



# TECHNICAL SERVICE BULLETIN

Classification: HA21-002D	Reference: NTB21-071D	Date: March 31, 2023
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## AUTO HVAC CENTER VENT TEMPERATURE DIFFERENCE GREATER THAN 5°C (9°F)

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

- APPLIED VEHICLES:** 2021-2023 Rogue (T33)
- APPLIED DATES:** 2021-2022: All  
2023:  
VINs starting with 5N1 – built before November 22, 2022  
VINs starting with JN8 – built before October 24, 2022
- APPLIED ENGINES:** PR25DD

### 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

1. Confirm the current A/C Amplifier part number.
2. Follow steps 17 and 18 on page 8 to determine if the A/C Amplifier must be replaced, can be reprogrammed, or if this bulletin does not apply.

**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

**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. Confirm that the CONSULT PC is connected to Wi-Fi.
2. Connect the VI to the vehicle.
3. Start C-III plus.
4. If prompted, select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.
5. Login using your NNAnet credentials.

**IMPORTANT:** If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close C-III plus, confirm the CONSULT PC is connected to Wi-Fi, and then reopen C-III plus.

6. Wait for the VI to be recognized.
  - The serial number will display when the VI is recognized (Figure 1 on page 3).

7. Select **Re/programming, Configuration**.

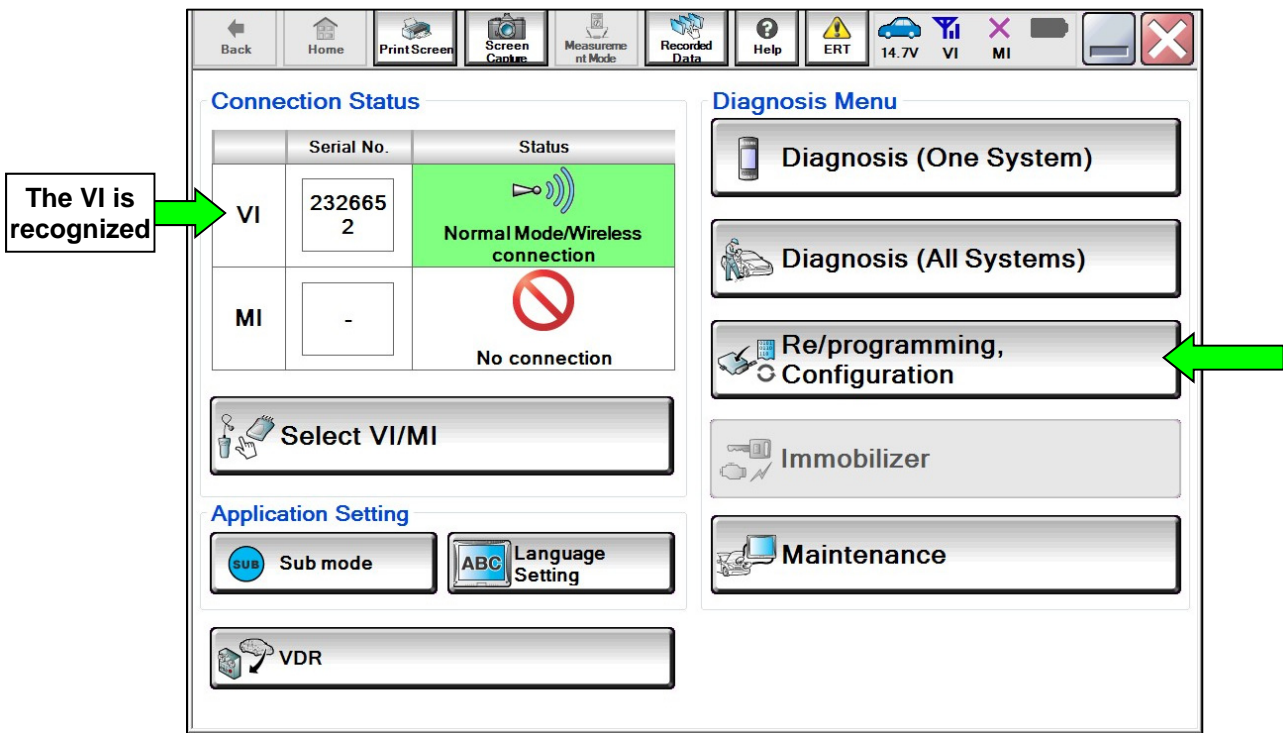


Figure 1

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

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

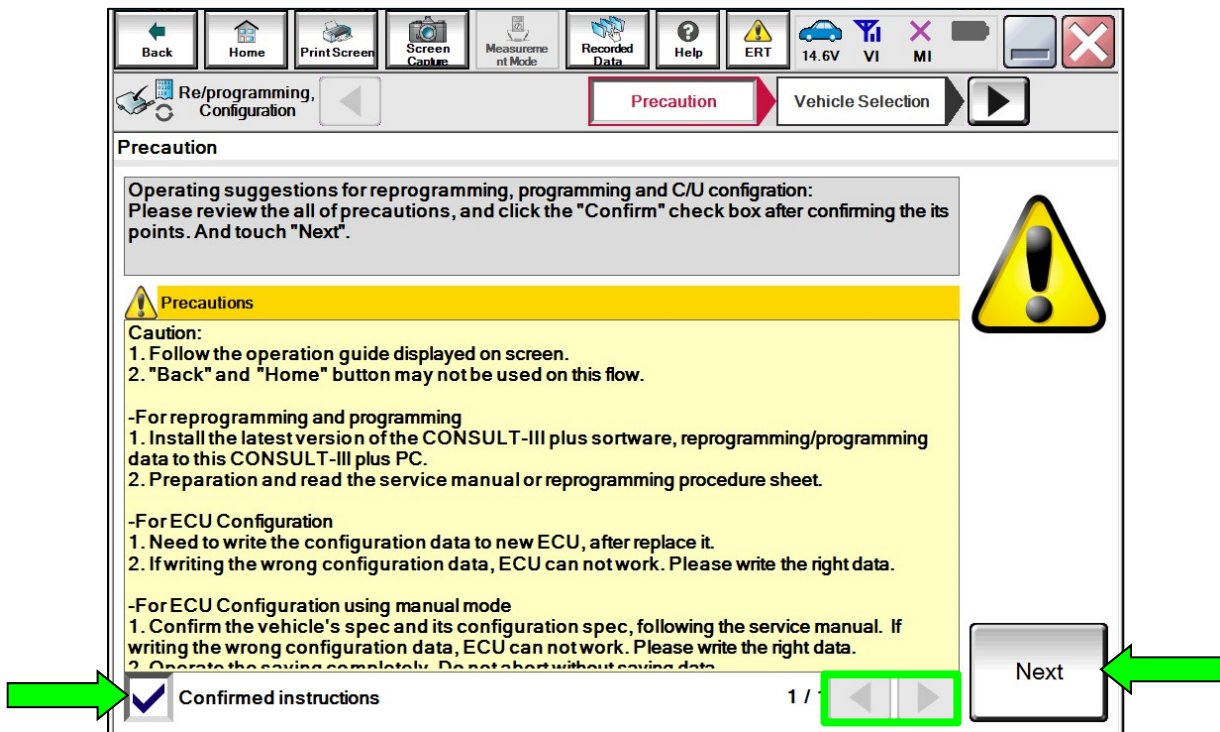


Figure 2

9. Select Automatic Selection(VIN).

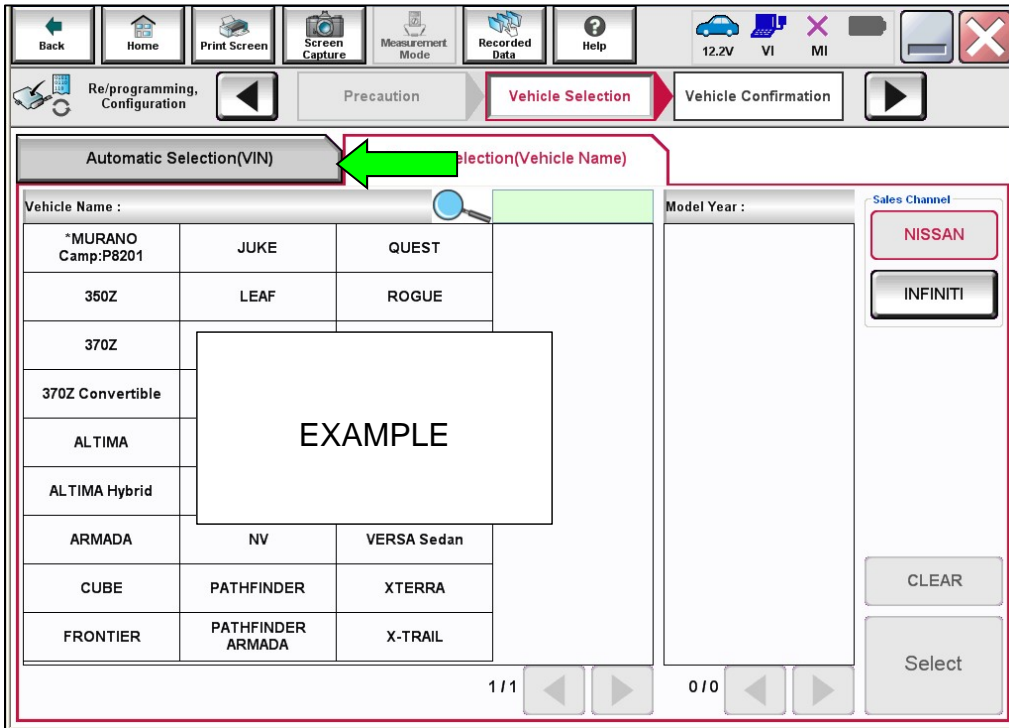


Figure 3

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

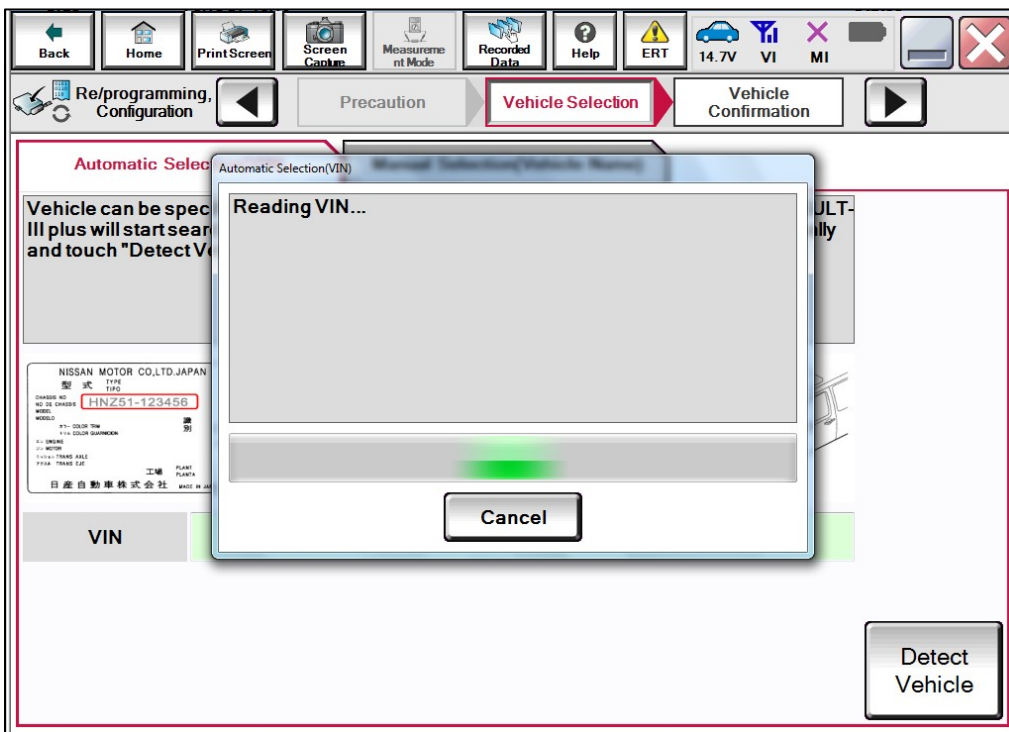


Figure 4

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

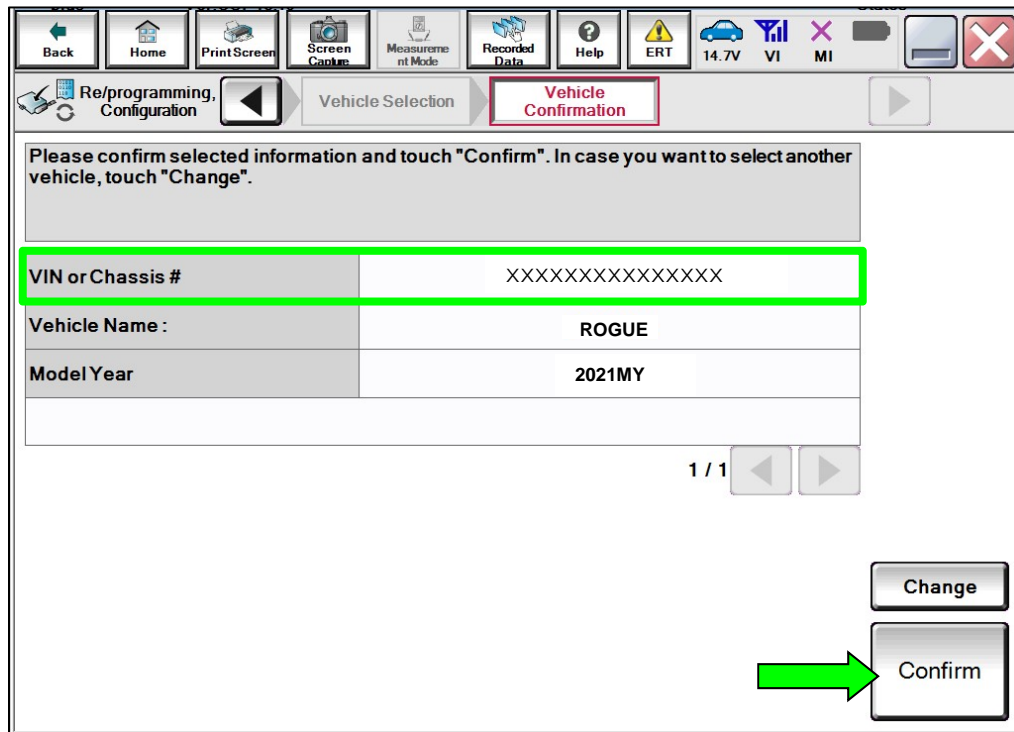


Figure 5

12. Allow the System call to be performed.

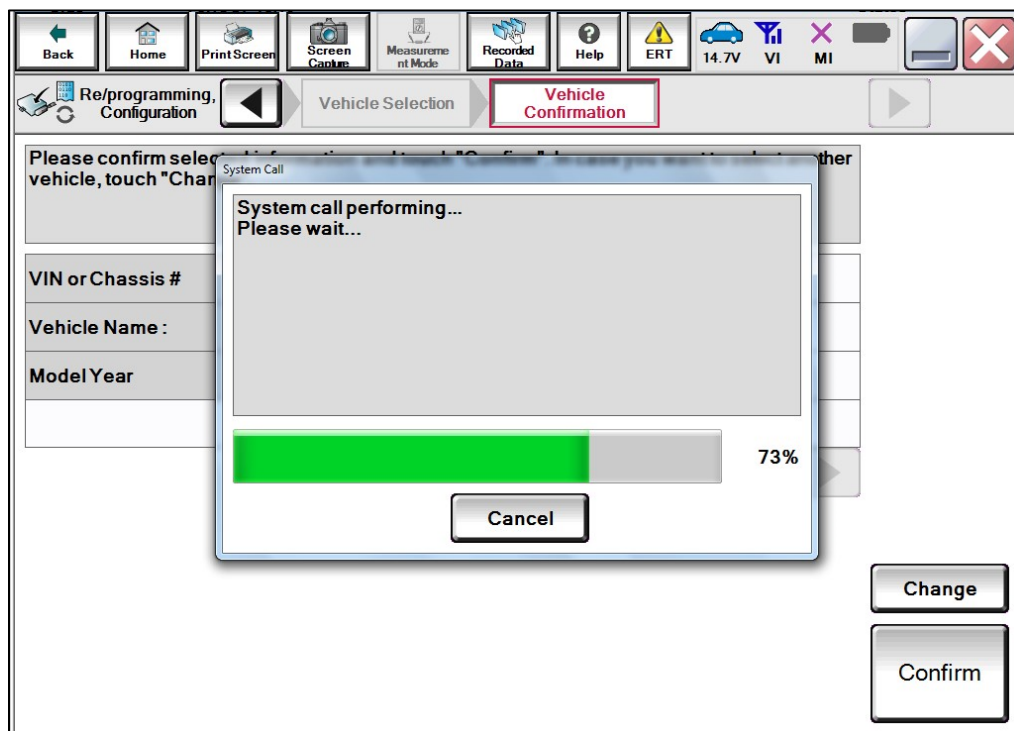


Figure 6

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

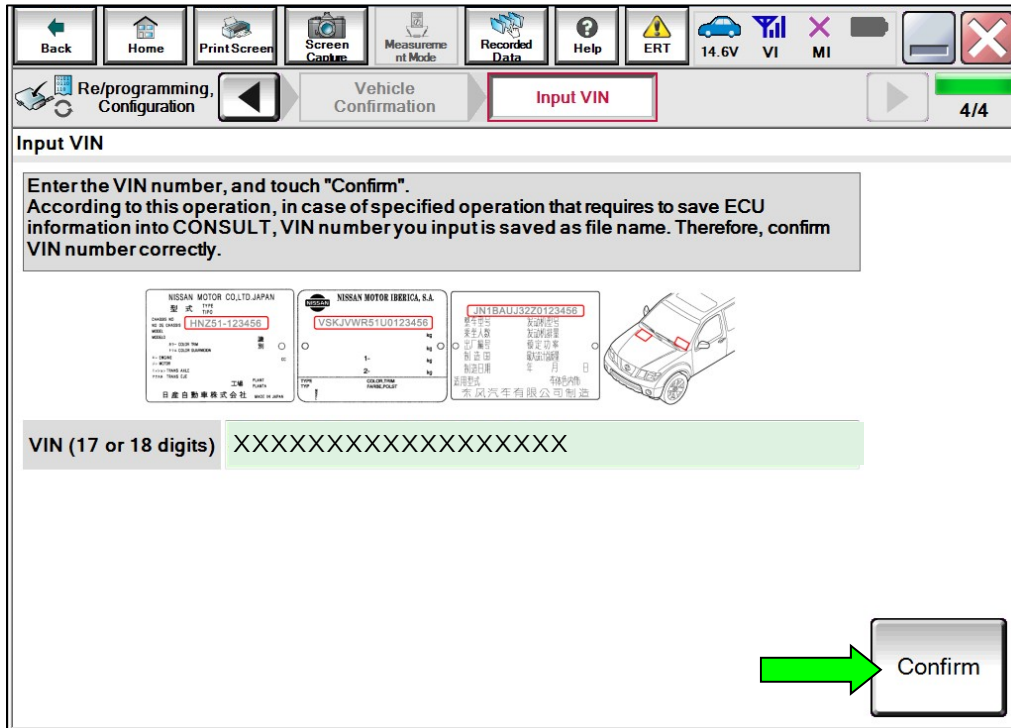


Figure 7

14. Select **HVAC**.

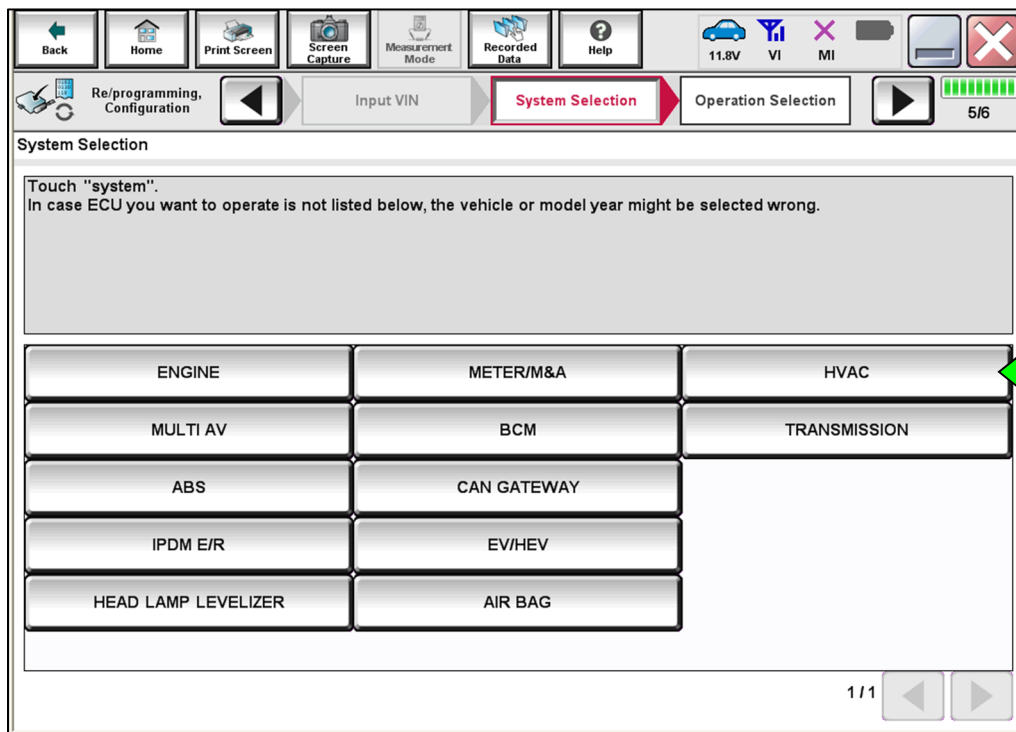


Figure 8

15. Select **Reprogramming**.

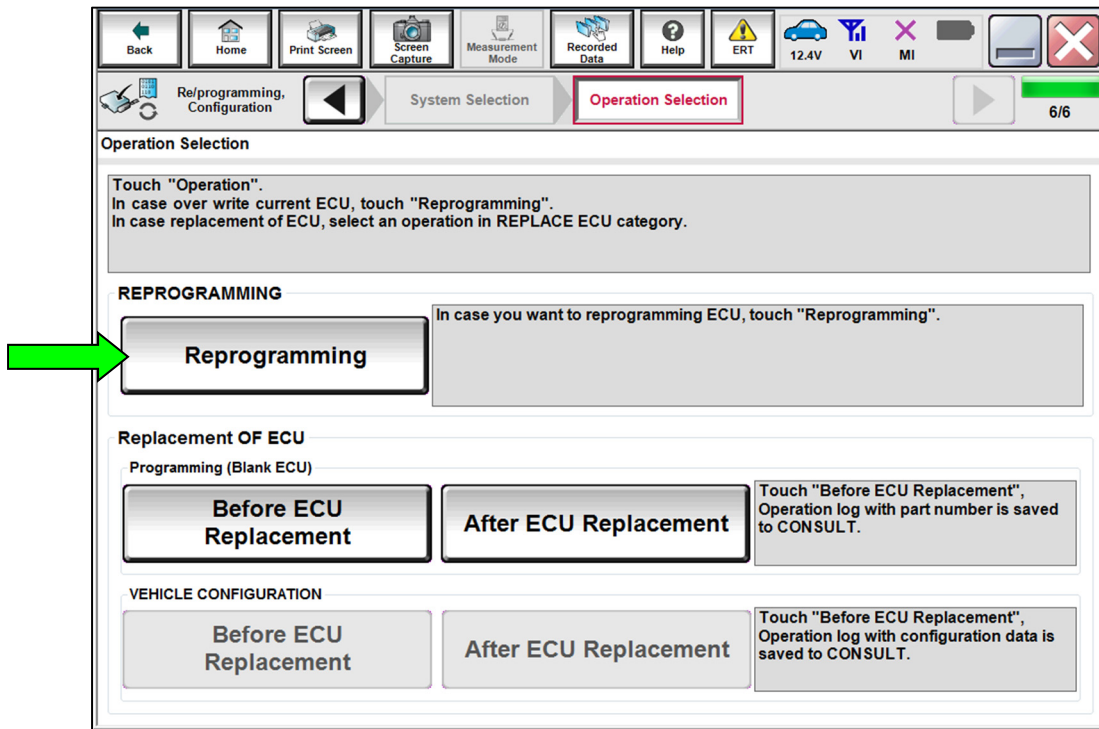


Figure 9

16. Find the A/C Amplifier **Part Number** and write it on the repair order, and then select **Save**.

**HINT:** This is the current Part Number (P/N).

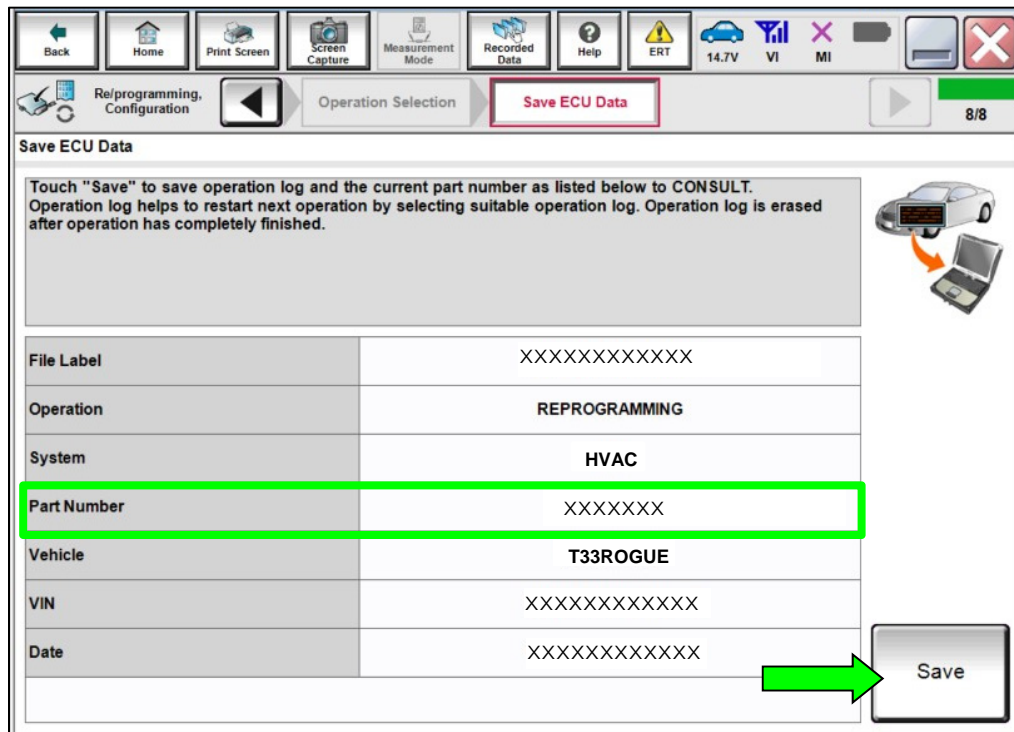
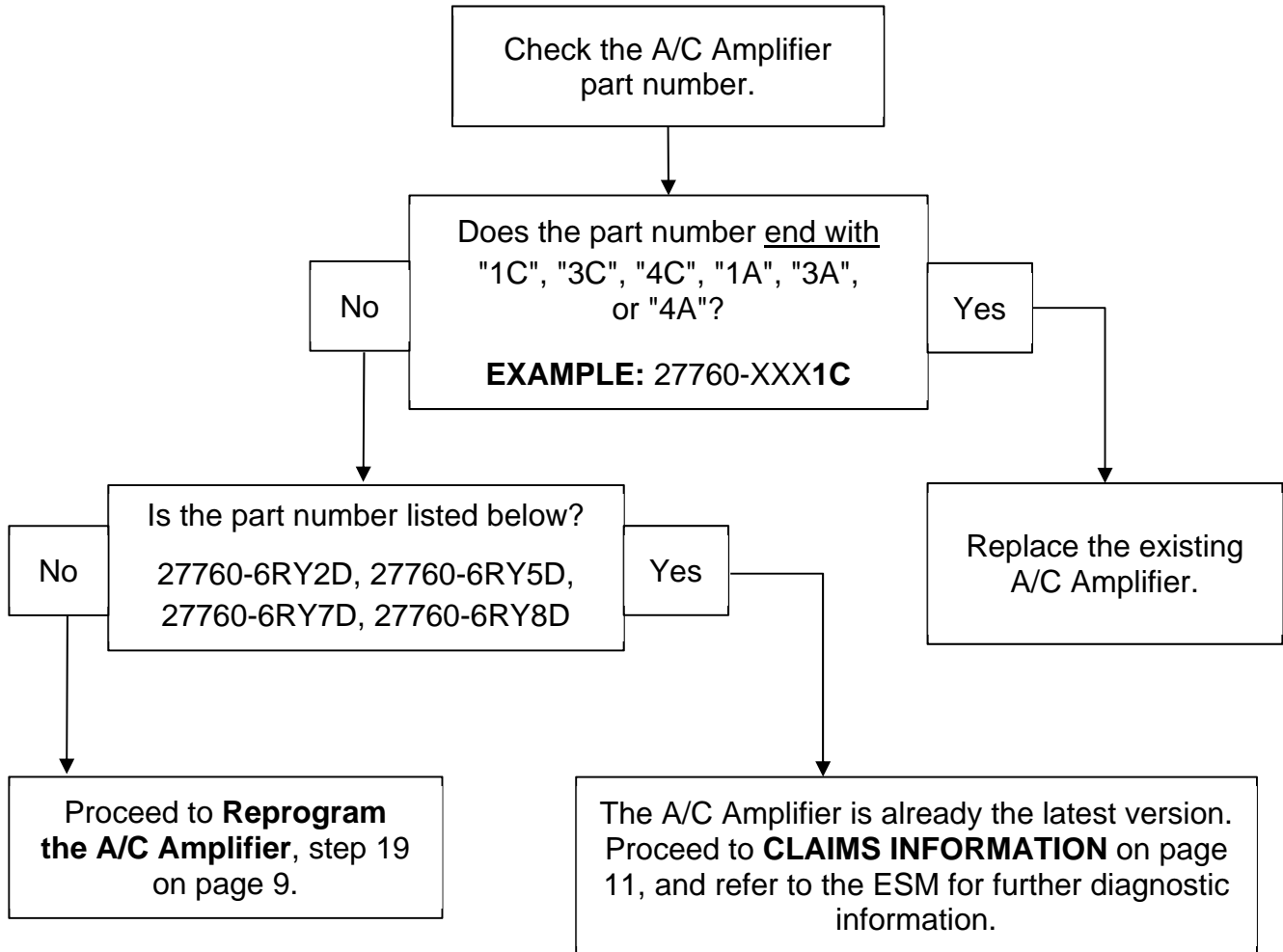


Figure 10

## Part Number Inspection



17. Are the last two characters of the part number "1C", "3C", "4C", "1A", "3A", or "4A"?

**YES:** Replace the A/C Amplifier.

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

**NO:** Proceed to step 18.

18. Is the part number 27760-6RY2D, 27760-6RY5D, 27760-6RY7D, or 27760-6RY8D?

**YES:** The A/C Amplifier is already the latest version. See **CLAIMS INFORMATION** on page 11, and then refer to the ESM for further diagnostic information.

**NO:** Proceed to step 19 on page 9 to perform **Reprogram the A/C Amplifier**.



## Reprogram the A/C Amplifier

19. Follow the on-screen instructions to navigate C-III plus and reprogram the A/C Amplifier.
20. Select **Next**, and then proceed to step 21.

**HINT:** When the screen in Figure 11 displays, A/C Amplifier reprogramming is complete. If the screen in Figure 11 does not display (indicating that reprogramming did not complete), refer to the information on the next page.

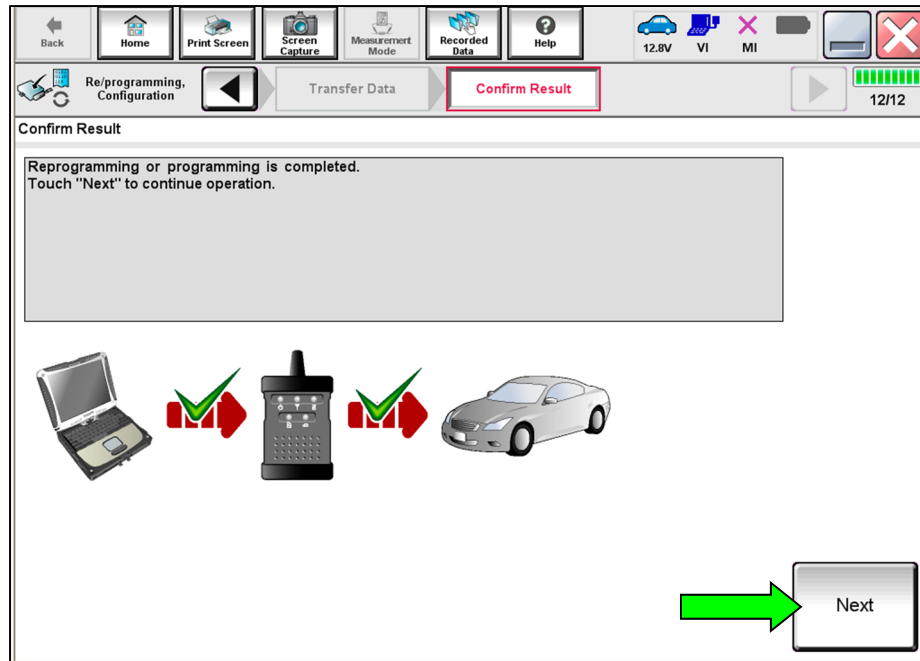


Figure 11

21. Follow the on-screen instructions to perform **Erase All DTCs**.
22. 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:

**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 12:

- 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.

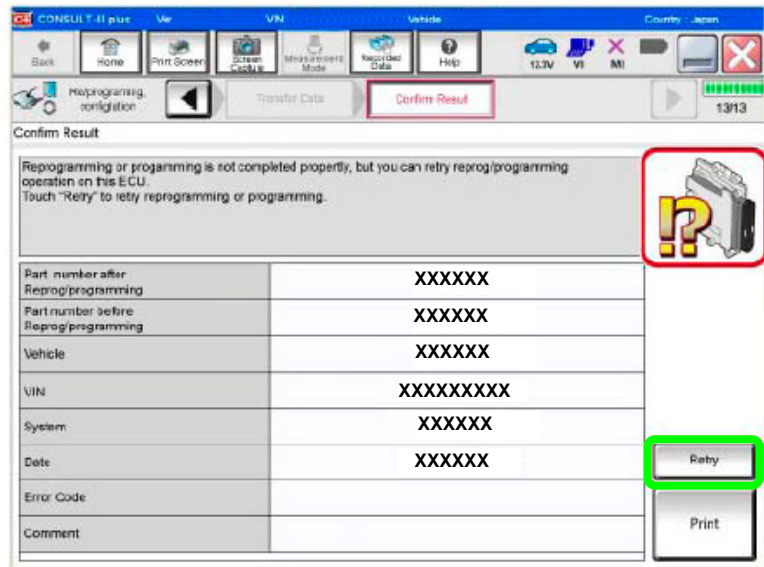


Figure 12

If reprogramming does not complete, and the “X” icon displays as shown in Figure 13:

- 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.

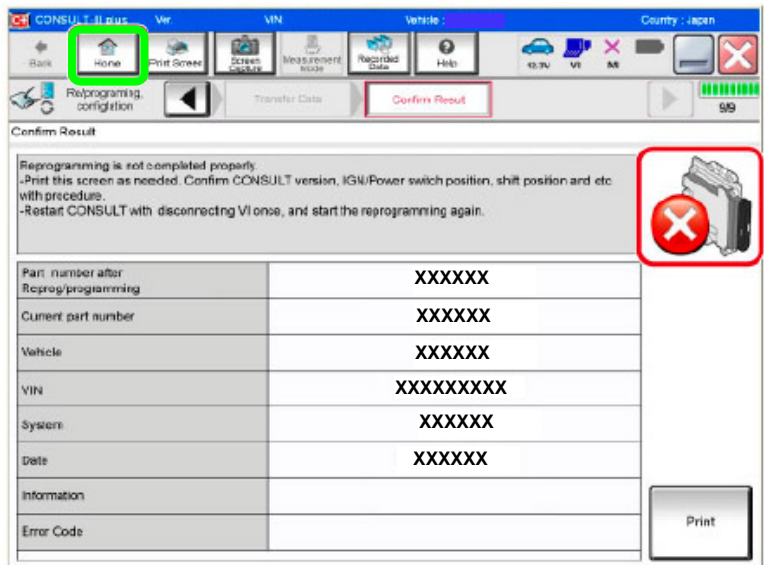


Figure 13

## 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	<b>APPLIED VEHICLES</b> updated
June 27, 2022	NTB21-071C	<b>ACTION</b> and page 8 revised
March 31, 2023	NTB21-071D	<b>APPLIED VEHICLES, APPLIED DATES,</b> and page 8 revised; login steps moved to page 2; "NOTE" references changed to "HINT"

