TECHNICAL SERVICE BULLETIN

Classification:	Reference:	Date:
AT21-003B	NTB21-023B	August 30, 2022

DTC P0780 STORED IN THE TCM

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

APPLIED VEHICLES: 2021 Rogue (T33)

IF YOU CONFIRM

DTC P0780 (SHIFT ERROR) is stored in the TCM. This DTC may be in PAST or CURRENT status.

ACTION

1.   Confirm the current TCM part number.

2.   Reprogram the TCM, if applicable.

3.   Perform the **DTC Confirmation Procedure**.

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

Confirm the Current TCM Part Number

IMPORTANT: Before starting, make sure:

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

- All 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 TCM may be damaged.

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

1. Connect a battery maintainer/smart charger to the vehicle.

2. Connect the VI to the vehicle.

3. Start C-III plus.

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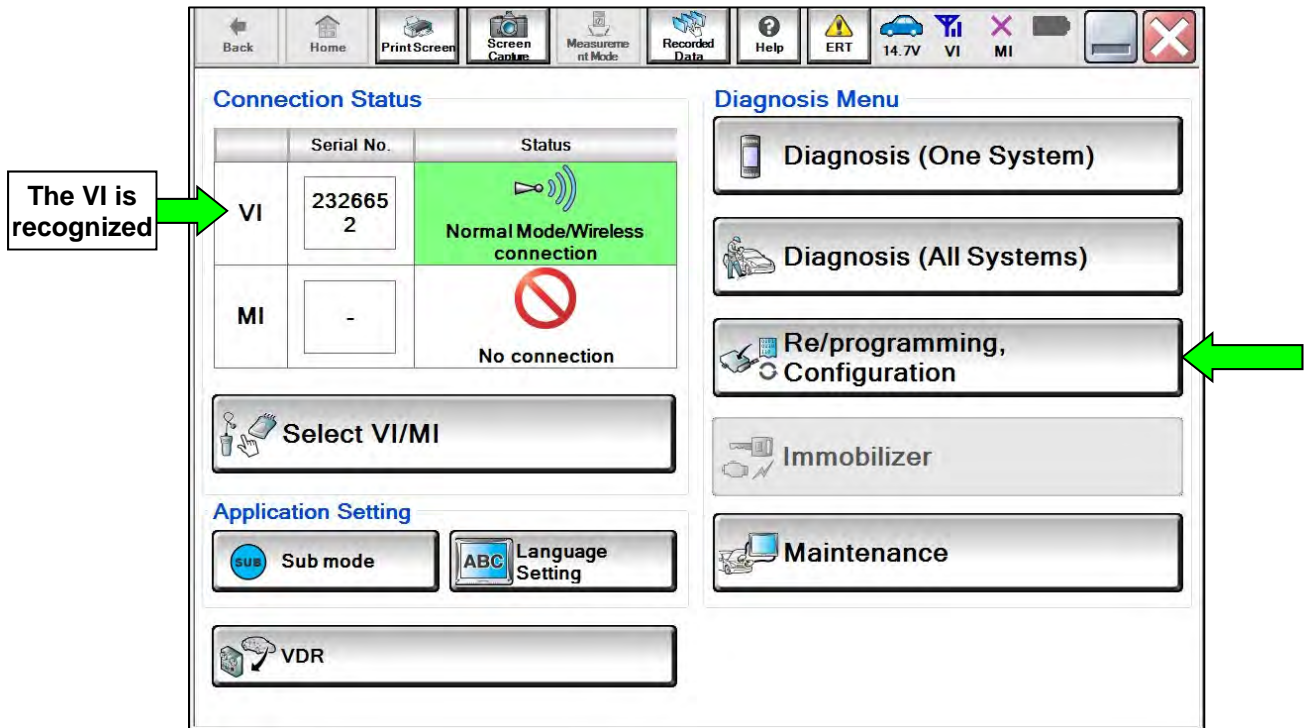
5. Select **Re/programming, Configuration**.

Figure 1

6. 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

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

Figure 3

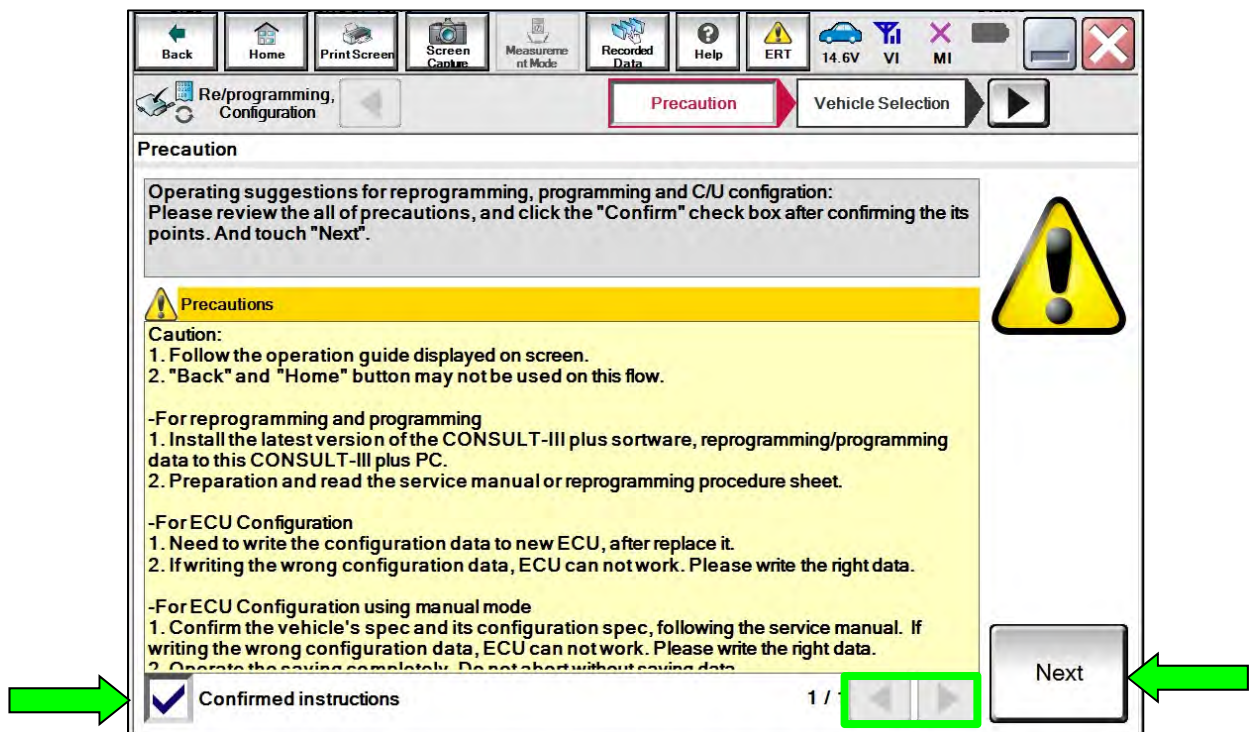8. Allow C-III plus to perform automatic VIN selection.

Figure 4

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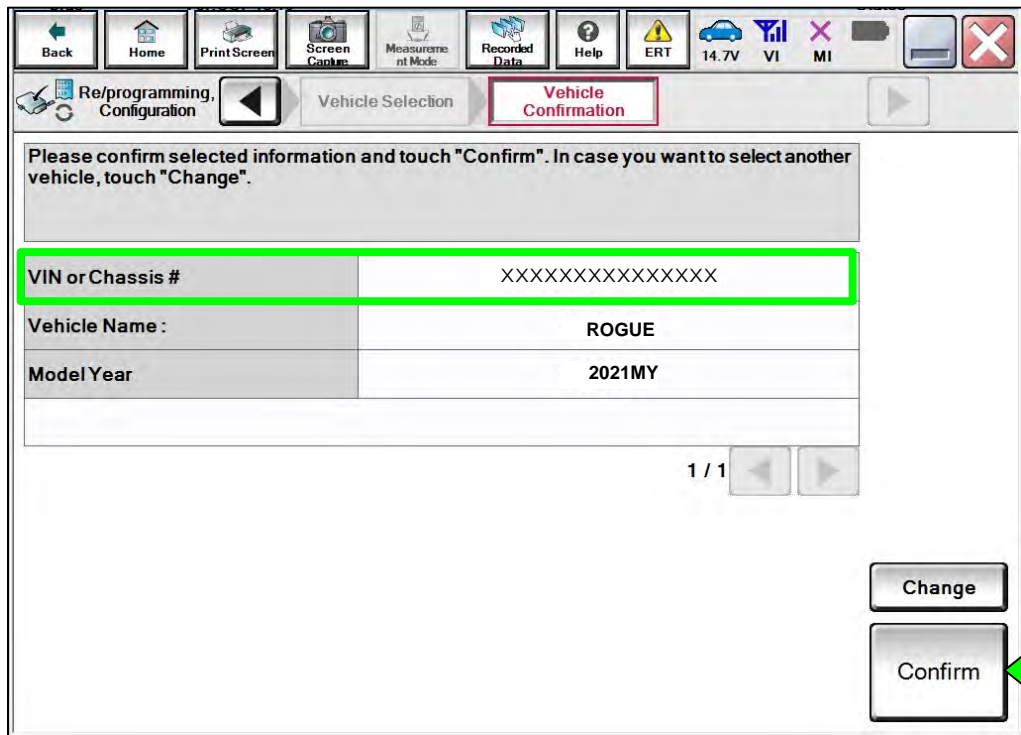

Figure 5

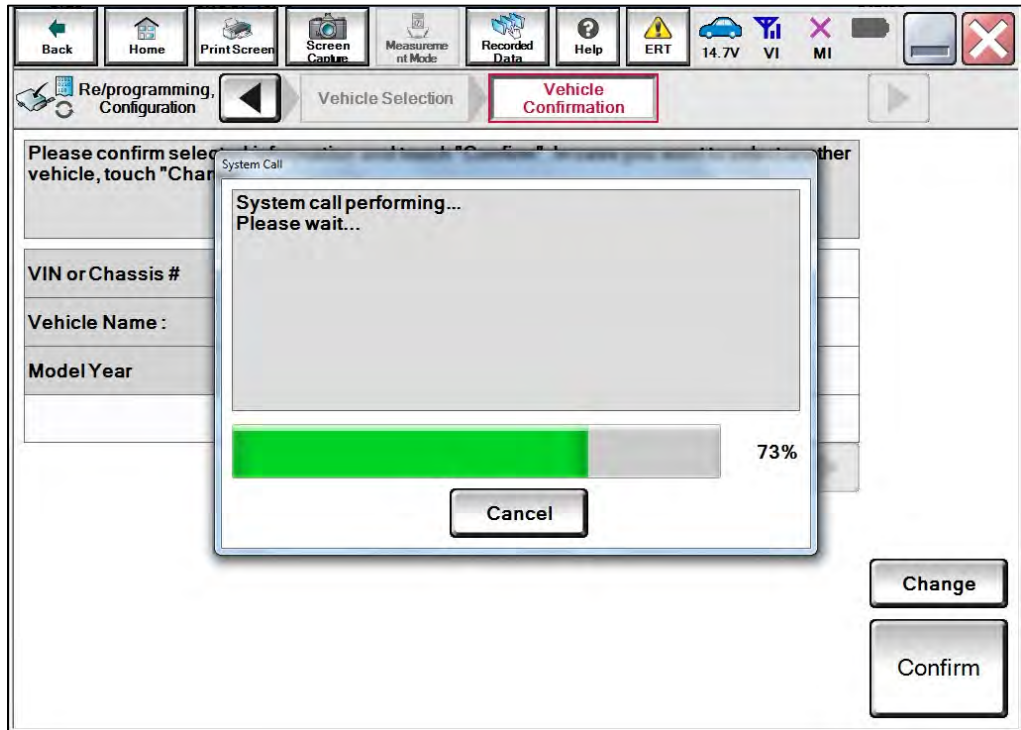10. Allow the System call to be performed.

Figure 6

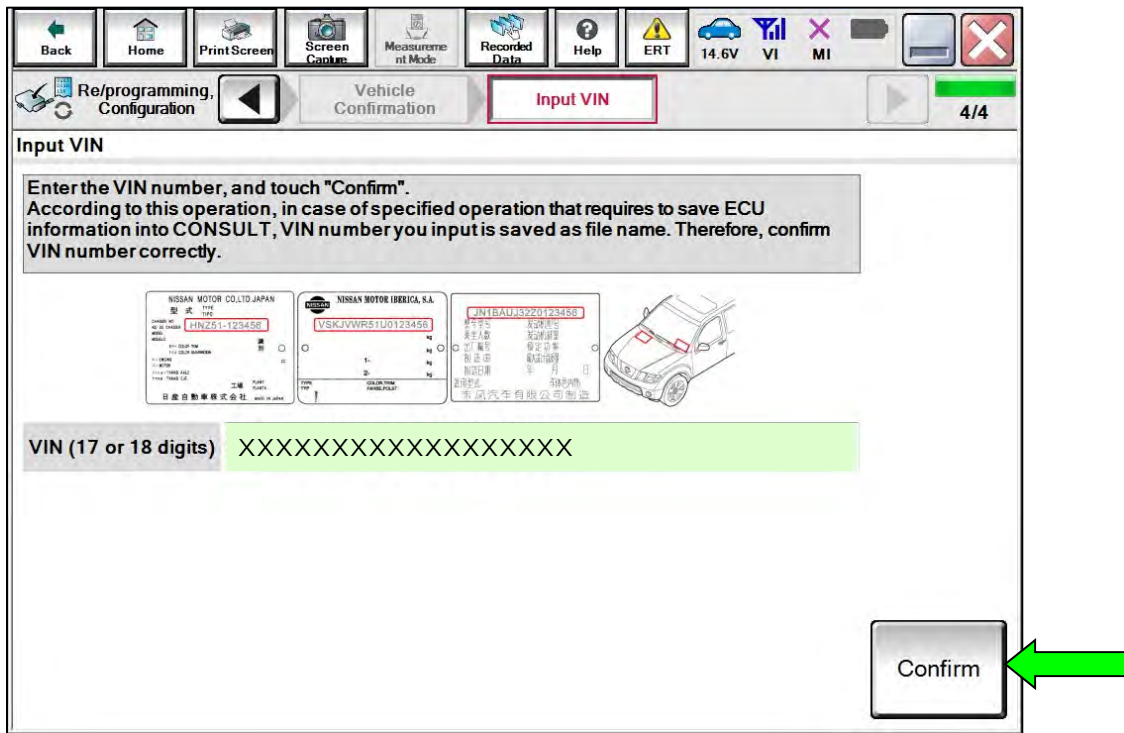11. Confirm the VIN is correct for the vehicle, and then select **Confirm**.
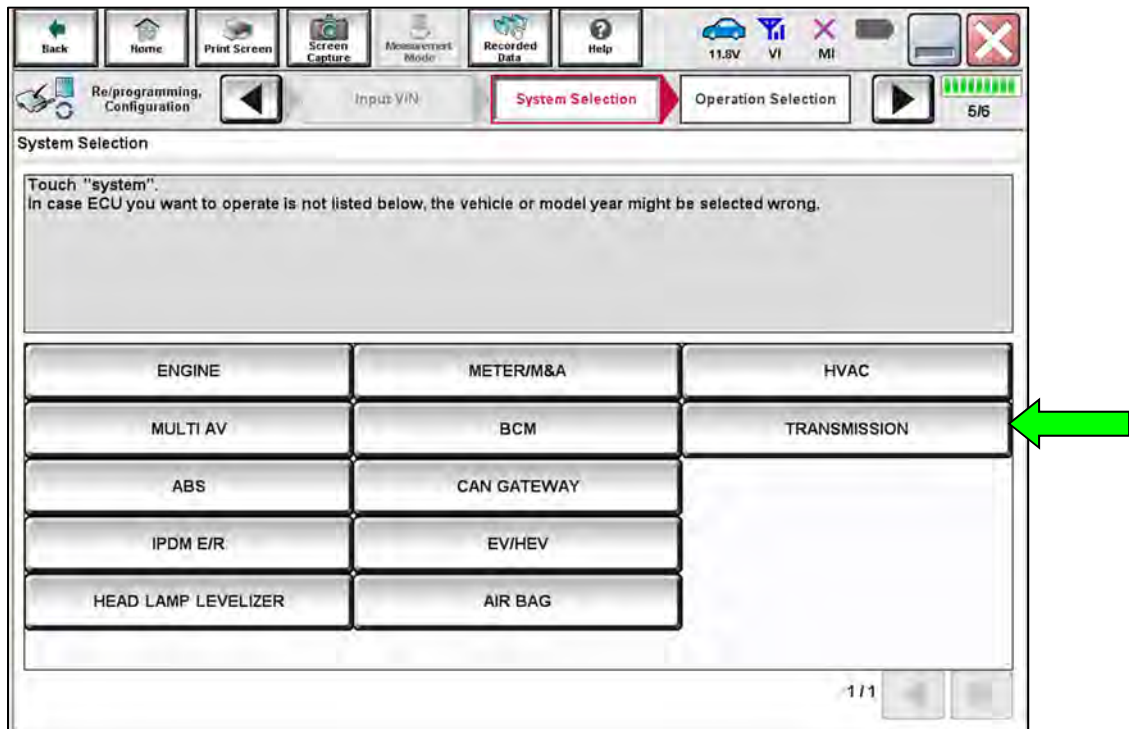

Figure 7

12. Select **TRANSMISSION**.
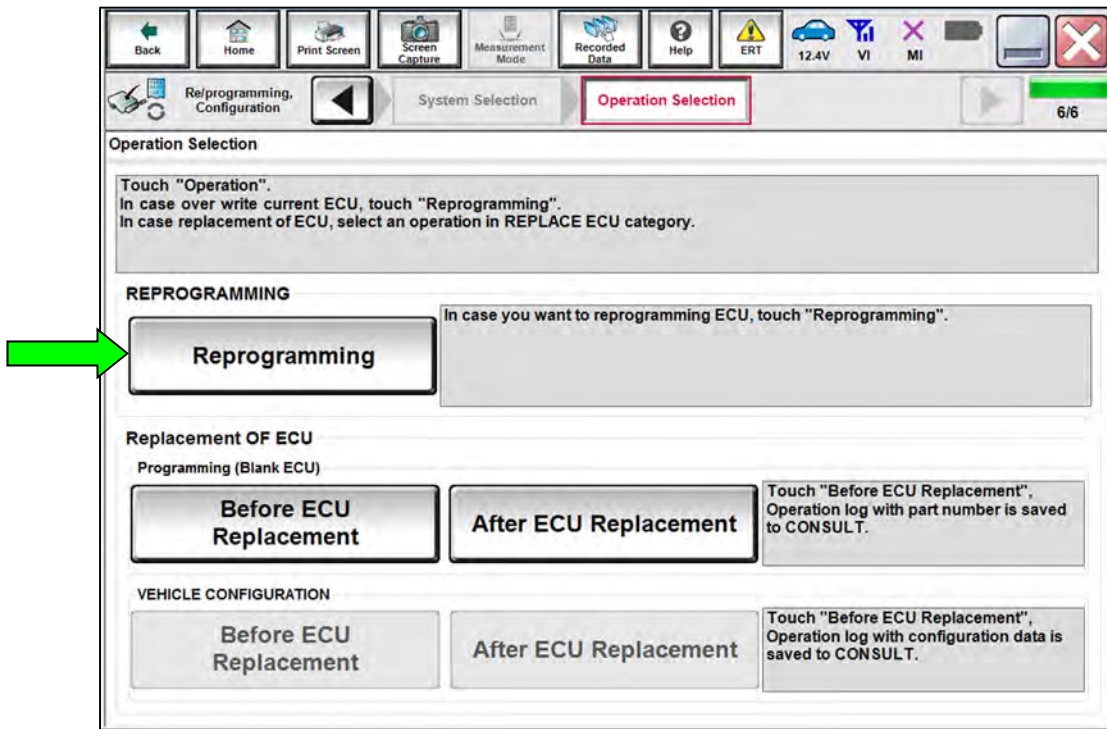

Figure 8

13. Select **Reprogramming**.

Figure 9

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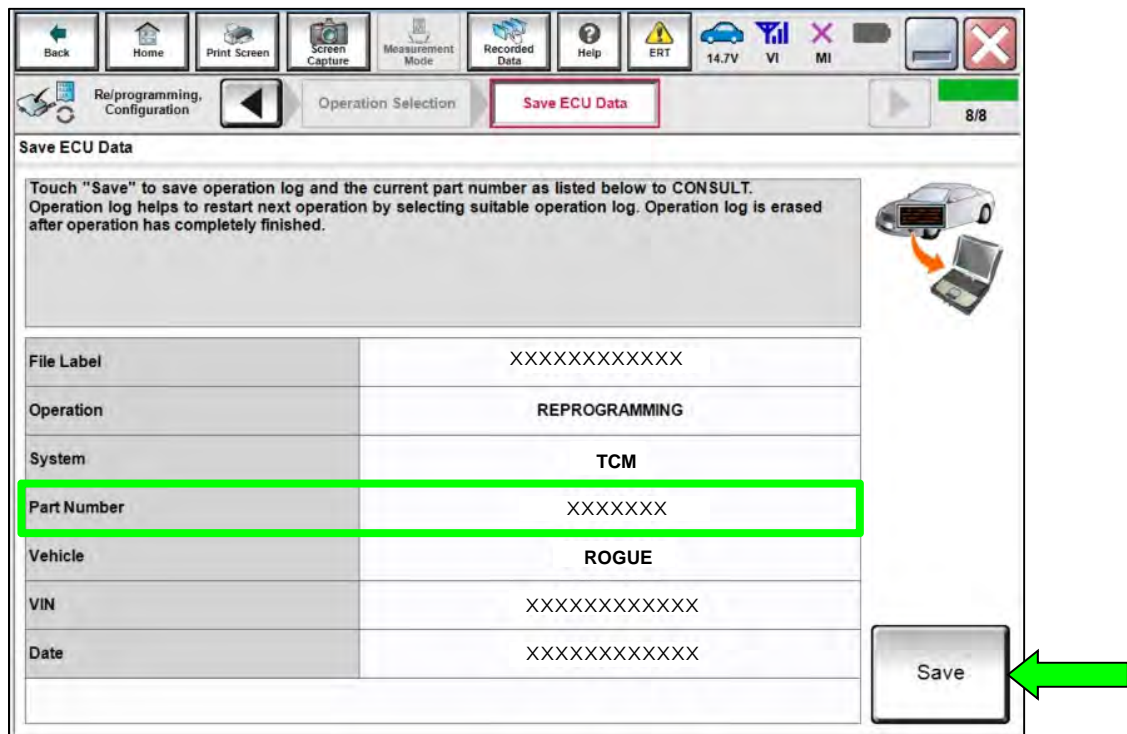
NOTE: This is the current Part Number (P/N).

Figure 10

15. Compare the Part Number you wrote down in step 14 on page 7 to the numbers in the **Current TCM Part Number** column in **Table A**, below.

- If there is a <u>match</u>, continue to step 16 to reprogram the TCM.

- If there is <u>not a match</u>, reprogramming is <u>not needed</u>. Skip to step 25 on page 13 to perform the **DTC Confirmation Procedure**.

Table A

MODEL YEAR	CURRENT TCM PART NUMBER: 31039 -
2021	6RA8B, 6RA8C, 6RA8D, 6RA8E 6RA9E

Reprogram the TCM

16. Follow the on-screen instructions to navigate C-III plus and reprogram the TCM.

NOTE: In some cases, more than one new P/N for reprogramming is available.

- If more than one new P/N is available, the screen in Figure 11 displays.

- Select and use the reprogramming option that does **not** have the message "Caution! Use ONLY with NTBXX-XXX".

- If you get this screen and it is <u>blank</u> (no reprogramming listed), it means there is no reprogramming available for this vehicle. Skip to step 25 on page 13.
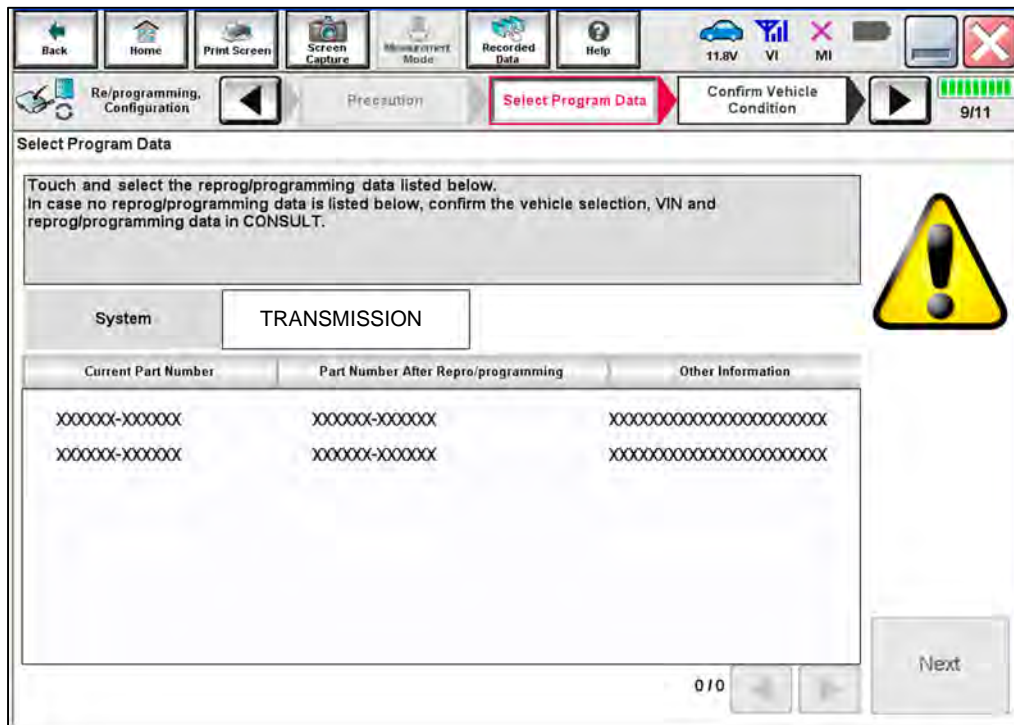

Figure 11

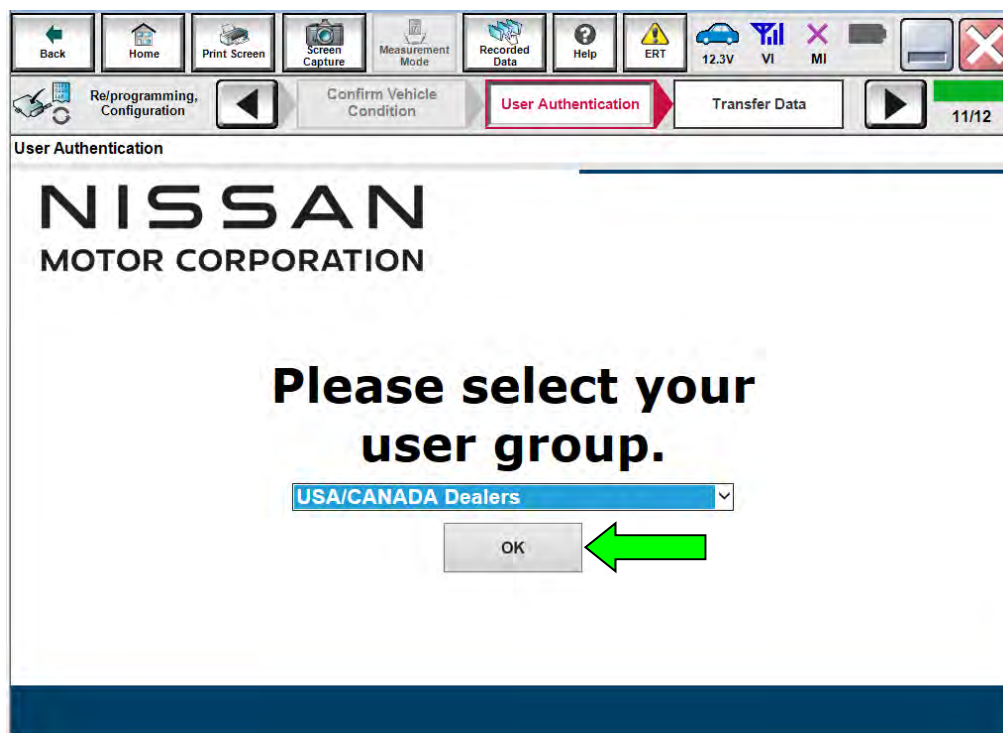17. Select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.

Figure 12

18. Login using your NNAnet credentials.

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

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

Figure 13

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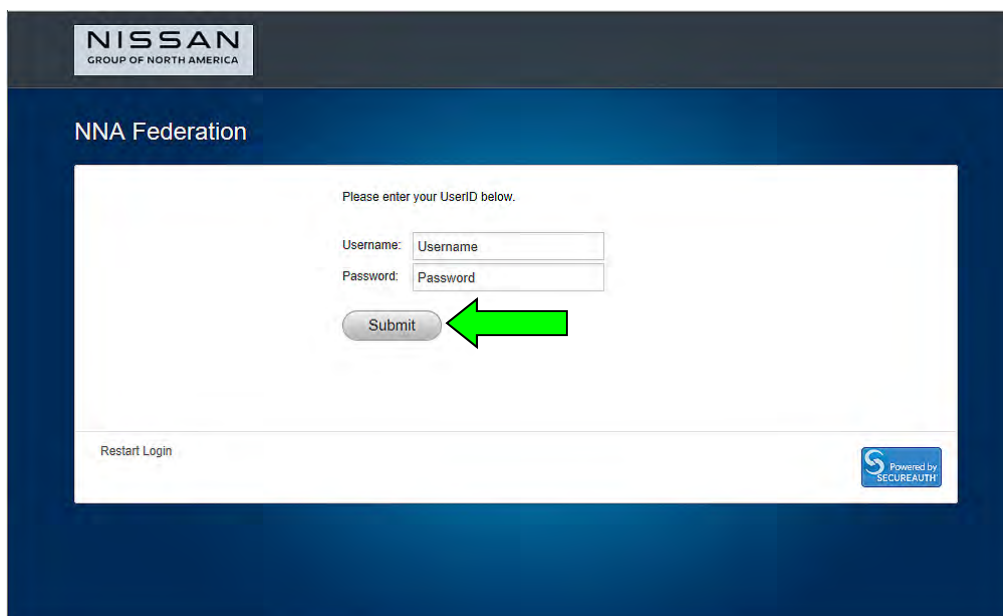
19. Select **Next**, and then proceed to step 20 on page 12.

   NOTE: When the screen in Figure 14 displays, reprogramming is complete. If the screen in Figure 14 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.
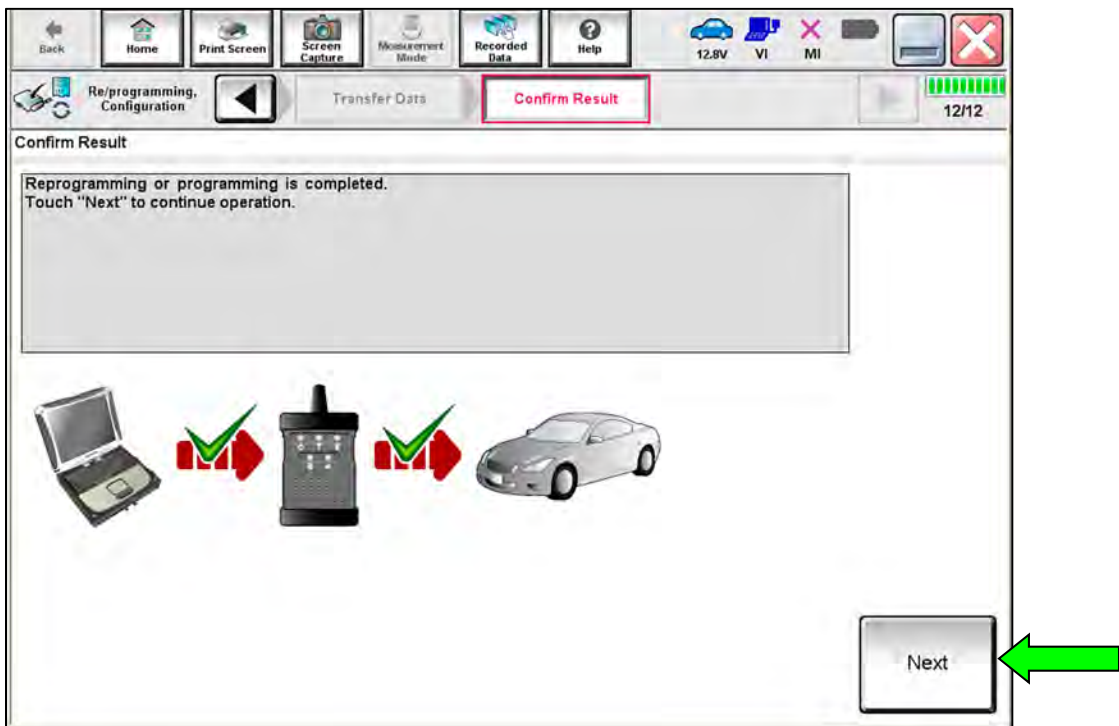

Figure 14

TCM Recovery:

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

If reprogramming does not complete, and the "!?" icon displays as shown in Figure 15:

- 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 retry and follow the on screen instructions.

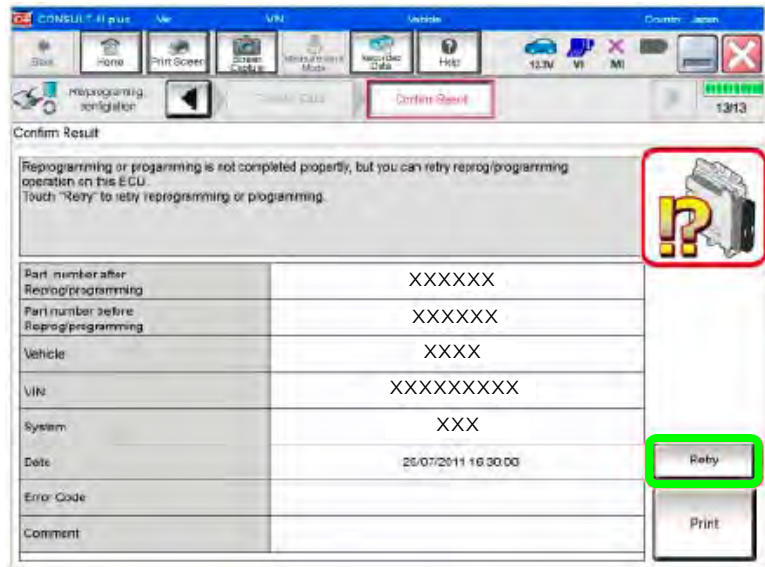- "Retry" may not go through on first attempt and can be selected more than once.

Figure 15

If reprogramming does not complete, and the "X" icon displays as shown in Figure 16:

- 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.

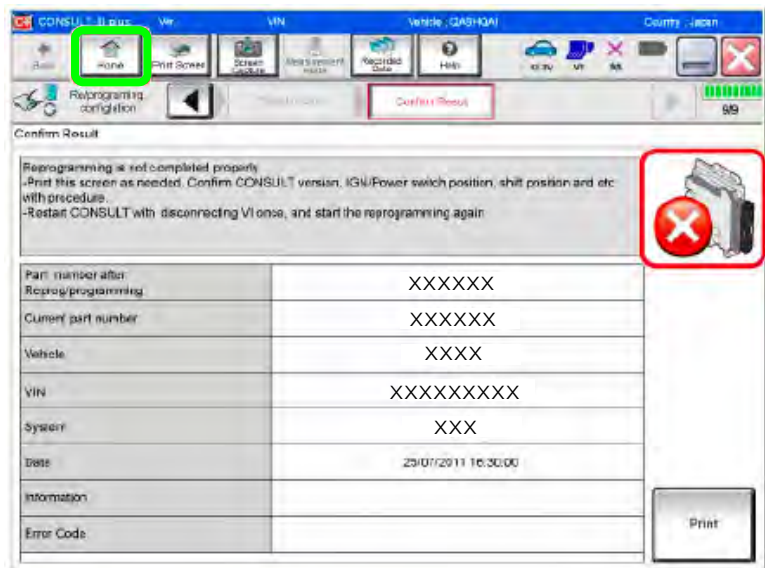- Select Home, and restart the reprogram procedure from the beginning.

Figure 16

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20. Follow the on-screen instructions to erase all DTCs.

   - Press and hold the ignition button for 5 seconds to turn the ignition OFF.

   - When the entire reprogramming process is complete, the screen in Figure 17 will display.

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

22. Print a copy of this screen (Figure 17) and attach it to the repair order for warranty documentation.
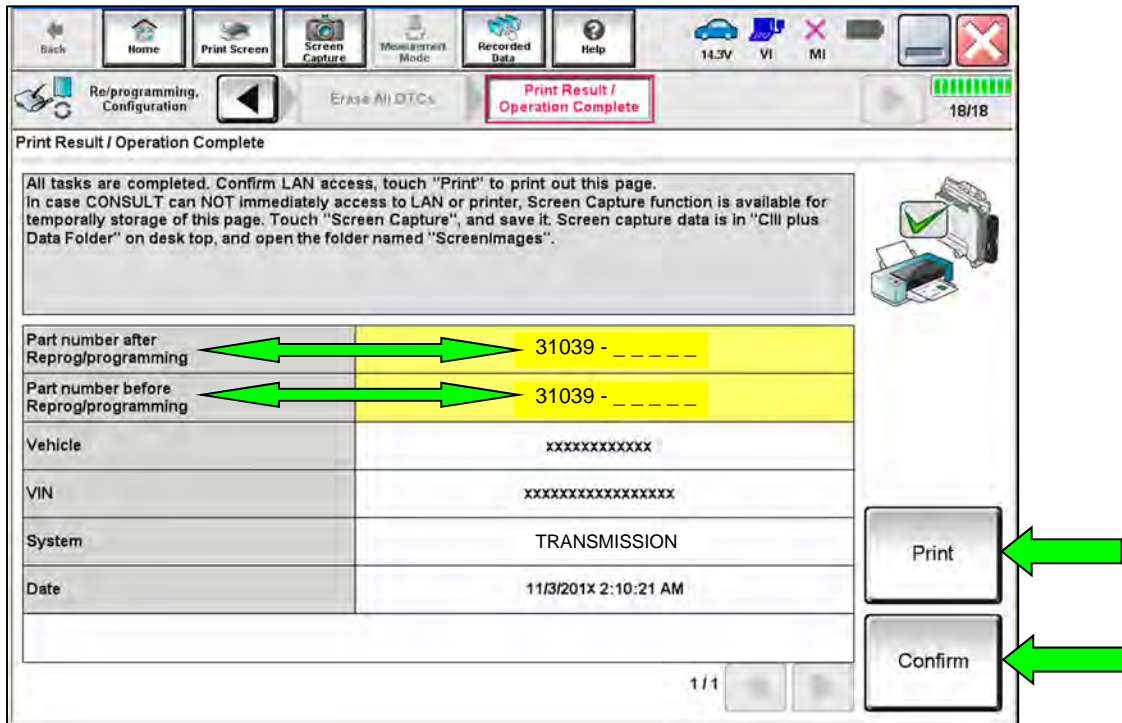
23. Select **Confirm**.

Figure 17

24. Disconnect the battery maintainer/smart charger from the vehicle.

DTC Confirmation Procedure

25. Start the engine.

26. Depress the brake pedal.

27. Shift the gear selector lever to the "R" position and wait for 5 seconds.

28. Shift the gear selector lever to the "N" position and wait for 5 seconds.

29. Shift the gear selector lever to the "D/M" position and wait for 10 seconds.

30. Press the "P" position switch and wait for 10 seconds.

31. Check for DTCs.

   NOTE: DTC U0101 may be present after the TCM reprogram and may be erased after checking for DTC P0780 return.

   - If DTC P0780 does not return, the repair is complete. Proceed to **CLAIMS INFORMATION** on page 14.

   - If DTC P0780 returns, follow the ESM diagnosis procedure.

      o **TRANSMISSION & DRIVELINE > TRANSAXLE & TRANSMISSION > CVT: GE0F10C > DTC/CIRCUIT DIAGNOSIS > TRANSMISSION (TCM) > P0780-00 SHIFT ERROR**.

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Reprogram A/T Control Unit	(1)	JE99AA	ZE	32	(2)

(1) Reference the electronic parts catalog and use the Transmission Control Unit (310F6-*****) 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
March 16, 2021	NTB21-023	Original bulletin published
March 19, 2021	NTB21-023A	**Table A** on page 8 revised
August 30, 2022	NTB21-023B	**Table A** on page 8 revised