

NTB21-023

March 16, 2021

Date:

2021 ROGUE; DTC P0780 STORED IN THE TCM

APPLIED VEHICLES: 2021 Rogue (T33)

IF YOU CONFIRM

AT21-003

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 ESM 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</u> <u>may be 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.
 - The serial number will display when the VI is recognized.

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

| | æ Back | Home Print | Screen Capture Measureme nt Mode | Coorded Help ERT 4.7V VI MI |
|----------------------|------------------|---------------------------|---|-----------------------------|
| | Conne | ection Status | 6 | Diagnosis Menu |
| | | Serial No. | Status | Diagnosis (One System) |
| The VI is recognized | VI | 232665 2 | ⊳)))) Normal Mode/Wireless connection | Diagnosis (All Systems) |
| | мі | - | No connection | Re/programming, |
| | 80 | Select VI/I | мі | Immobilizer |
| | | ation Setting Sub mode | Language Setting | Maintenance |
| | | VDR | | |

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.

| e Back Hon | e PrintScreen | Screen Capture | Recorded Data | ERT | 14.6V | Yı VI | X I | | X |
|--|------------------|--|--|------------|-----------|-----------------|--------|------|---|
| Configu | mming, | | Precautior | | Vehicle | Select | ion | | |
| recaution | | | | | | | | | |
| | the all of preca | | ramming and C/U on the "Confirm" chec | | | ming th | ne its | | |
| Caution: 1. Follow the c 2. "Back" and | "Home" button | displayed on scree may not be used o | n. on this flow. | | | | | | |
| 1. Install the la data to this CC | NSULT-III plus | he CONSULT-III PC. | olus sortware, repr eprogramming proc | | 0. 0 | rammii | ng | | |
| | e the configurat | | CU, after replace it. an not work. Plea | se write t | the right | data. | | | |
| 1. Confirm the writing the wro | ng configuratio | and its configurati n data, ECU can r | ion spec, following ot work. Please w | | | | | Next | |
| Confirm | ed instructions | | | | 1/1 | | | | |

Figure 2

7. Select Automatic Selection(VIN).

| Back Home | Print Screen Scree Captu | en re Measurement Mode | corded Data | 12.2V VI MI | |
|------------------------------|-----------------------------|---------------------------------|---------------------------------------|----------------------|---------------|
| Re/programmi Configuratio | ng, 🚺 | Precaution | Vehicle Selection | Vehicle Confirmation | |
| Automatic S | election(VIN) | ecti | ion(Vehicle Name) | | |
| Vehicle Name : | | | | Model Year : | Sales 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 | e e e e e e e e e e e e e e e e e e e | | |
| ARMADA | NV | VERSA Sedan | | | |
| CUBE | PATHFINDER | XTERRA | | | CLEAR |
| FRONTIER | PATHFINDER ARMADA | X-TRAIL | | | Select |
| | | | | 0/0 | |
| | | | | | |

Figure 3

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

| Back Home Print Screen | Screen Capture nt Mode | Recorded Data | A 14.7V | | \mathbf{X} |
|--|---------------------------|----------------------|-------------------|--------------|--------------|
| Re/programming, Configuration | Precaution | Vehicle Selection | n Vehi Confirm | | |
| Automatic Selec Automatic | Selection(VIN) | Incluse(Value)s Name | 4 | | |
| Vehicle can be spec III plus will start sear and touch "Detect Ve | ling VIN | | | JLT- Illy | |
| HISAN WOTOR COLTD JAPAN String South and HTVO | | | | | |
| 「Jin Nakifi 工場 Naki 日産自動車株式会社 mu nat VIN | | Cancel | | | |
| | | | | Dete | ct |
| | | | | Vehic | |

Figure 4

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

| Back Home Print Screen Cables | Image: Constraint of the second dimension Image: Constraint of the second dimension Image: Constraint of the second dimension Image: Constraint of the second dimension Image: Constraint of the second dimension | |
|--|---|-------------------|
| Please confirm selected information vehicle, touch "Change". | and touch "Confirm". In case you want to select another | |
| VIN or Chassis # | XXXXADQDXXX IXXADQDAXXXXX | |
| Vehicle Name : | ROGUE | |
| Model Year | 2021MY | |
| | 1 / 1 | |
| | | Change Confirm |

Figure 5

10. Allow the System call to be performed.

| Back F | Frint Screen Cabler Measureme nt Mode Recorded | |
|--|--|---------|
| Re/programming Configuration | Vehicle Selection Vehicle Confirmation | |
| Please confirm sele vehicle, touch "Cha | System call performing | er |
| VIN or Chassis # | Please wait | |
| Vehicle Name : | | |
| Model Year | | _ |
| | 73% | |
| | Cancel | |
| | | Change |
| | | Confirm |

Figure 6

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

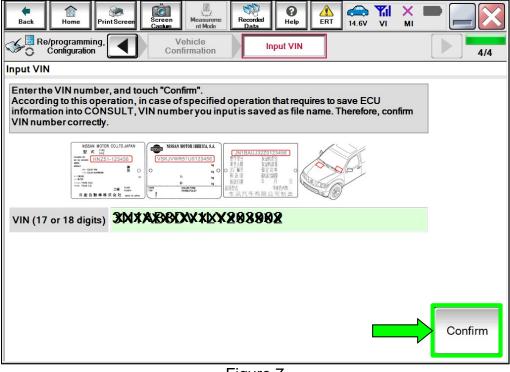


Figure 7

12. Select **TRANSMISSION**.

| Back Re/programming, Configuration | Measurement Mode Recorded Help Input VIN System Selection | Operation Selection |
|--|---|---------------------|
| System Selection Touch "system". In case ECU you want to operate is not list | ed below, the vehicle or model year might l | be selected wrong. |
| ENGINE | METER/M&A | HVAC |
| MULTI AV | ВСМ | TRANSMISSION |
| ABS | CAN GATEWAY | |
| IPDM E/R | EV/HEV | |
| HEAD LAMP LEVELIZER | AIR BAG | |
| | | 1/1 |

Figure 8

13. Select Reprogramming.

| Back Recor Home Print Screen Screen Mode Recor Dat | |
|---|--|
| Re/programming, Configuration | Operation Selection 6/6 |
| Operation Selection | |
| Touch "Operation". In case over write current ECU, touch "Reprogramming". In case replacement of ECU, select an operation in REPLACE EC | CU category. |
| | |
| Reprogramming | reprogramming ECU, touch "Reprogramming". |
| Replacement OF ECU | |
| Programming (Blank ECU) | |
| Before ECU Replacement After ECU R | Replacement |
| VEHICLE CONFIGURATION | |
| Before ECU | Replacement Touch "Before ECU Replacement", Operation log with configuration data is saved to CONSULT. |
| | |

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 Re/programming, Configuration Opera | Measurement Recorded 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 | MARKEN XX XXXXX | |
| Operation | REPROGRAMMING | |
| System | тсм | |
| Part Number | XAK KAKAK | |
| Vehicle | ROGUE | |
| VIN | XXXXXXXXXXXX | |
| Date | | 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 ESM DTC Confirmation Procedure.

| Т | able A | |
|---|------------|----------------------------------|
| | MODEL YEAR | CURRENT TCM PART NUMBER: 31039 - |
| | 2021 | 6RE8E, 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 <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.

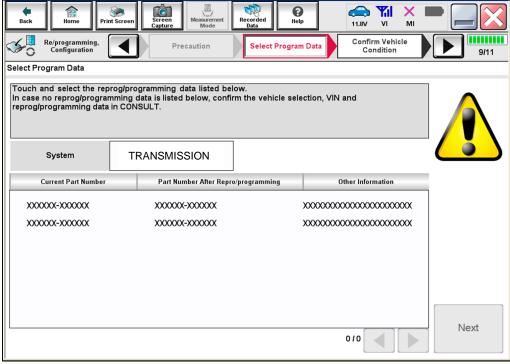


Figure 11

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

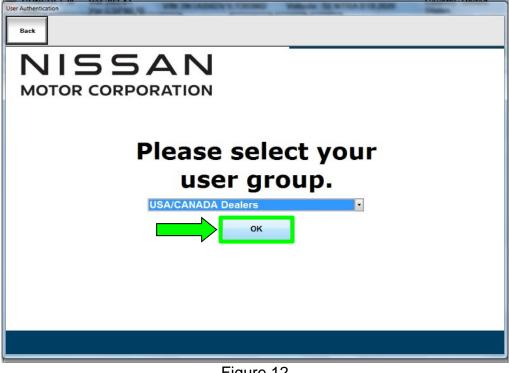


Figure 12

- 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.

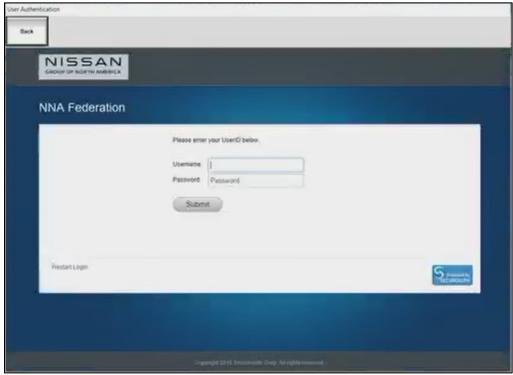


Figure 13

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.

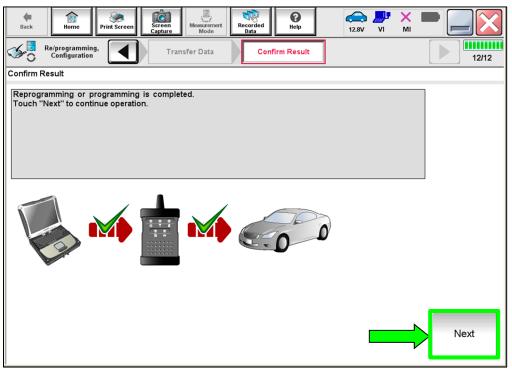


Figure 14

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 through on</u> <u>first attempt and can be</u> <u>selected more than once</u>.

| CONSULT-II plus Ver | VN | Vaticia | Ecunty : Jac | en |
|--|---------------|---------------------------|--------------|-------|
| Back Hone Print Screen | Active Mode | scortbed Data | 12.3V VI MI | |
| resprogramming | Transfer Data | Corfirm Resul | | 13/13 |
| Confirm Result | | | | |
| Reprogramming or programming is not operation on this ECU. Touch "Reny" to retry reprogramming | | ut you can retry reprog/ | | |
| Part number after Reprog/programming | | XXXXXX | (| |
| | | | | |
| Part number before Reprog/programming | | XXXXXX | x | |
| | | XXXXX | x | |
| Reprog/programming | - | | | |
| Reprog/programming Vehicle | | XXXX | | |
| Reprogramming Vehicle VIN | - | XXXXX XXXXXXXX | | try |
| Reprog/programming Vehicle VIN System | | XXXXX XXXXXXXX XXXX | | by |

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 <u>Home</u>, and restart the reprogram procedure from the beginning.

| CONSULT-ILBUS Ver | VIN. Vehicle (QASHQA) | County : Japan |
|---|--|-------------------------|
| Bark Hone Print Screer | Zorec Heastenert Restrict Hea | * × • • * |
| Re/programing. | Transfer Data Confirm Result | 9/9 |
| onfirm Result | | |
| with precedure. | roperty m CONSULT version, IGN/Power switch position, shift position Ing VI once, and start the reprogramming again. | ard etc |
| Part number after | XXXXXXX | |
| Reprog/programming | AAAAAA | |
| Reprog/programming Current part number | XXXXXX | |
| | | |
| Current part number | XXXXXX | |
| Current part number Vehicle | ХХХХ | |
| Vehicle | XXXXXX XXXXX XXXXXX | |
| Vehicle VIN System | ЖИХИКХ ЖИХИХХ ХХХХХ ХХХХХ ХХХХХ ХХХХХ ХХХХХ | |

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.

| Back Home Print Screen Screen Capture | Measurement Mode Recorded Bata Se All DTCs Print Result / Operation Complete | 18/18 | | | | |
|---|---|-------|--|--|--|--|
| Print Result / Operation Complete | | | | | | |
| All tasks are completed. Confirm LAN access, touch "Print" to print out this page. In case CONSULT can NOT immediately access to LAN or printer, Screen Capture function is available for temporally storage of this page. Touch "Screen Capture", and save it. Screen capture data is in "Cill plus Data Folder" on desk top, and open the folder named "ScreenImages". | | | | | | |
| Part number after Reprog/programming | 31039 | | | | | |
| Part number before Reprog/programming | 31039 | | | | | |
| Vehicle | xxxxxxxxx | | | | | |
| VIN | ***** | | | | | |
| System | TRANSMISSION | | | | | |
| Date | 11/3/201× 2:10:21 AM | | | | | |
| 1/1 Confirm | | | | | | |

Figure 17

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

Perform 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 |