## UISSAN ECHNICAL SERVICE BULLETIN Classification: Reference:

Date:

HA21-002D

NTB21-071D

March 31, 2023

### 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 <u>12.0V or rises above 15.5V</u> during reprogramming, <u>the A/C Amplifier may be damaged</u>.
- Be sure to turn OFF all vehicle electrical loads. If a vehicle electrical load remains ON, <u>the A/C Amplifier 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 the A/C Amplifier may be damaged.
- Turn OFF all external Bluetooth<sup>®</sup> devices (e.g., cell phones, printers, etc.) within range of the CONSULT PC and the VI. If Bluetooth<sup>®</sup> 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**.

	Back Home Print	Screen Caolure Measureme Re	scoridd Data Data
	Connection Statu	s	Diagnosis Menu
	Serial No.	Status	Diagnosis (One System)
The VI is recognized	VI 232665 2	Normal Mode/Wireless connection	Diagnosis (All Systems)
	MI -	No connection	Re/programming,
	Select VI/	МІ	Immobilizer
	Application Setting	Language Setting	Maintenance
	VDR		

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.

Back Home PrintScreer Canbar (Canbar Re/programming,	Measureme nt Mode Recorded Data	Help	14.6V V	імі	
Configuration	PI	recaution	Vehicle Se	election	
recaution					
Operating suggestions for reprogram	mina programmina a	nd C/LL configrat	tion:		1
Please review the all of precautions, a	and click the "Confirm	n" check box at	ter confirmi	ng the its	
points. And touch "Next".					
Precautions					
Caution:					
I. Follow the operation guide displaye					
I. Follow the operation guide displaye 2. "Back" and "Home" button may not For reprogramming and programming	t be used on this flow.				
. Follow the operation guide displaye 2. "Back" and "Home" button may not For reprogramming and programming I. Install the latest version of the CON	t be used on this flow.		ning/program	nming	
. Follow the operation guide displaye 2. "Back" and "Home" button may not For reprogramming and programming 1. Install the latest version of the CON data to this CONSULT-III plus PC.	t be used on this flow. ISULT-III plus sortwa	are, reprogramm		nming	
. Follow the operation guide displaye 2. "Back" and "Home" button may not For reprogramming and programming I. Install the latest version of the CON	t be used on this flow. ISULT-III plus sortwa	are, reprogramm		nming	
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Follow the operation guide displaye 2. "Back" and "Home" button may not For reprogramming and programming 1. Install the latest version of the CON data to this CONSULT-III plus PC. 2. Preparation and read the service m For ECU Configuration 1. Need to write the configuration data 2. If writing the wrong configuration data For ECU Configuration using manual 1. Confirm the vehicle's spec and its contents	t be used on this flow. ISULT-III plus sortwa nanual or reprogramm a to new ECU, after re ata, ECU can not wor mode configuration spec, fr	are, reprogramm ning procedure s aplace it. rk. Please write ollowing the sen	heet. the right da	ta.	
Follow the operation guide displaye 2. "Back" and "Home" button may not For reprogramming and programming 1. Install the latest version of the CON data to this CONSULT-III plus PC. 2. Preparation and read the service m For ECU Configuration 1. Need to write the configuration data 2. If writing the wrong configuration data For ECU Configuration using manual 1. Confirm the vehicle's spec and its c writing the wrong configuration data	t be used on this flow. ISULT-III plus sortwa nanual or reprogramm a to new ECU, after re ata, ECU can not wor mode configuration spec, fa ECU can not work. P	are, reprogramm ning procedure s aplace it. rk. Please write ollowing the sen lease write the r	heet. the right da	ta.	
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Figure 2

#### 9. Select Automatic Selection(VIN).

Back Home	Print Screen Scree Captu	en Measurement R	ecorded Data	12.2V VI MI	-
Re/programmi Configuratio	ng, 💽	Precaution	Vehicle Selection	Vehicle Confirmation	
Automatic S	election(VIN)	elec	tion(Vehicle Name)		
Vehicle Name :				Model Year :	Sales Channel
*MURANO Camp:P8201	JUKE	QUEST			NISSAN
350Z	LEAF	ROGUE			INFINITI
370Z		1			
370Z Convertible					
ALTIMA	EΣ	KAMPLE			
ALTIMA Hybrid					
ARMADA	NV	VERSA Sedan			
CUBE	PATHFINDER	XTERRA			CLEAR
FRONTIER	PATHFINDER ARMADA	X-TRAIL			Select
			1/1	0/0	
		<b>—</b> :			

Figure 3

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

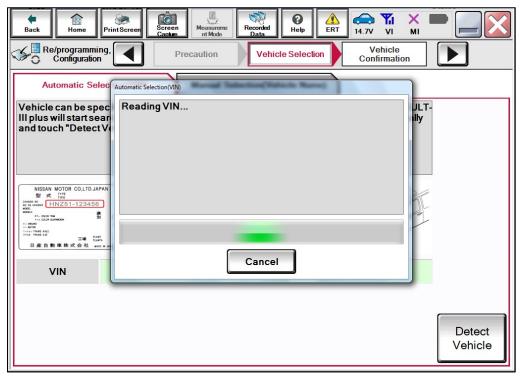


Figure 4

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

	Measurement Mode       Recorded         Measurement Mode       Recorded         Vehicle       Confirmation         Cle Selection       Vehicle Confirmation         and touch "Confirm". In case you want to select another	
VIN or Chassis #	****	
Vehicle Name :	ROGUE	
ModelYear	2021MY	
	1/1	
		Change
		Confirm

Figure 5

12. Allow the System call to be performed.

	intScreen Screen Measureme Recorded Help ERT 14.7V VI N	x X
Configuration	Vehicle Selection Vehicle Confirmation	
Please confirm selec vehicle, touch "Char VIN or Chassis # Vehicle Name :	System Call System call performing Please wait	ther
ModelYear	73% Cancel	
		Change

Figure 6

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

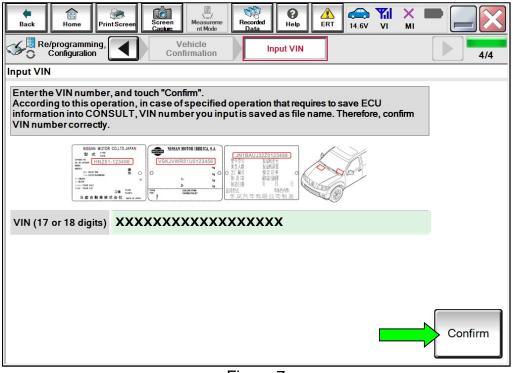


Figure 7

14. Select HVAC.

Back       Back       Back       Back       Back       Back       Back       Screen       Screen       Screen       Screen       Capture         System Selection       System Selection       In case ECU you want to operate is not list       In case ECU you want to operate is not list	Measurement Mode Input VIN System Selection	Image: Constraint of the selected wrong.	
ENGINE MULTI AV	METER/M&A BCM	HVAC	
ABS	CAN GATEWAY		
IPDM E/R	EV/HEV		
HEAD LAMP LEVELIZER	AIR BAG		
		1/1	

Figure 8

#### 15. Select Reprogramming.

Back	Home Print Screen	Screen Capture	Measurement Mode	Recorded Data	() Help	ERT	12.4V		
Re/pi	rogramming, nfiguration	Syste	m Selection	Operat	ion Selecti	on			
Operation Sele	ection								
	ration". • write current ECU, to Icement of ECU, selec				tegory.				
REPROGR									
Replacem	eprogramming ent OF ECU ng (Blank ECU)						ush "Po	foro ECU I	Replacement'',
	Before ECU Replacement		After EC	CU Repl	aceme			og with pa	rt number is save
VEHICLE C	ONFIGURATION								
	Before ECU Replacement		After EC	CU Repl	aceme	0	peration		Replacement", nfiguration data i
1						_			

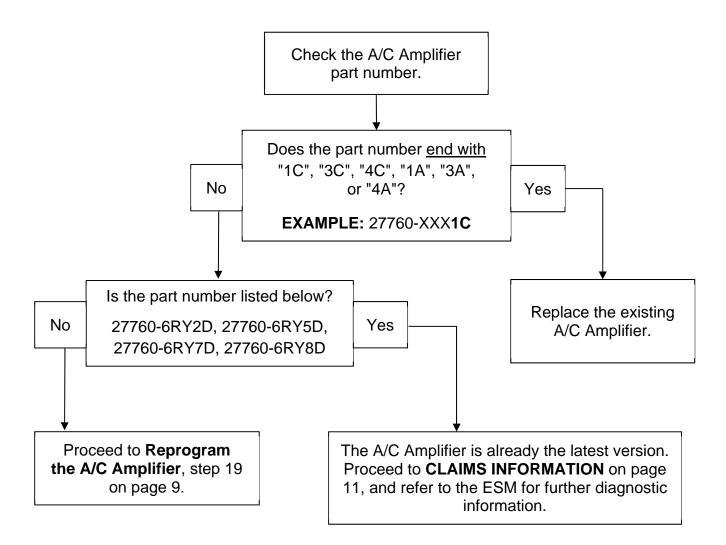
Figure 9

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).

Back Re/programming, Configuration Opera	Measurement Mode Recorded Data Perp Action Selection Save ECU Data	8/8
Save ECU Data		
	e current part number as listed below to CONSULT. n by selecting suitable operation log. Operation log is erased	
File Label	*****	
Operation	REPROGRAMMING	
System	HVAC	
Part Number	хххххх	
Vehicle	T33ROGUE	
VIN	*****	
Date	xxxxxxxxxxx	Save
	<b>E</b> . 10	

Figure 10



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 <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.

Image: Back         Image: Back	
Configuration Transfer Data Confirm Result	12/12
Confirm Result	
Reprogramming or programming is completed. Touch "Next" to continue operation.	
	Next

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 <u>not</u> 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 <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 more</u> <u>than once</u>.

CONSULT-II pue Ver	VN	Vatida	Country : Japan
Back Hone Print Screen	Measurers Mode	arthed Holp	12.3V VI MI
sonigiation	Transfer Data	Confirm Resul	13/13
onfirm Result			
Reprogramming or progamming is not o operation on this ECU. Touch "Reity" to reity reprogramming or		you can retry reprog/p	
Part number after			
Reprog/programming		XXXXXX	
Reprogramming Part number sefore		XXXXXX	
Reprog/programming Part number before Reprog/programming	-		
Reprograngsamming Part number before Reprogramming Vehicle		XXXXXX	x
Reprogipregramming Part number aefore Reprogipregramming Vehicle		XXXXXX XXXXXX	x
Reprograngsmming Part number before Reprograngsmming Vehicle VIN		XXXXXXX XXXXXXX XXXXXXXXX	X
		XXXXXX XXXXXXX XXXXXXXX XXXXXXXX	

Figure 12

# If reprogramming does <u>not</u> 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 <u>Home</u>, and restart the reprogram procedure from the beginning.

CONSULT-ILBUS Ver	VIN. V	stable :		County : Japan
Bark Hone Print Screer	en Neaszenert Recorded	e Hilo	0.7V VI	× 🖿 📃 🖻
Relprogramiag.	Transfer Data	fim Resul		9/9
Confirm Result				
Reprogramming is not completed propert -Print this screen as needed. Confirm CC with precedure. -Restart CONSULT with disconnecting Vi -Pan number after	NSULT version, IGN/Power s	nming again.	osition and e	te 🔊
		XXXXXX		
Reprog/programming	_	xxxxxx xxxxxx		
Reprog/programming Current part number	_			
Reprog/programming Current part number Vahicle		XXXXXX		
Reprog/programming Current part number Vahicle VIN		xxxxxx xxxxxx		
Reprog/programming Current part number Vehicle VIN System	X)	XXXXXX XXXXXX XXXXXXX XXXXXXXX		
Reprogriprogramming Current part number Vehicle VIN System Date Information	X)	XXXXXX XXXXXX XXXXXXX XXXXXXX XXXXXXX		



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