



TECHNICAL SERVICE BULLETIN

Classification: BT23-006	Reference: NTB23-042	Date: May 11, 2023
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AUTOMATIC BACK DOOR DOES NOT OPEN

APPLIED VEHICLES:	2021-2023 Rogue (T33)
APPLIED DATES:	VINs beginning with 5N1: Built on or before August 1, 2022 VINs beginning with JN8: Built on or before August 3, 2022
APPLIED GRADES:	SV with Premium Package, SL, Platinum

IF YOU CONFIRM

The automatic back door will not open when using the Intelligent Key, back door request button, or the interior dash button,

OR

Any one or combination of the DTCs listed below are stored in **AUTO BACK DOOR** ECU.

- U2369-87 CAN Comm Circuit
- U2169-87 CAN Comm Circuit
- B2417-15 Touch Sensor Circuit LH Open
- B2416-15 Touch Sensor Circuit RH Open
- B2426-11 Spindle Sensor LH
- B2436-19 Spindle Motor LH
- B2437-19 Spindle Motor RH

ACTION

Replace the Automatic Back Door Control Unit.

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.

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 performing diagnostics on an **APPLIED VEHICLE** that appears to have an inoperative Automatic (Power) Back Door (e.g., the door will not open, close, latch, etc.):

- Confirm that the **Power Back Door** is set to “ON” in the **Vehicle Settings** menu of the Vehicle Information Display.
 - a. To access/change the Power Back Door setting, use the scroll dial and the Left/Right buttons on the steering wheel to navigate to the **Vehicle Settings** menu.
 - b. If **Power Back Door** is “OFF” toggle to “ON”.



Figure 1

Erase Stored DTCs

1. Perform **Erase All DTCs**.

- Did the “current” DTCs erase?

YES: Skip to step 2 on page 3.

NO: Unplug the Automatic Back Door Control Unit located behind the luggage side finisher, reconnect it to erase the DTCs, and then proceed to step 2 on page 3.

- To access and unplug the Automatic Back Door Control Unit, refer to the **ESM: BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > REMOVAL AND INSTALLATION > AUTOMATIC BACK DOOR CONTROL UNIT**

2. Replace the Automatic Back Door Control Unit.
 - Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > REMOVAL AND INSTALLATION > AUTOMATIC BACK DOOR CONTROL UNIT > Removal and Installation**

3. Perform **ADDITIONAL SERVICE WHEN REPLACING AUTOMATIC BACK DOOR CONTROL UNIT.**
 - Refer to the ESM: **BODY EXTERIOR, DOORS, ROOF & VEHICLE SECURITY > DOOR & LOCK > BASIC INSPECTION > ADDITIONAL SERVICE WHEN REPLACING AUTOMATIC BACK DOOR CONTROL UNIT > Work Procedure**

PARTS INFORMATION

DESCRIPTION	APPLIED VINS	PART NUMBER	QUANTITY
CONTROLLER ASSY-POWER, BACK DOOR	VINs beginning with JN8	284G0-6RR7E	1
	VINs beginning with 5N1	284G0-6RR7A	1

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Remove and Replace the Back Door Control Unit	(1)	RD53AA	ZE	32	(2)

- (1) Reference the electronic parts catalog and use the CONTROLLER ASSY-POWER, BACK DOOR (284G0-*****) 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
May 11, 2023	NTB23-042	Original bulletin published