

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.

Nissan Bulletins are intended for use by qualified technicians, not 'do-it-yourselfers'. Qualified technicians are properly trained individuals who have the equipment, tools, safety instruction, and know-how to do a job properly and safely. NOTE: If you believe that a described condition may apply to a particular vehicle, DO NOT assume that it does. See your Nissan dealer to determine if this applies to your vehicle.

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 <u>12.0V or rises above 15.5V</u> during reprogramming, <u>the TCM may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, <u>the TCM may be damaged</u>.
- Be sure to connect the AC Adapter. If the CONSULT PC battery voltage drops during reprogramming, the process will be interrupted and <u>the TCM may be</u> <u>damaged</u>.
- 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 <u>the TCM may be damaged</u>.
- 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**.

C	onnec	tion Status		Diagnosis Menu
		Serial No.	Status	Diagnosis (One System)
s ed	VI	232665 2	►>)))) Normal Mode/Wireless connection	Diagnosis (All Systems)
	МІ	-	No connection	Re/programming, Configuration
		elect VI/I	ИІ	Immobilizer
Ê	-	ion Setting ub mode	Language Setting	Maintenance
C	.	DR		

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.

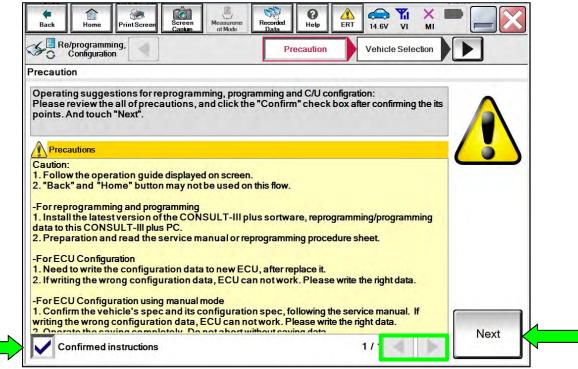


Figure 2

7. Select Automatic Selection(VIN).

Re/programmi Configuratio	ng,	Precaution	Vehicle Selection	Vehicle Confirmation	
Automatic S	election(VIN)	ecti	on(Vehicle Name)	1	
/ehicle Name :				Model Year :	Salès Channel
*MURANO Camp:P8201	JUKE	QUEST			NISSAN
350Z	LEAF	ROGUE			INFINITI
370Z	MAXIMA	SENTRA			
370Z Convertible	MURANO	TITAN			
ALTIMA	MURANO Cross Cabriolet	TITAN			
ALTIMA Hybrid	NISSAN GT-R	VERSA Hatchback			
ARMADA	NV	VERSA Sedan			-
CUBE	PATHFINDER	XTERRA			CLEAR
FRONTIER	PATHFINDER ARMADA	X-TRAIL			Select

Figure 3

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

	t Screen Capture	Measureme nt Mode	Recorded Data	0 Help			<mark>й ×</mark>	
Configuration	Pr	ecaution	Vehic	le Selection		Vehi Confirm		
Automatic Selec	Automatic Selection(VIN)	Read Ser	-	August Manager	-			
Vehicle can be spec III plus will start sear and touch "Detect Ve	Reading VIN.						UL' Illy	τ-
NISSAN WOTOR COLTD JAPAN 使作 176 NISSAN WOTOR COLTD JAPAN WITH STATE NISSAN WOTOR COLTD JAPAN NISSAN WOTOR COLTD JAPA			_			_		
VIN			Cancel		-	-		
								Detect Vehicle

Figure 4

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

Back Re/programming, Ver Configuration	int Mode Data Vehicle
	n and touch "Confirm". In case you want to select another
VIN or Chassis #	xxxxxxxxxxxxxx
Vehicle Name :	ROGUE
ModelYear	2021MY
	1/1
	Change
	Confirm
	J

Figure 5

10. Allow the System call to be performed.

Back Home F	rint Screen rint Node	\times
Configuration	Vehicle Selection Vehicle Confirmation	
Please confirm sele vehicle, touch "Cha	System Call	
	System call performing Please wait	
VIN or Chassis #		
Vehicle Name : Model Year		
	73%	
	Cancel	_
	Change	
	Confirm	1

Figure 6

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

O C	ogrammi nfiguratio	n		ehicle firmation	In	put VIN				4/4
ut VIN										
terthe	/IN num	ber, and to	ouch "Con	firm".				FOU		1
rmatic	n into C	operation, ONSULT,	VIN numb	specified per you inp	operation ut is save	d as file na	me. There	efore, co	nfirm	
umb	ercorre	ctly.		_						
	型	AN MOTOR CO,LTD.JAPAN 武 III	(Aborna)	NOTOR IBERICA, S.A.	JN1BAUJ32201	23458	1	1		
	Contaits and an an contains antisis anno 200 114 contains 114 contains	HNZ51-123458		10 C	 県寺堂ら 友証初 泉主人数 友証初 まご「扁豆 保定り 		000	1		
	n (SSAE 2) SCE This TEAS AN Trans Teas Ca		2 1700 1700	t Ni Di Ni Di Ni Di Ni Ni Di Di Ni Ni	制造(四) 輸送(計 制造(日期) 卒 (用型式)	A B C	6 BY			
		動車株式会社 motimate			素凤汽车有限公	司制造	as lo			
	HEE									
N (17 o	r 18 dig	its) XXX	xxxx	xxxxx	xxxxx	x				
N (17 o	r 18 dig	its) XXX	xxxxx	xxxxx	XXXXX	X				
IN (17 o	r 18 dig	its) XXX	xxxx	xxxxx	XXXXX	X				
IN (17 o	r 18 dig	its) XX	×xxxx	XXXXX	XXXXX	X				
'IN (17 o	r 18 dig	its) XXX	<mark>xxxxx</mark>	XXXXX	XXXXXX	X				
'IN (17 o	r 18 dig	its) XX	xxxxx	XXXXX	XXXXXX	X				
/IN (17 o	r 18 dig	its) XXX	xxxxx	XXXXX	XXXXX	X				Confirm

Figure 7

12. Select **TRANSMISSION**.

_

Figure 8

13. Select Reprogramming.

Operation Selection		
Touch "Operation". In case over write current ECU, touch In case replacement of ECU, select an	"Reprogramming". operation in REPLACE ECU category.	
REPROGRAMMING		
	In case you want to reprogramming ECU	, touch "Reprogramming".
Reprogramming		
Reprogramming		
Replacement OF ECU		
Replacement OF ECU Programming (Blank ECU)		Touch "Before ECU Replacement",
Replacement OF ECU	After ECU Replacement	Touch "Before ECU Replacement", Operation log with part number is sa to CONSULT.
Replacement OF ECU Programming (Blank ECU) Before ECU	After ECU Replacement	Operation log with part number is sa

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).

Back Home Print Screen Captu	en ure Mode Recorded Mode VI MI	
Configuration	Save ECU Data	8/8
ave ECU Data		
	I the current part number as listed below to CONSULT. ation by selecting suitable operation log. Operation log is erased	
File Label	****	
Operation	REPROGRAMMING	
System	тсм	
Part Number	ххххххх	
Vehicle	ROGUE	
VIN	XXXXXXXXXXXX	
VIN	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	Save

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**.

T	abl	e	Α

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.

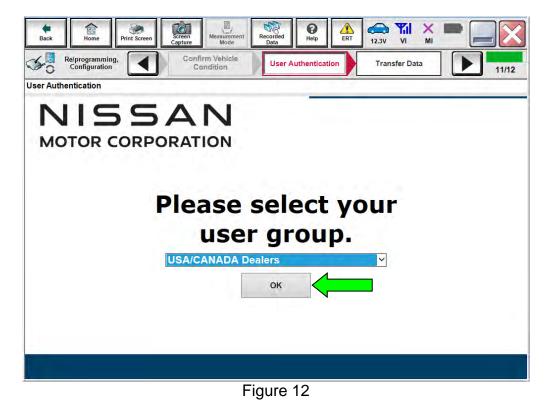
NOTE: In some cases, more than one new P/N for reprogramming is available.

- o If more than one new P/N is available, the screen in Figure 11 displays.
- Select and use the reprogramming option that does <u>not</u> 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.

ck Home Print S	Capture Mode Data	d Program Data Confirm Vehicle Condition	
ct Program Data			
	p/programming data listed below. ing data is listed below, confirm the v CONSULT. TRANSMISSION	ehicle selection, VIN and	<u>^</u>
Current Part Number	Part Number After Repro/program	nning Other Information	2
x00000-x00000x x00000-x000000	x00000x-x00000x x00000x-x00000x	xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	
		0/0	Next

Figure 11

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



- 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.

NISSAN GROUP OF NORTH AMERICA		
NNA Federation		
	Please enter your UserID below. Username Password Submit	
Restart Login		Secure auth

Figure 13

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.

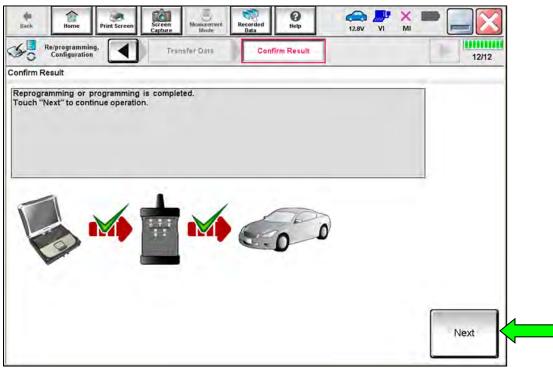


Figure 14

TCM Recovery:

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

If reprogramming does <u>not</u> 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 <u>retry</u> and follow the on screen instructions.
- <u>"Retry" may not go</u> <u>through on first attempt</u> <u>and can be selected</u> <u>more than once.</u>

CONSULT-IL plus Ver	VN Vebbe	Domin Jacan
Ban Hone Print Scorer	anter Marte Mart	123V VI MI
So senigitien	Contine Resol	13/13
Confirm Result		
Reprogramming or programming is not operation on this ECU Touch "Reny" to retry reprogramming	completed propertly, but you can retry reprogram or programming.	ogianning
Part number after Replog/programming	хххххх	
Pari number before Reprog/programming	хххххх	
Roprog/programming	xxxxxx xxxx	
Roprog/programming Vehicle		x
Roprog/programming Vehicle	XXXX	x
Reprograging System	xxxx xxxxxxxxx	
Reprogramming Vehicle Vilo	XXXX XXXXXXXX XXX	

Figure 15

If reprogramming does <u>not</u> 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.

CONSULT-ILIDUS VII	VIN Vehicle (QASHQA)	County Nation
Be Philt Screw	Alen Segment Magaidad Haya Care	🥐 💥 🖿 🛄 🔀
So condition	Confine Resul	919
onfirm Rosult		
with procedure.	nh DNSULT vension, IGN/Fower switch position, shift position /Lonse, and start the reprogramming again	nard de
Part number after	XXXXXX	
Reprogramming		
	xxxxxx	
Current part number	XXXXXX XXXX	-
Reprogramming Current part number Vehicle VIN		
Current part number Websele	XXXX	
Current part number Veltacle VIN	xxxx xxxxxxxxxxx	
Cumon' part number Valscle VIN System	XXXX XXXXXXXXXXX XXX	

Figure 16

- 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.

rint Result / Operation Complete		18/18
In case CONSULT can NOT immediately a	cess, touch "Print" to print out this page. access to LAN or printer, Screen Capture function is available for	
temporally storage of this page. Touch "S Data Folder" on desk top, and open the fo	Screen Capture", and save it. Screen capture data is in "CIII plus Ider named "ScreenImages".	
Part number after	31039	
Part number before		-
Reprog/programming	31039	
Vehicle	****	
Vehicle	******	
		Print
VIN	******	Print

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.
 - 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