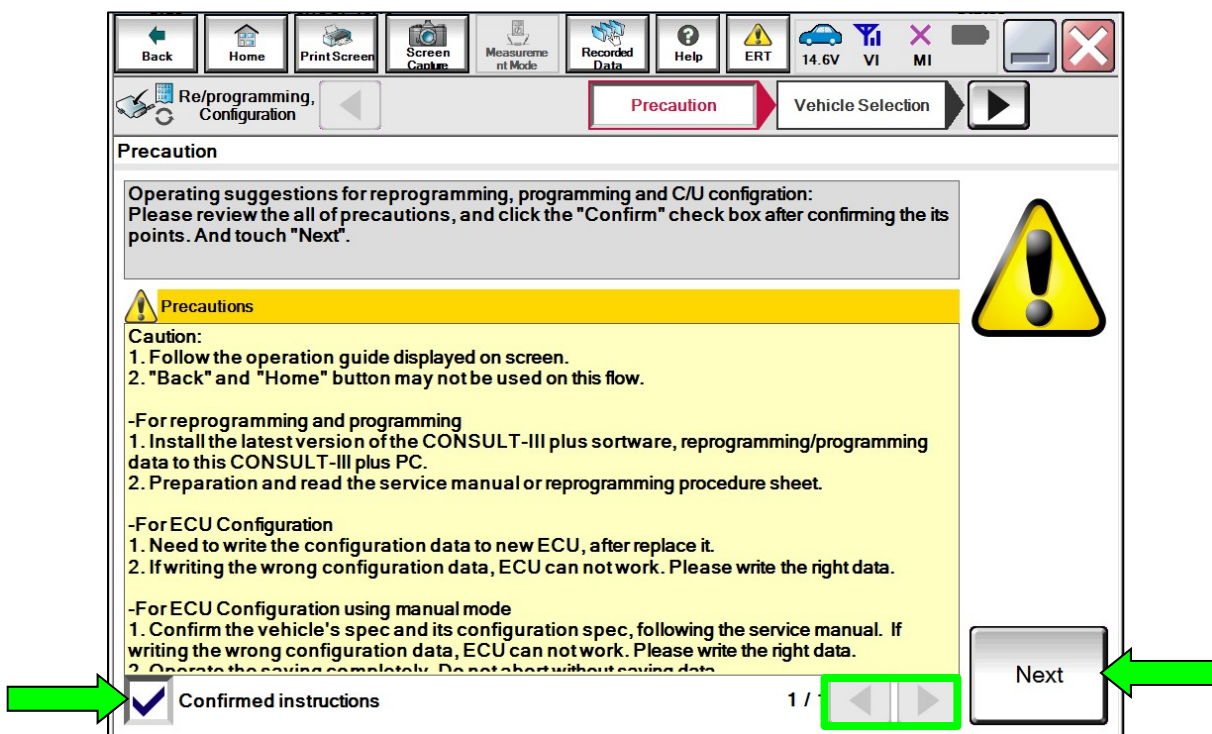

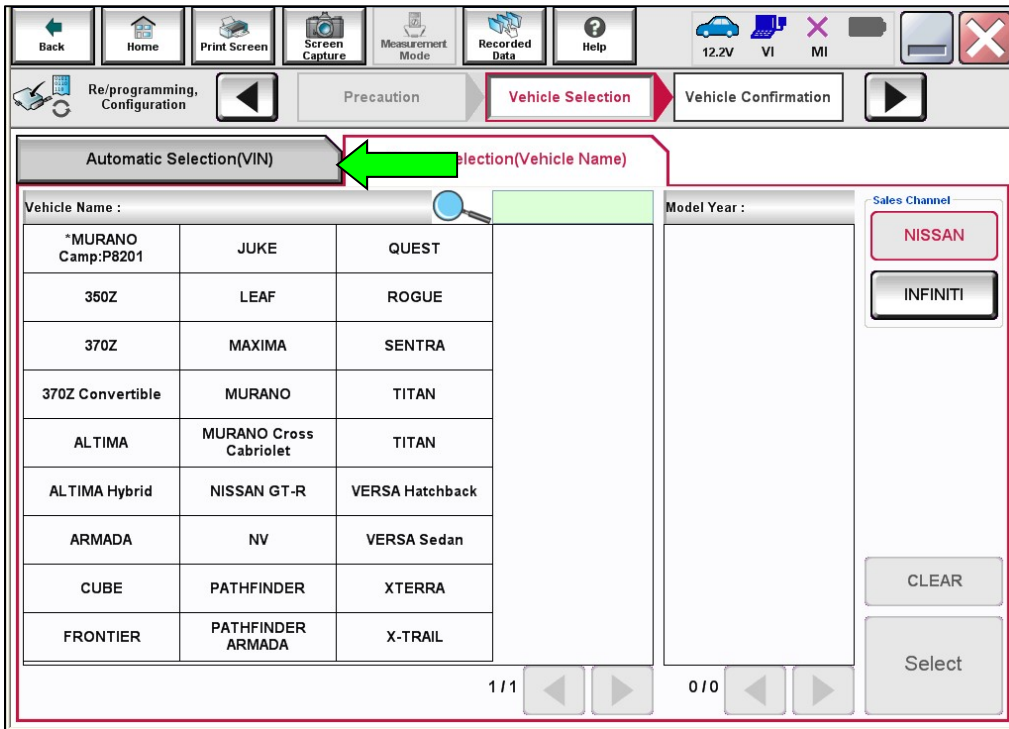Figure 2

6. Select **Automatic Selection(VIN)**.

Figure 3

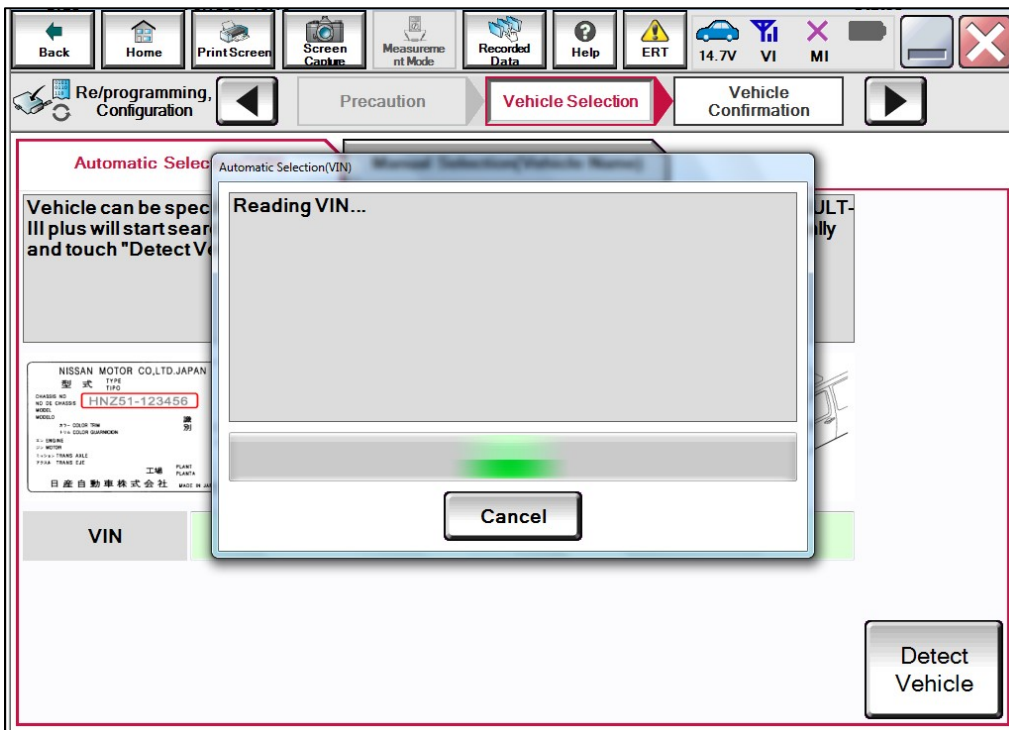7. Allow C-III plus to perform automatic VIN selection.

Figure 4

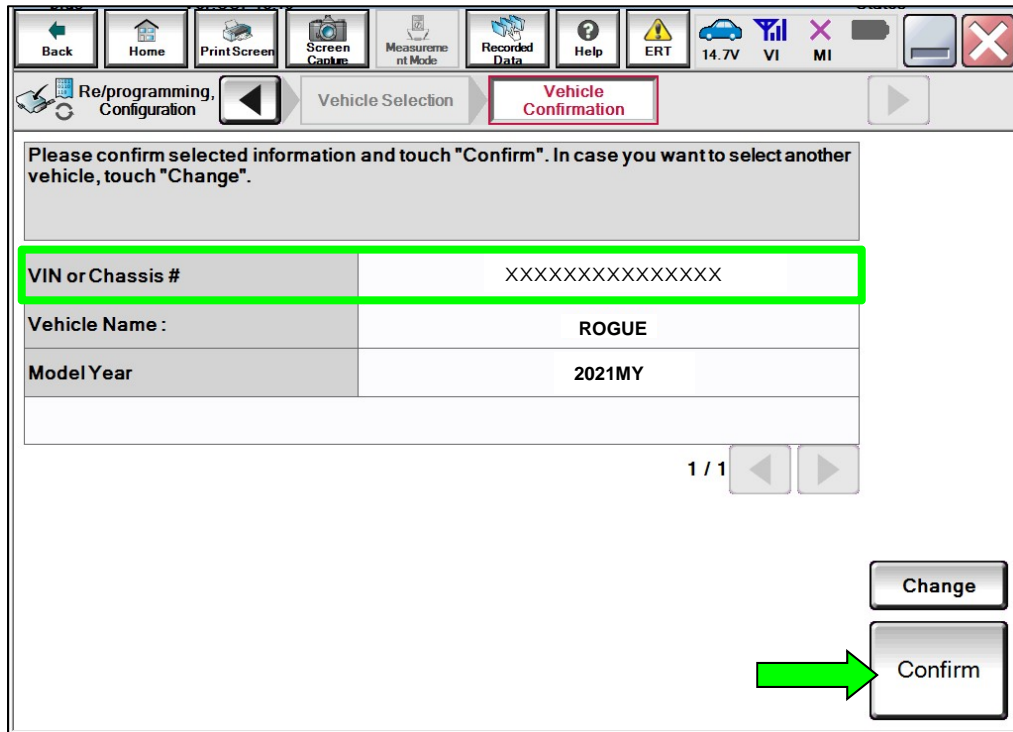8. Confirm the **VIN or Chassis #** is correct, and then select **Confirm**.

Figure 5

9. Allow the System call to be performed.

Figure 6

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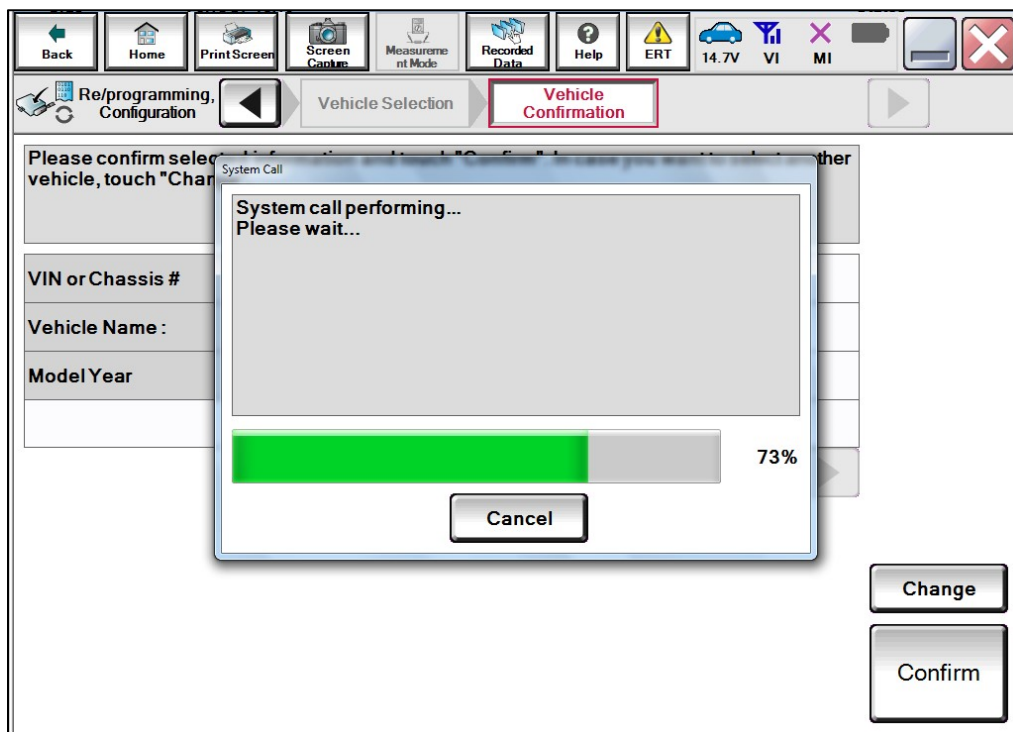
10. Confirm the VIN is correct for the vehicle, and then select **Confirm**.
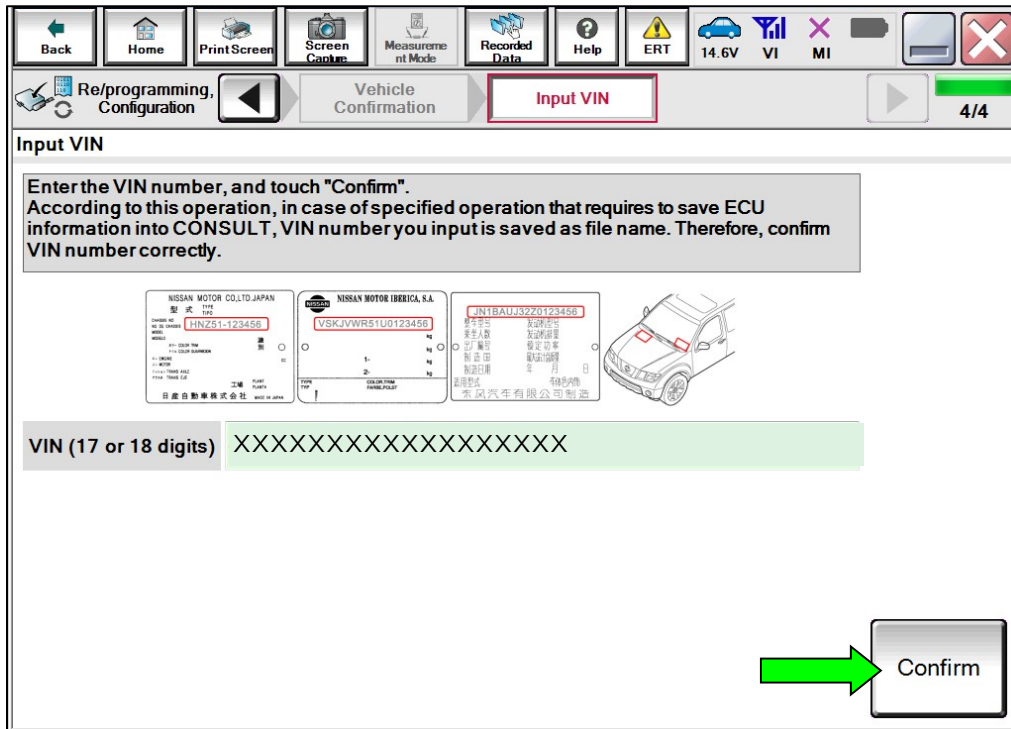

Figure 7
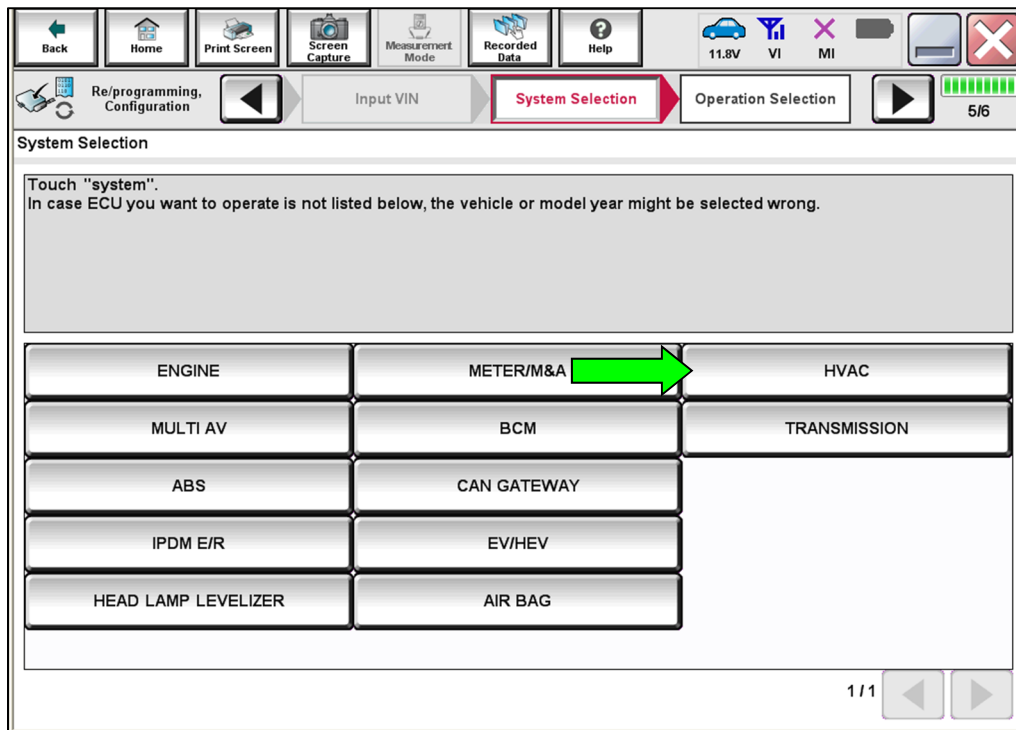
11. Select **HVAC**.

Figure 8

12. Select **Reprogramming**.
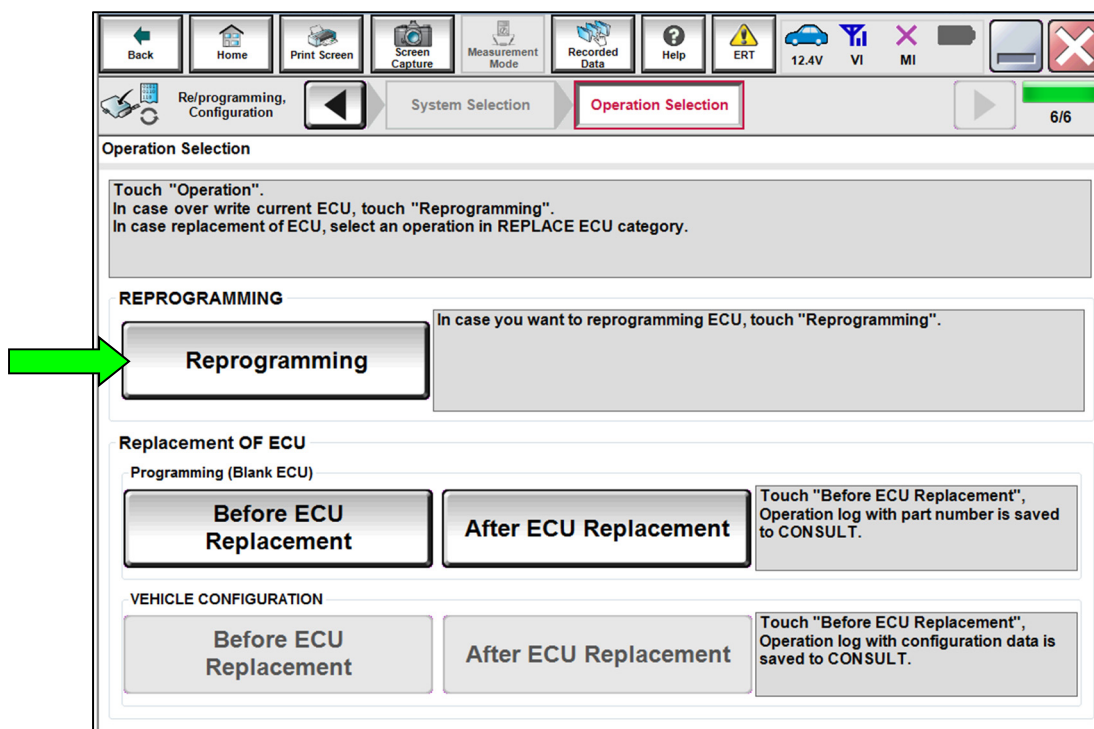

Figure 9

13. Find the A/C Amplifier **Part Number** and write it on the repair order, and then select **Save**.
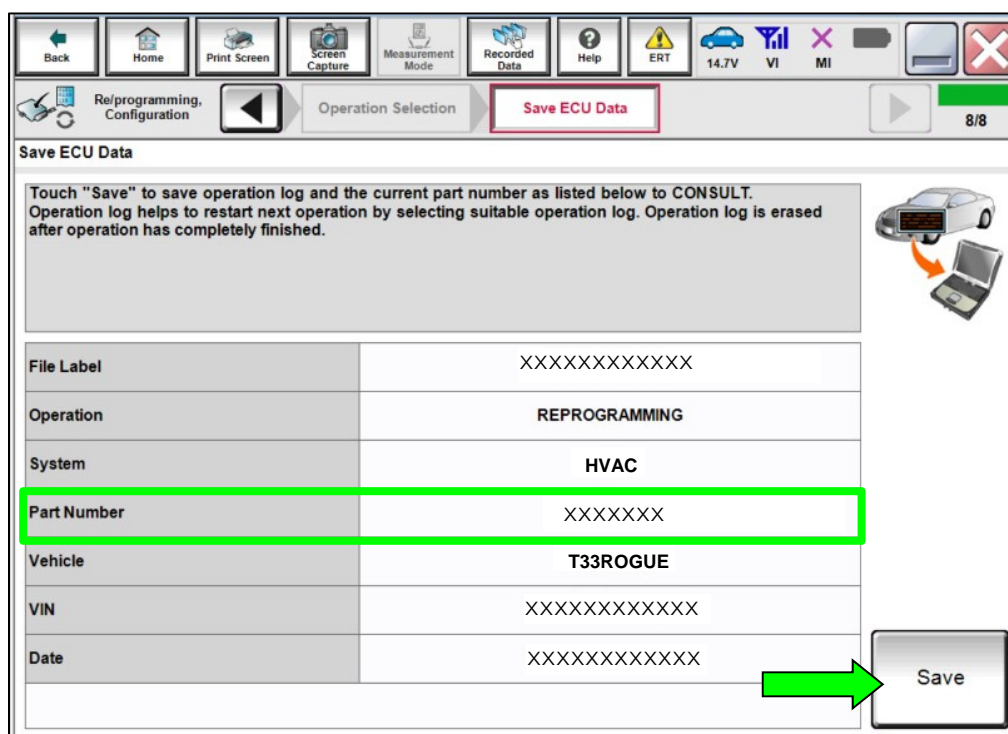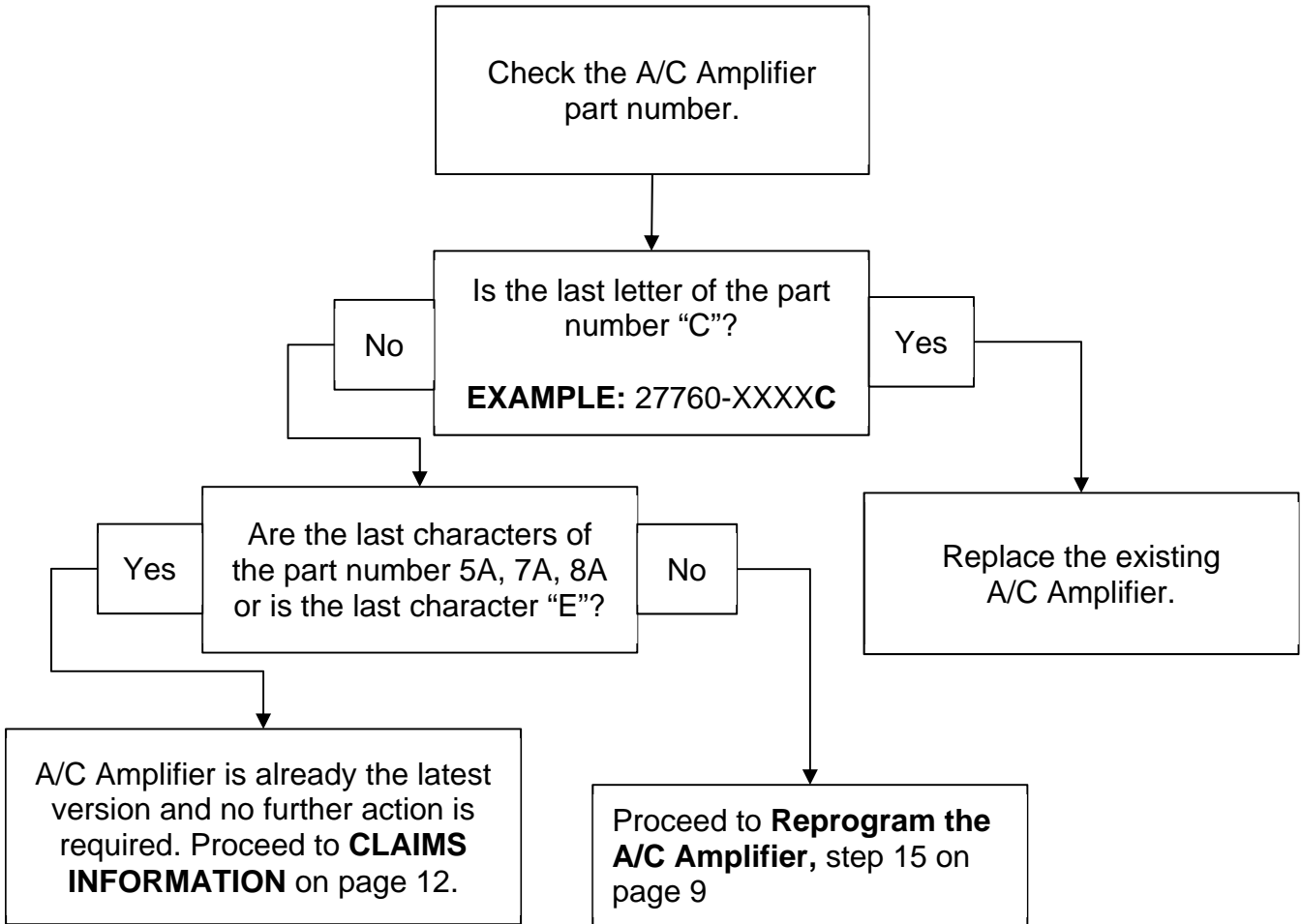
   NOTE: This is the current Part Number (P/N).

Figure 10

Part Number Inspection

```
            ┌─────────────────────────┐
            │   Check the A/C Amplifier │
            │     part number.         │
            └─────────────────────────┘
                        │
                        ▼
      ┌──────────────────────────────────┐
  No  │  Is the last letter of the part   │  Yes
◄─────│        number "C"?                │─────►
      │                                   │
      │  EXAMPLE: 27760-XXXXC             │
      └──────────────────────────────────┘
```

Flowchart:

Check the A/C Amplifier part number.
↓
Is the last letter of the part number "C"? EXAMPLE: 27760-XXXX**C**

- **No** → Are the last characters of the part number 5A, 7A, 8A or is the last character "E"?
  - **Yes** → A/C Amplifier is already the latest version and no further action is required. Proceed to **CLAIMS INFORMATION** on page 12.
  - **No** → Proceed to **Reprogram the A/C Amplifier,** step 15 on page 9
- **Yes** → Replace the existing A/C Amplifier.

14.	Compare the Part Number you wrote down in step 13 on page 7 to the numbers in the **CURRENT A/C AMPLIFIER PART NUMBER** column in **Table A** below.

- If the last character of the part number is "C", replace the A/C Amplifier.

  o	Refer to the ESM: **VENTILATION, HEATER & AIR CONDITIONER > HEATER & AIR CONDITIONING CONTROL SYSTEM > AUTOMATIC AIR CONDITIONING > REMOVAL AND INSTALLATION > A/C AMP**

- If the last character of the part number is "D", skip to step 15 on page 9 to continue the reprogramming procedure.

- If the part number is not listed in **Table A**, see **CLAIMS INFORMATION**, and then refer to the ESM for further diagnostic information.

Table A

MODEL	CURRENT A/C AMPLIFIER PART NUMBER: 27760 - XXXXX
2021 Rogue	6RY(*)A, 6RR(*)C, 6RR(*)D, 6RY(*)E

Reprogram the A/C Amplifier

15. Follow the on-screen instructions to navigate C-III plus and reprogram the A/C Amplifier.

16. Select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.
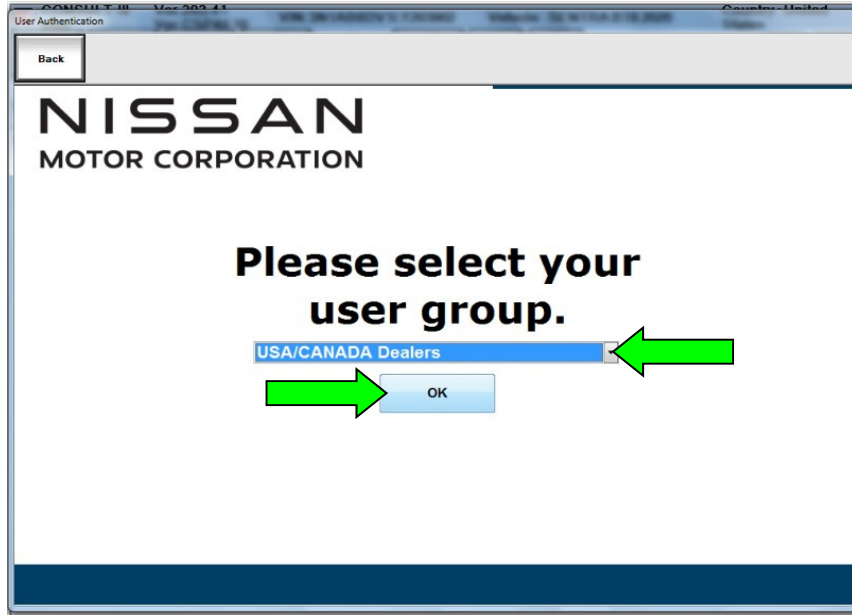

Figure 11

17. Login using your NNAnet credentials (Figure 12).

- The CONSULT PC must be connected to the Internet (Wi-Fi or cable).

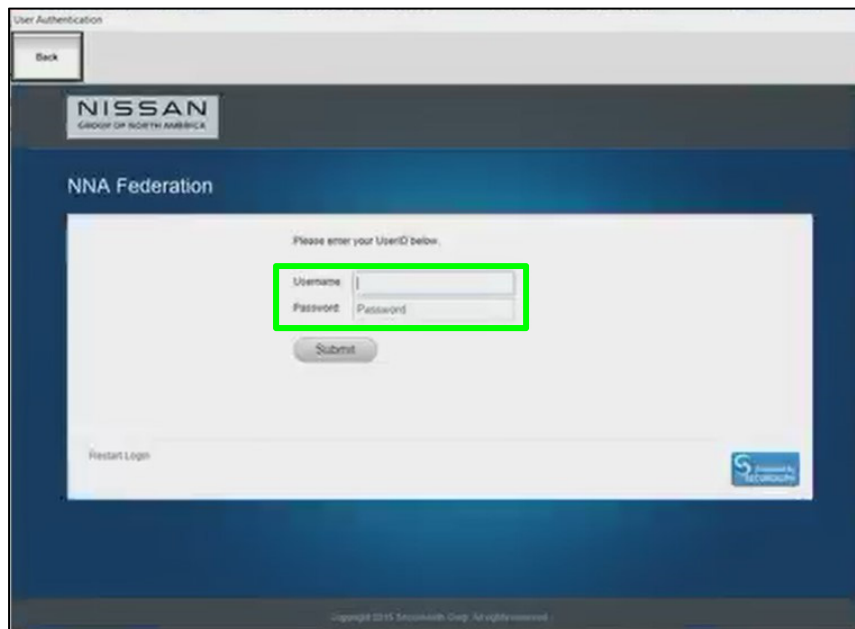- If you do not know your Username and Password, contact your service manager.

Figure 12

18.   Select **Next**, and then proceed to step 19.

   NOTE: When the screen in Figure 13 displays, A/C Amplifier reprogramming is complete. If the screen in Figure 13 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.
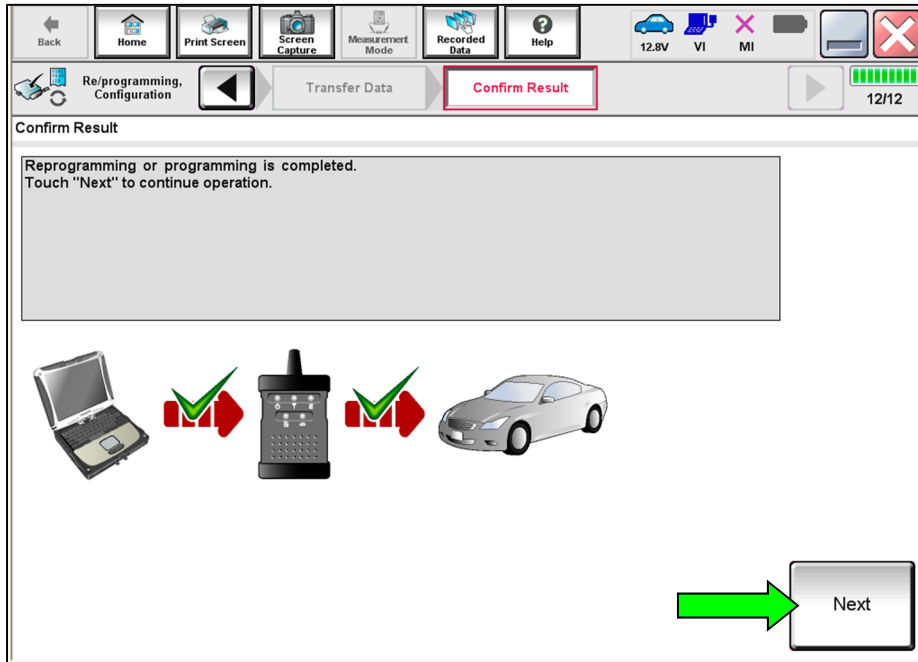

Figure 13

19.   Follow the on-screen instructions to perform **Erase All DTCs**.

20.   Print a copy of the confirmation screen and attach it to the repair order for warranty documentation, and then select **Confirm**.

A/C Amplifier Recovery:

<u>Do not disconnect the VI or shut down C-III plus if reprogramming does not complete.</u>

If reprogramming does <u>not</u> complete and the "!?" icon displays, as shown in Figure 14:

- Check battery voltage (12.0 V – 15.5 V).

- Ignition is ON, engine is OFF.

- External Bluetooth® devices are OFF.

- All electrical loads are OFF.

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

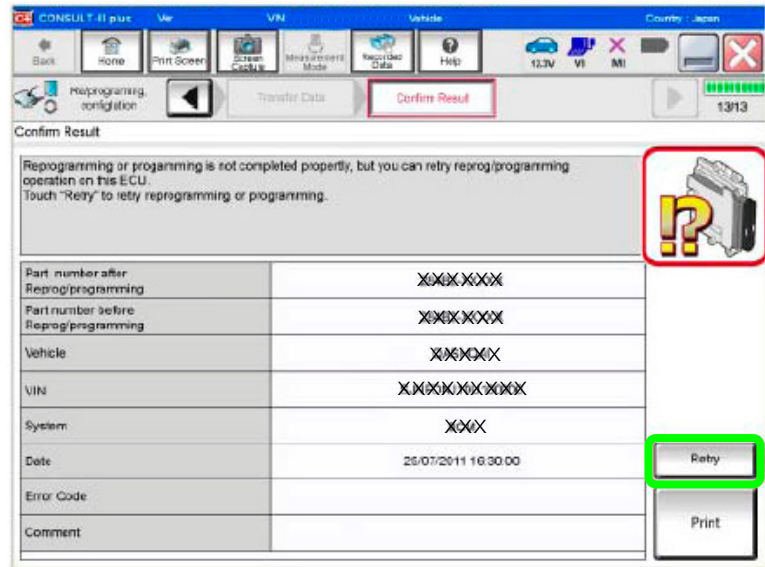- <u>"Retry" may not go through on first attempt and can be selected more than once</u>.

Figure 14

If reprogramming does <u>not</u> complete and the "X" icon displays, as shown in Figure 15:

- Check battery voltage (12.0 V – 15.5 V).

- CONSULT A/C adapter is plugged in.

- Ignition is ON, engine is OFF.

- Transmission is in Park.

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

- All C-III plus updates are installed.

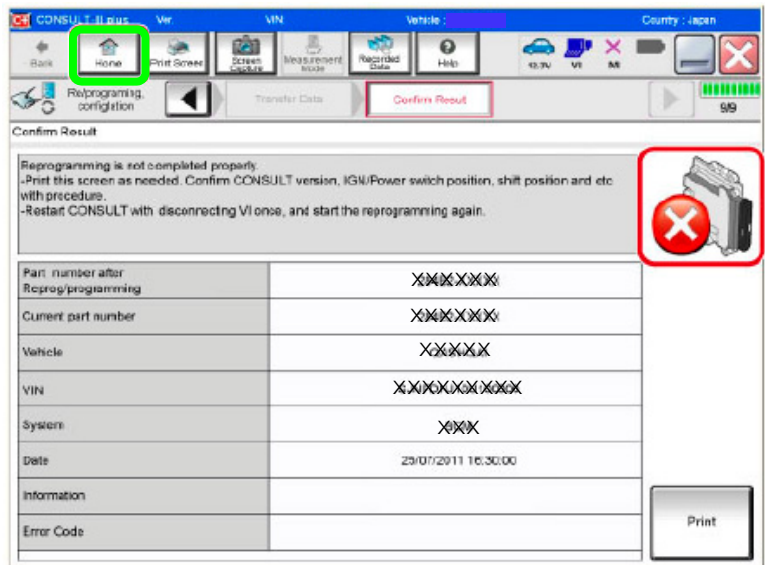- Select <u>Home</u>, and restart the reprogram procedure from the beginning.

Figure 15

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
A/C Amplifier	(1)	1 (as needed)

(1) Refer to the Electronic Parts Catalog (EPC) and use the VIN to lookup the part number.

CLAIMS INFORMATION

Submit a Primary Part (PP) type line claim using the following claims coding:

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform A/C Amplifier Software Check	(1)	TX51AA	GB	32	0.3

OR

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform A/C Amplifier Software Check & Update	(1)	TX52AA	GB	32	0.5

OR

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Replace A/C Amplifier	(1)	TH42AA	GB	32	(2)

(1) Reference the EPC and use the A/C Amplifier (27760-*****) as the Primary Failed Part (PFP).
(2) Reference the current Nissan Warranty Flat Rate Manual and use the indicated Flat Rate Time (FRT).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 4, 2021	NTB21-071	Original bulletin published
October 7, 2021	NTB21-071A	Changes made throughout bulletin
March 24, 2022	NTB21-071B	**APPLIED VEHICLES** updated