

NTB21-071

August 4, 2021

Date:

AUTO HVAC CENTER VENT TEMPERATURE **DIFFERENCE GREATER THAN 5°C**

APPLIED VEHICLES: APPLIED VIN AND DATES:

HA21-002

2021 Roque (T33) VIN starting with 5N1 – built before March 25, 2021 VIN starting with JN8 – built before April 22, 2021

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 side (LH) and the passenger side (RH) center dash vents.

ACTION

Refer to step 15 on page 8 to confirm if A/C Amplifier must be replaced, can be reprogrammed, or if this bulletin applies.

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[®] 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 A/C Amplifier 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 (See Figure 1 on page 3).

5. Select Re/programming, Configuration.

		Screen Canture Measureme Re		
	Connection Statu	s	Diagnosis Menu	
	Serial No.	Status	Diagnosis (One System)	
The VI is recognized	VI 232665 2	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	Diagnosis (All Systems)	
	MI -	\bigotimes		
		No connection	Re/programming,	_
	Select VI/	мі	Immobilizer	
	Application 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.

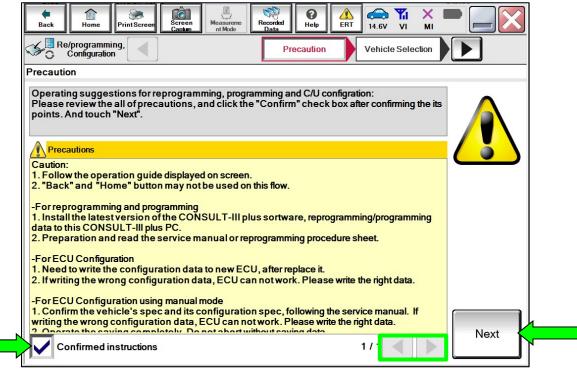


Figure 2

7. Select Automatic Selection(VIN).

Back Home	Print Screen		corded Data	12.2V VI MI	-		
Re/programmin Configuration	ng, 🚺	Precaution	Vehicle Selection	Vehicle Confirmation			
Automatic Se	Automatic Selection(VIN)						
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					
ARMADA	NV	VERSA Sedan					
CUBE	PATHFINDER	XTERRA			CLEAR		
FRONTIER	PATHFINDER ARMADA	X-TRAIL			Select		
				0/0			

Figure 3

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

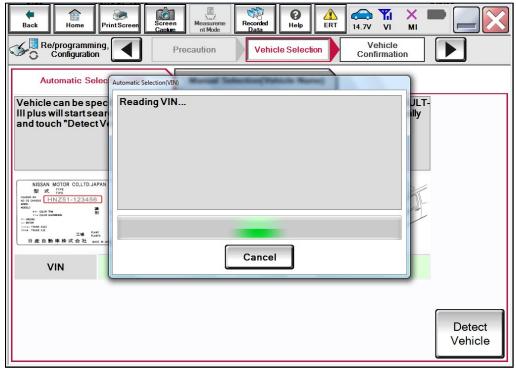


Figure 4

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

Back Re/programming, Vehic	Measureme Recorded Data Pelp ERT 4.7V VI MI	
vehicle, touch "Change".	and touch "Confirm". In case you want to select another	
VIN or Chassis #	*****	
Vehicle Name :	ROGUE	
Model Year	2021MY	
	1/1	
		Change Confirm

Figure 5

10. Allow the System call to be performed.

back Home	Image: Screen print Screen mt Mode Image: Screen mt Mode							
Re/programming Configuration	Vehicle Selection Vehicle Confirmation							
	Please confirm selectory system Call the second sec							
	System call performing Please wait							
VIN or Chassis #		_						
Model Year		_						
	73%							
	Cancel							
		Change						
		Confirm						

Figure 6

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

	•
Configuration Vehicle Input VIN	4/4
Input VIN	_
Enter the VIN number, and touch "Confirm". According to this operation, in case of specified operation that requires to save ECU information into CONSULT, VIN number you input is saved as file name. Therefore, VIN number correctly.	
NSSAN WOTCH COLIT-JAPAN 登史 102 Windows (HNZ51-123456) Windows (HNZ51-12345	
VIN (17 or 18 digits) XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	
	Confirm

Figure 7

12. Select HVAC.

Back Re/programming,	Messremert Mode Recorded Data	Operation Selection					
System Selection							
	In case ECU you want to operate is not listed below, the vehicle or model year might be selected wrong.						
ENGINE	METER/M&A	нуас					
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 Home Print	Screen Capture Mea	surement Mode	Help	12.4V VI	× •
Re/programming, Configuration	System Sel	ection Operation	on Selection		
Operation Selection					
Touch "Operation". In case over write current In case replacement of ECU	ECU, touch "Reprogra I, select an operation in	amming". n REPLACE ECU cate	gory.		
REPROGRAMMING					
Reprogramm Replacement OF ECU Programming (Blank ECU)	ning			ouch "Refore l	ECU Replacement",
Before EC Replacem		iter ECU Repla			ith part number is save
VEHICLE CONFIGURATION	1				
Before EC Replacem	Δ	fter ECU Repla	C		ECU Replacement", ith configuration data is ULT.

Figure 9

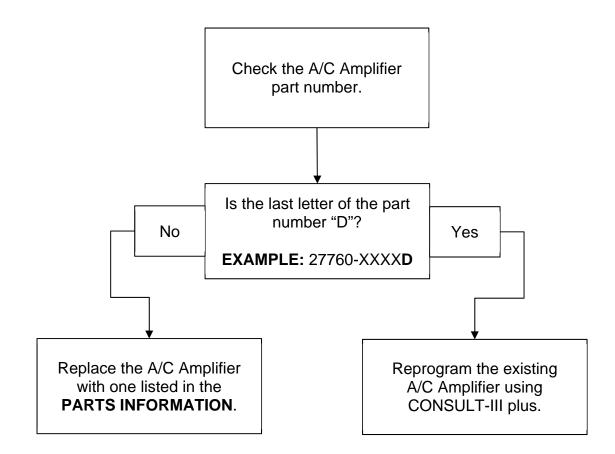
14. Find the A/C Amplifier **Part Number** and write it on the repair order, and then select **Save**.

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

Back Re/programming, Configuration Opera	Measurement Mode tion Selection	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	xxxxxx	
Vehicle	T33ROGUE	
VIN	xxxxxxxxxx	
Date	XXXXXXXXXXX	Save

Figure 10

. .



- 15. Compare the Part Number you wrote down in step 14 on page 7 to the numbers in the **CURRENT A/C AMPLIFIER PART NUMBER** column in **Table A** below.
 - If the last digit of the part number is "D", skip to step 16 on page 9 to continue the reprogramming procedure.
 - If the last digit of the part number is "A" or "C", 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
 - If the part number is not listed in **Table A**, this bulletin does not apply. Refer to the ESM for further diagnostic information.

Table A						
MODEL	CURRENT A/C AMPLIFIER PART NUMBER: 27760 - XXXXX					
2021 Rogue	6RY(*)A, 6RR(*)C, 6RR(*)D					

Reprogram the A/C Amplifier

- 16. Follow the on-screen instructions to navigate C-III plus and reprogram the A/C Amplifier.
- 17. Select **USA/CANADA Dealers** from the drop down menu, and then select **OK**.

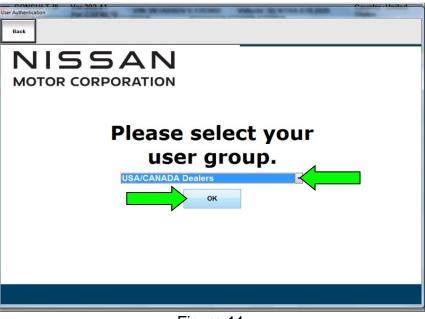


Figure 11

- 18. Login using your NNAnet credentials (Figure 12).
 - The CONSULT PC must be connected to the Internet (Wi-Fi or cable).
 - If you do not know your Username and Password, contact your service manager.

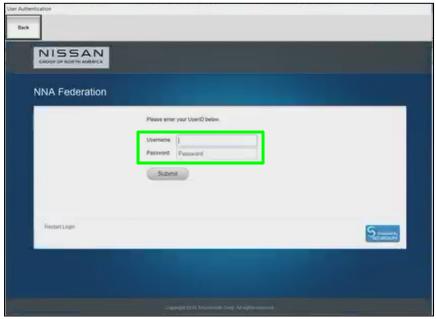


Figure 12

19. Select **Next**, and then proceed to step 20 on page 12.

NOTE: When the screen in Figure 13 displays, A/C Amplifier reprogramming is complete. If the screen in Figure 13 does <u>not</u> display (indicating that reprogramming did <u>not</u> complete), refer to the information on the next page.

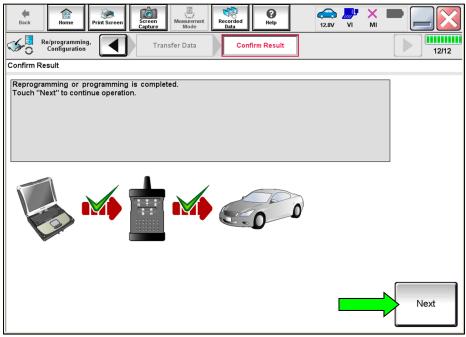


Figure 13

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 14:

- 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	Usticle		Country : Japan
Back Hone Print Screen	Cachus Mode	Secondad Help		x 🗭 🥅 🔀
resprograming.	Transfer Data	Corfirm Resul		13/13
confirm Result				
Reprogramming or progamming is operation on this ECU. Touch "Retry" to retry reprogramm		ut you can retry reprog/pr	ogramming	R
Part number after Reprog/programming		хххххх		
and the second se		XXXXXX		
		XXXXXXX		
Reprog/programming		****** *****		
Reprog/programming Vehicle				
Reprogramming Vehicle VIN		XXXXX		_
Roprog/programming Vehicle VIN System		XXXXXXX	6X	Retry
Part number before Reprog/programming Vehicle VIN System Date Error Code		XXXXXX XXXXXXXXX XXXX	6X	Retry

Figure 14

If reprogramming does <u>not</u> complete and the "X" icon displays as shown in Figure 15:

- 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.

	VIN	Vehicle : QASHQAI	County : Japan
Bark Hone Print Street	kreen Noose R	certitid Sala	🐺 💥 🖿 🔔 🔀
Relprograming.	Transfer Esta	Confirm Result	9/9
Confirm Result			
Reprogramming is not completed prop -Print this screen as needed. Confirm (with precedure. -Restart CONSULT with disconnecting	CONSULT version, IGN/		ard etc
Part number after		XXXXXX	
Reprog/programming			
Reprog/programming Current part number		*****	
Current part number		XXXXXXX	
Current part number Vehicle		XXXXXX	
Current part number Vehicle VIN		XXXXXX XXXXX XXXXXXX	
Current part number Vehicle VIN System		XXXXXXX XXXXXX XXXXXXXXXXXXXXXXXXXXXXX	

Figure 15

20. Follow the on-screen instructions to Erase All DTCs.

IMPORTANT: The part number for before and after <u>will be the same</u> after the reprogramming has finished.

21. Print a copy of the confirmation screen and attach it to the repair order for warranty documentation, and then select **Confirm**.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY
A/C Amplifier	(1)	1

(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 Amp Software Check	(1)	TX51AA	GB	32	0.3

OR

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform A/C 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 electronic parts catalog 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