



SERVICE BULLETIN

Classification: HA21-004	Reference: NTB21-072	Date: August 6, 2021
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AC INOPERATIVE WITH DTC B20C8-14 STORED IN THE IPDM E/R

APPLIED VEHICLES: 2022 Pathfinder (R53)
2021 Rogue (T33) with PR25DD engine only

IF YOU CONFIRM

The AC compressor is not engaging when the AC is in the ON position, as indicated by the yellow illumination on the AC button,

AND

DTC B20C8-14 ECV (ELECTRICAL CONTROL VALVE) is stored in the IPDM E/R.

ACTION

Update the IPDM E/R to the latest software version.

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 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 IPDM E/R may be damaged.
- Be sure to turn OFF all vehicle electrical loads.
If a vehicle electrical load remains ON, the IPDM E/R 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 IPDM E/R 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 IPDM E/R may be damaged.

1. Turn ON the ignition.
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).

5. Select Re/programming, Configuration.

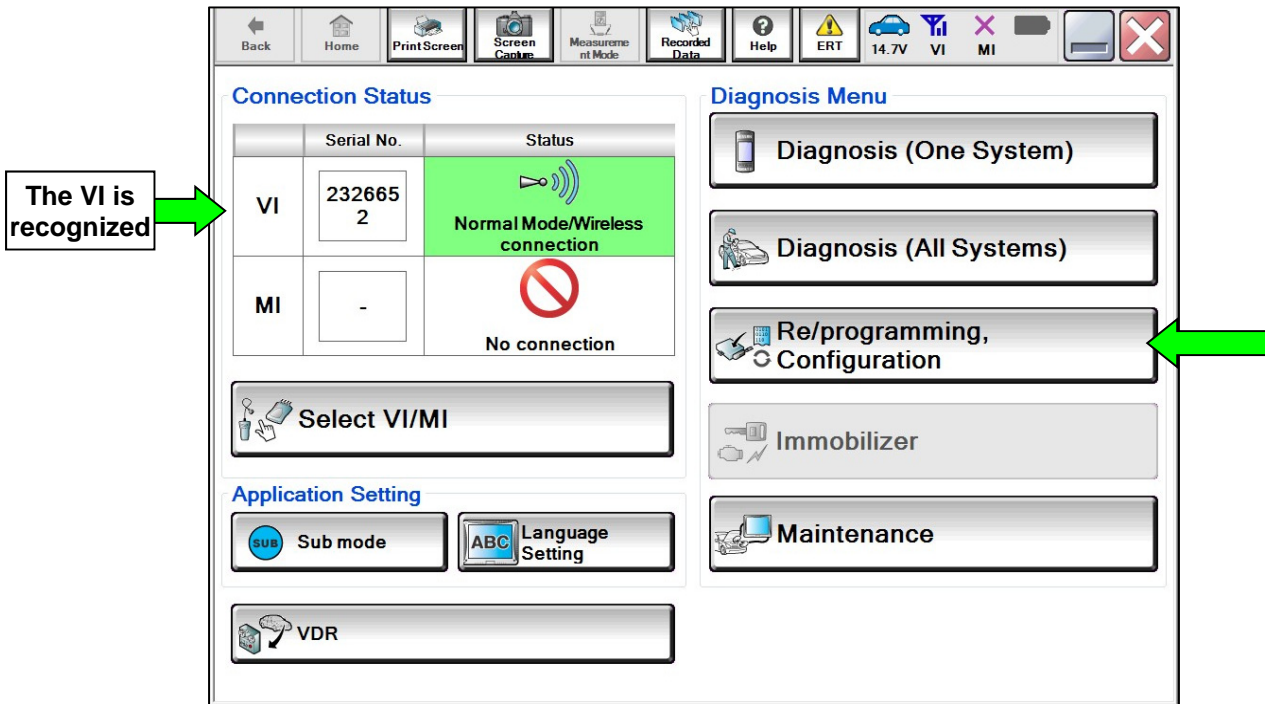


Figure 1

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 of the precautions.

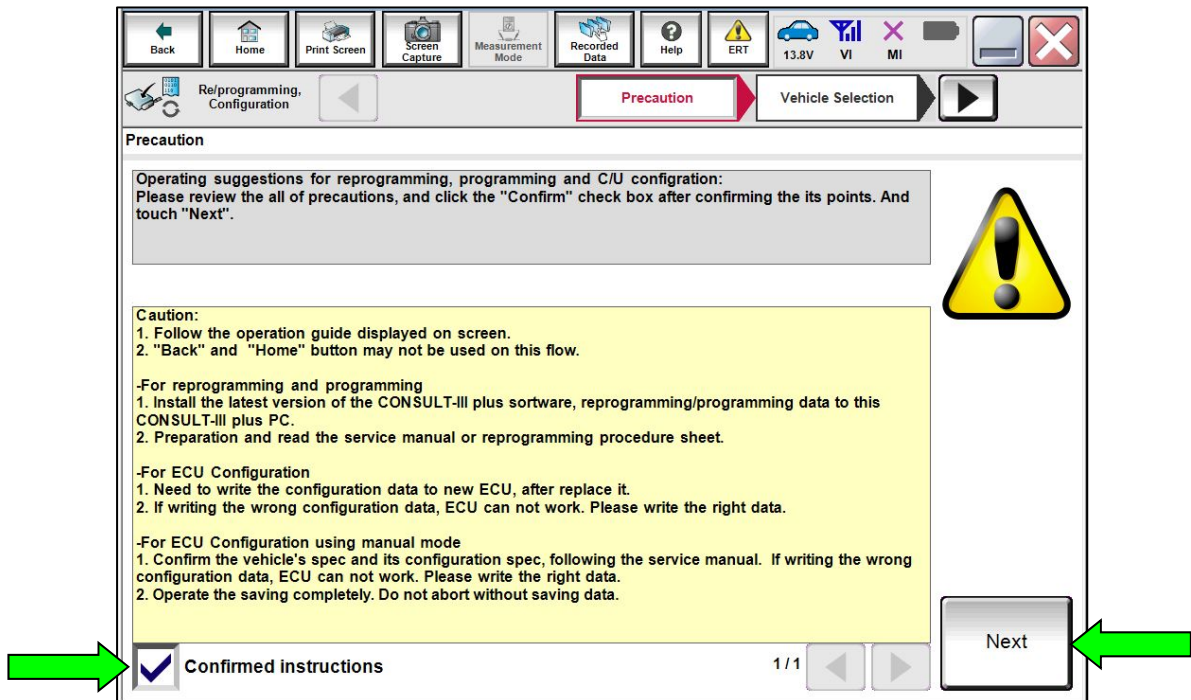


Figure 2

7. Select the correct **Vehicle Name** and **Model Year**.

8. Select **Select**.

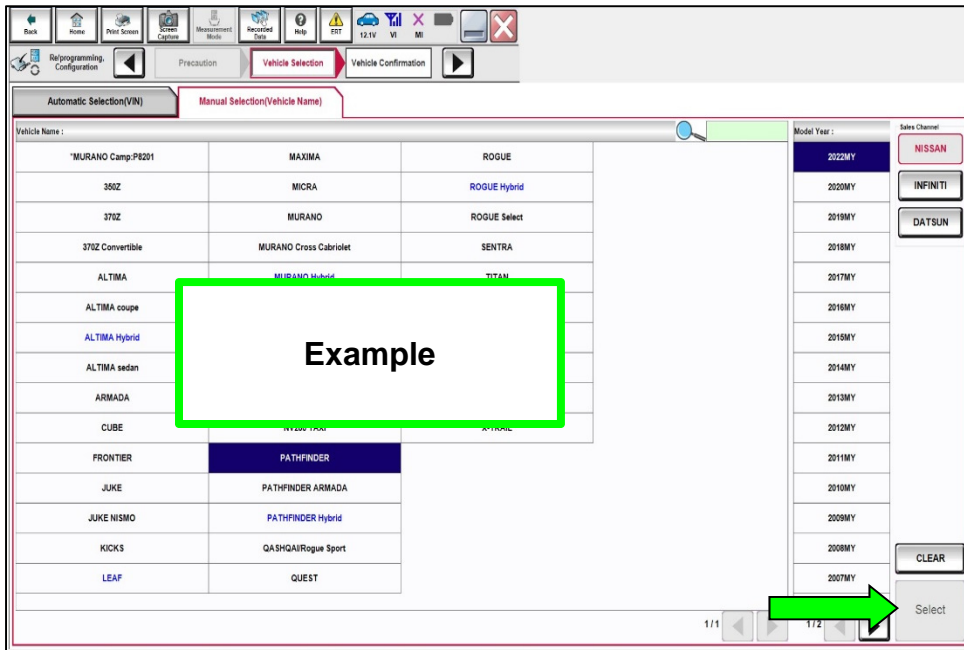


Figure 3

9. Verify the correct VIN is populated.

10. Select **Confirm**.

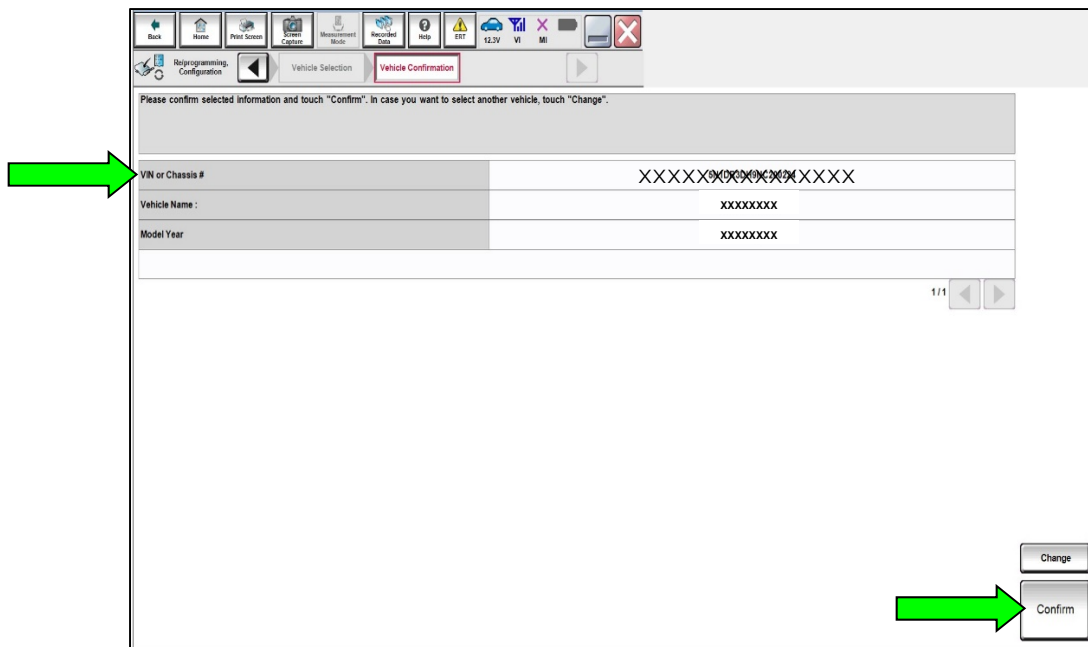


Figure 4

11. Select **Confirm**.

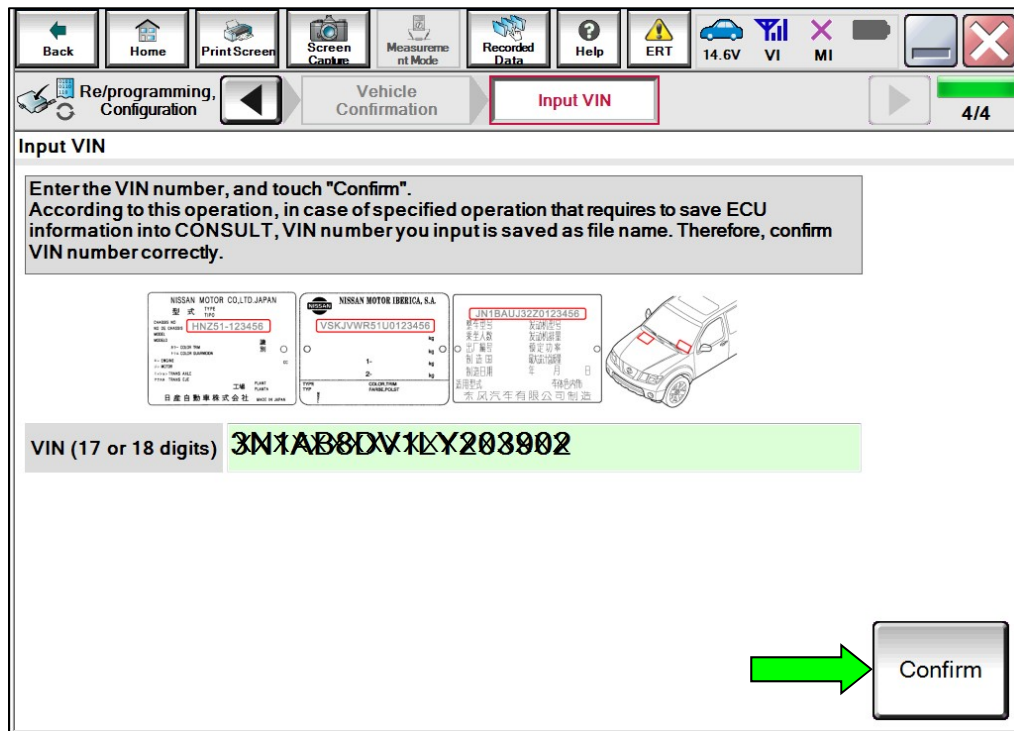


Figure 5

12. Select **IPDM E/R**.

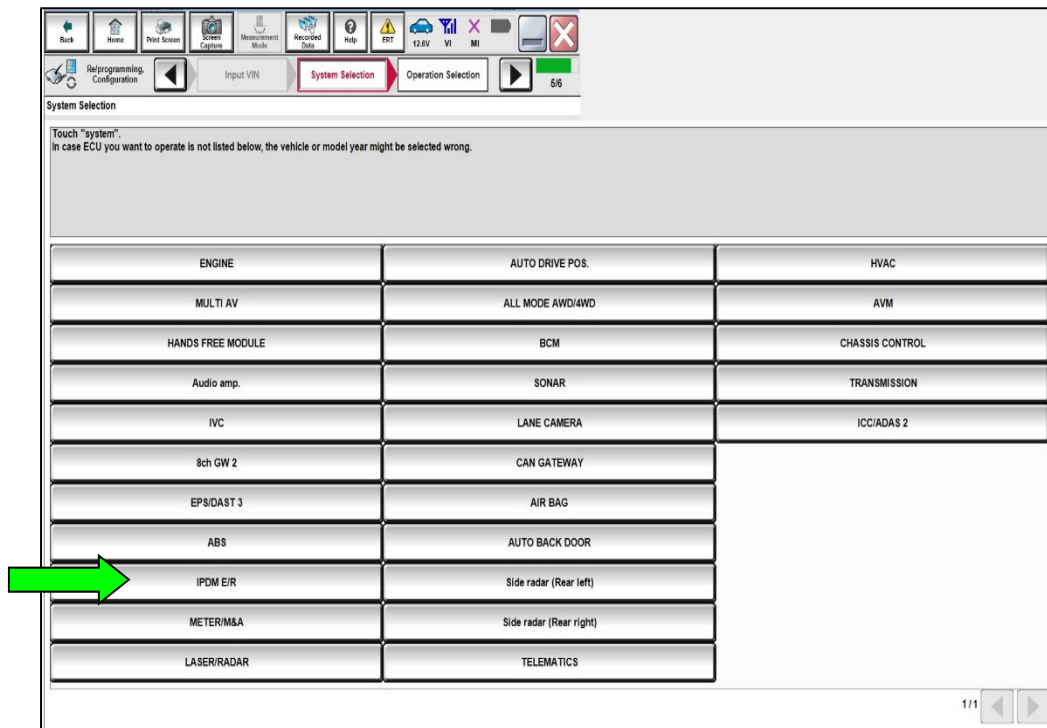


Figure 6

13. Select **Reprogramming**.

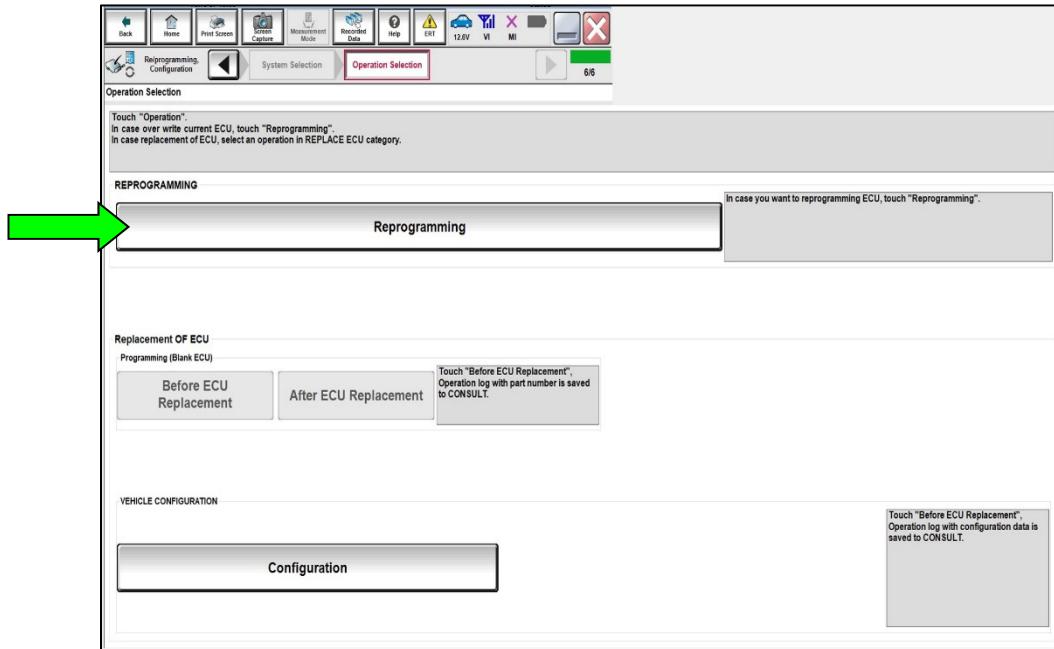


Figure 7

14. Find the IPDM E/R **Part Number** and write it on the repair order, and then select **Save**.

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

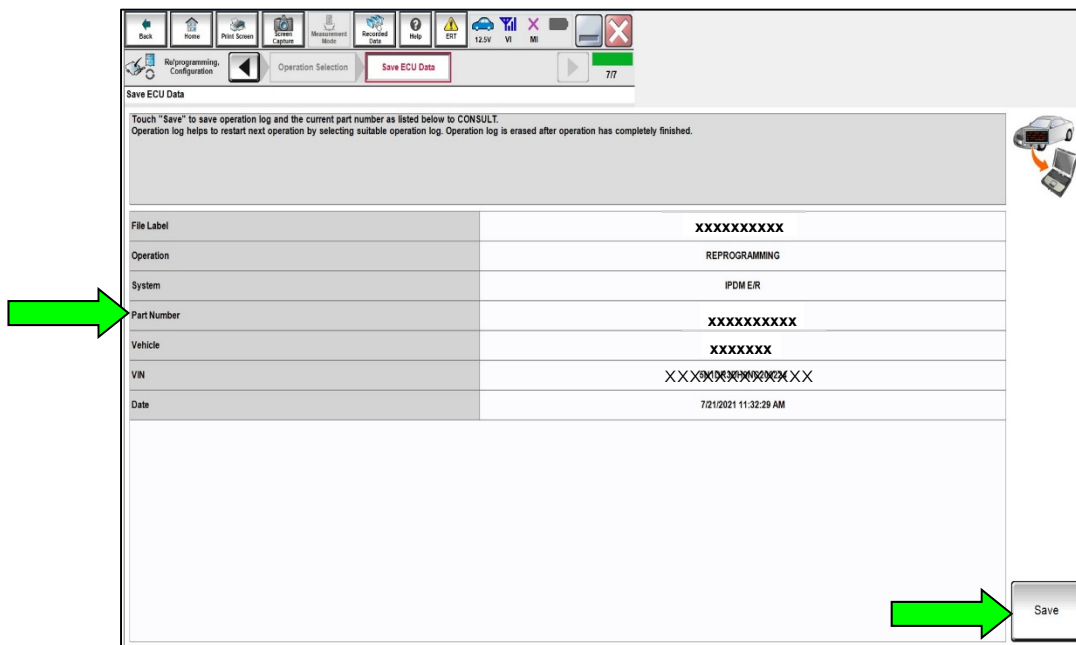


Figure 8

15. Use the arrows (if needed) to view and read all of the precautions.

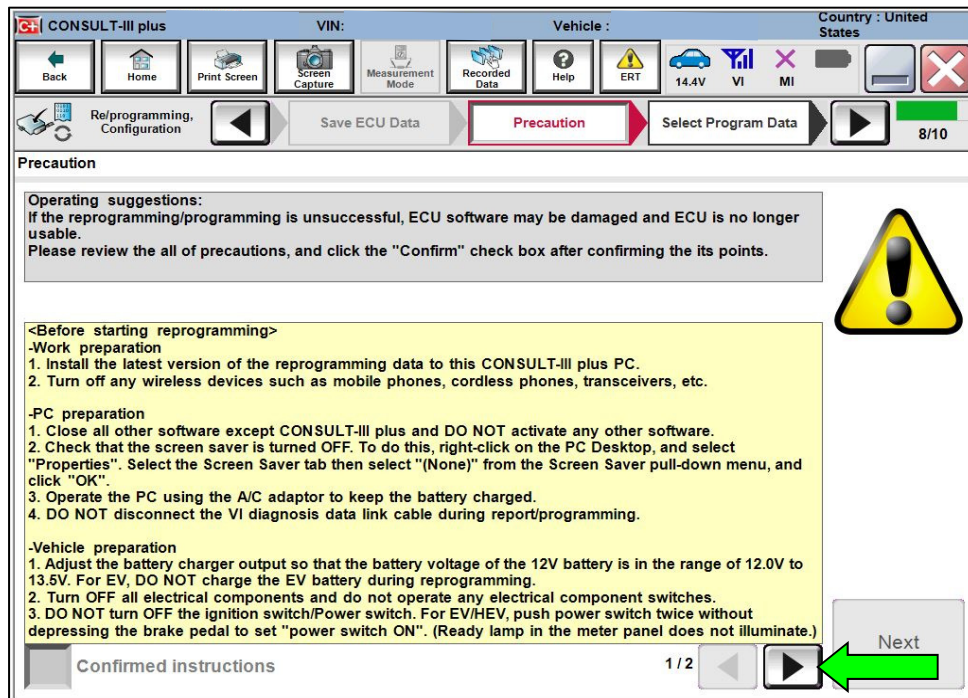


Figure 9

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

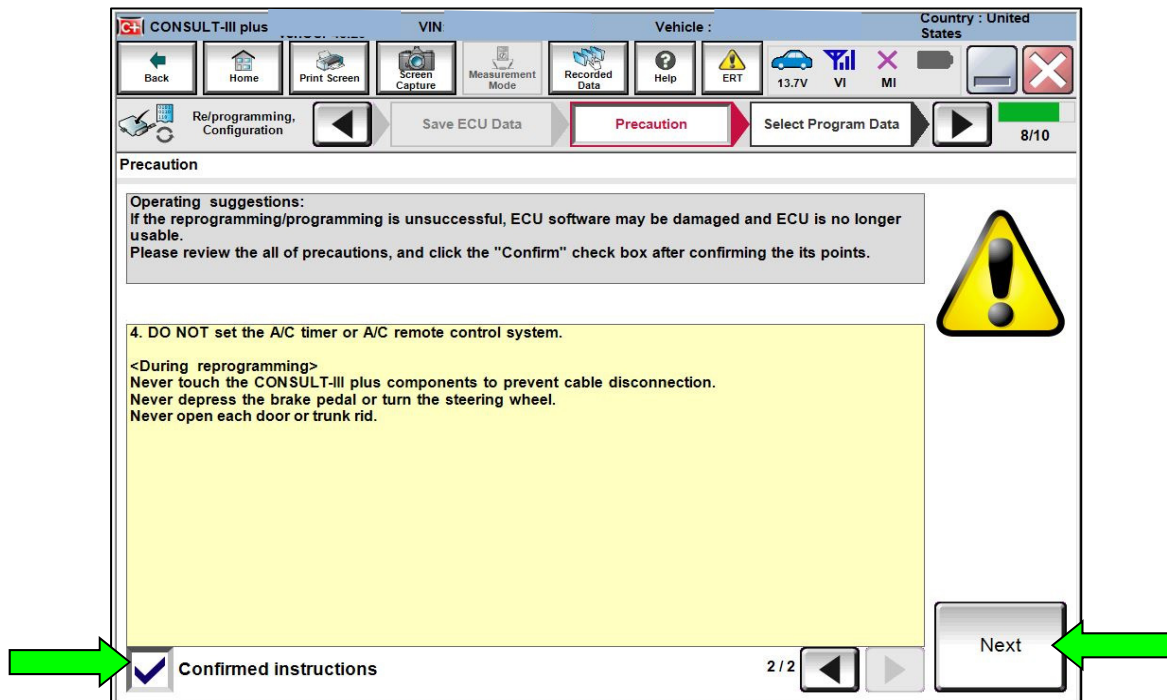


Figure 10

17. Review the data on the screen, and then select **Next**.

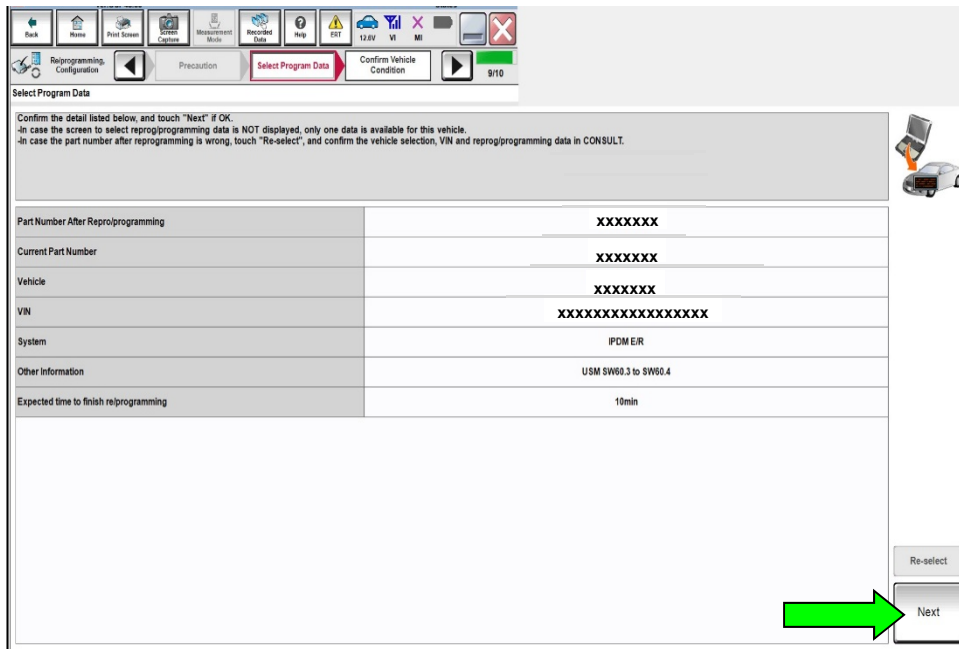


Figure 11

18. Follow the on-screen instructions, and then select **Next**.

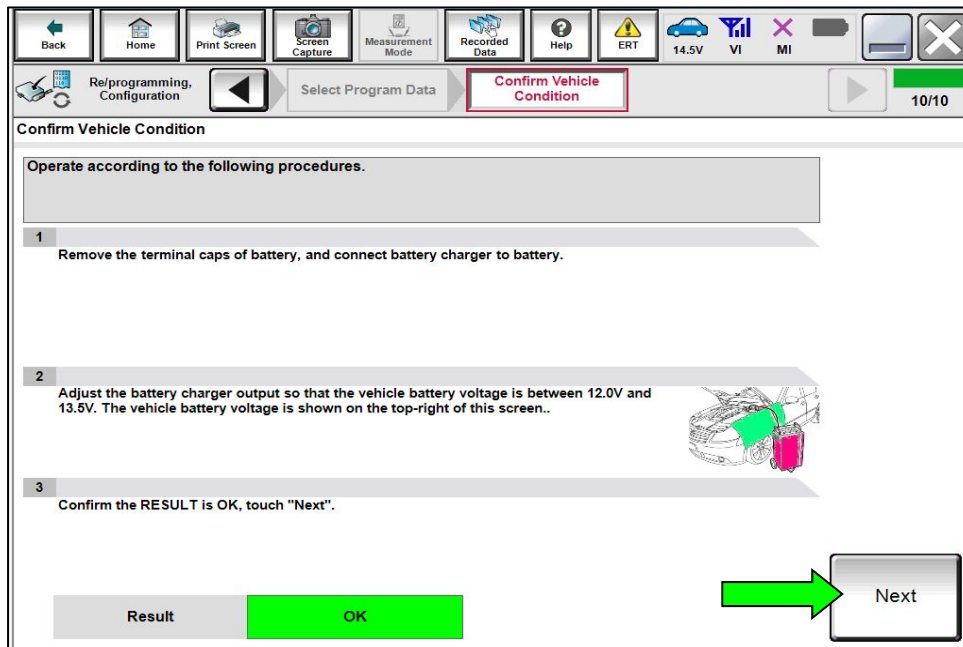


Figure 12

NOTICE

- To avoid damage to the IPDM E/R, ensure a battery maintainer or smart charger set to reflash mode or a similar setting is connected, as **the update will take approximately 15 minutes to complete.**
- To avoid damage to the IPDM E/R, ensure the AC Adapter is connected to the CONSULT PC.

19. Confirm the battery voltage is within acceptable limits, and then select **Start**.

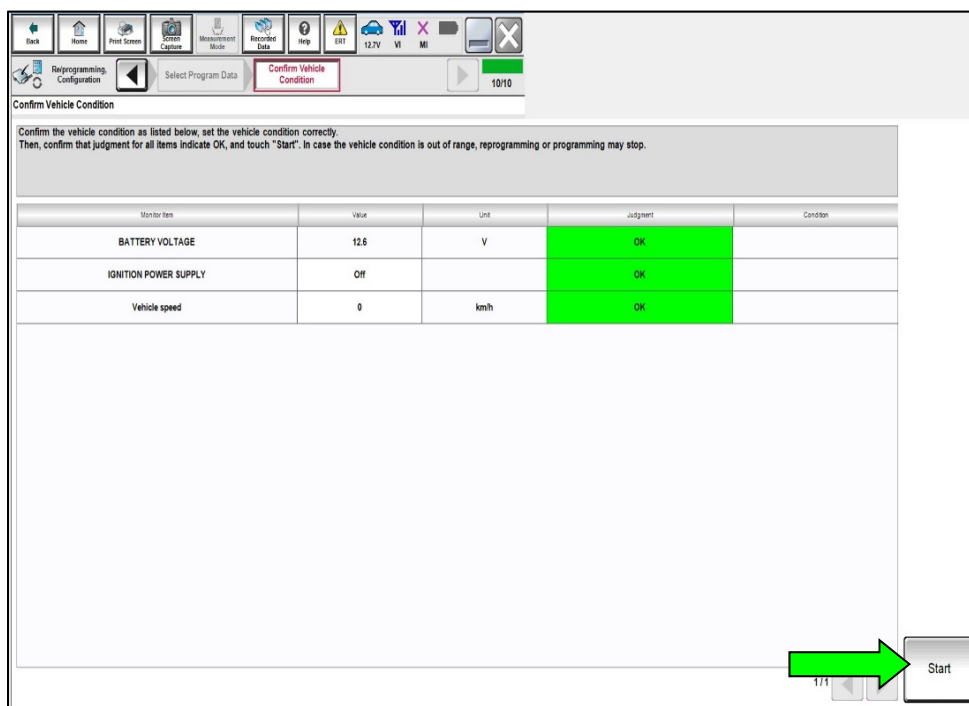


Figure 13

20. Select your user group from the drop down menu, and then select **OK**.

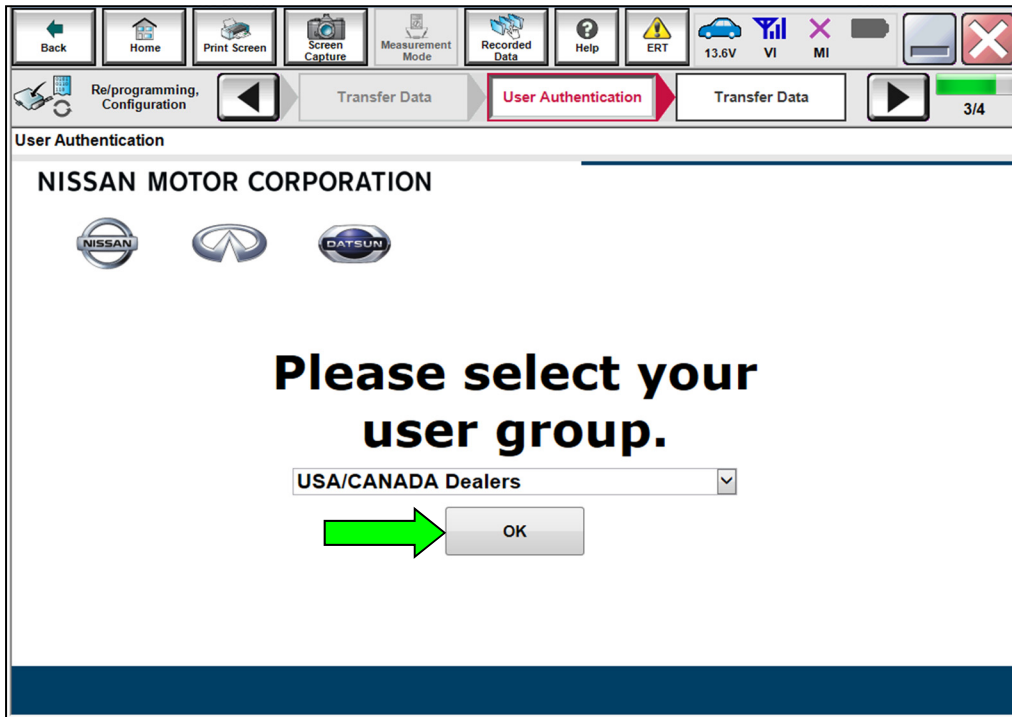


Figure 14

21. Enter your **Username** and **Password**, and then select **Submit**.

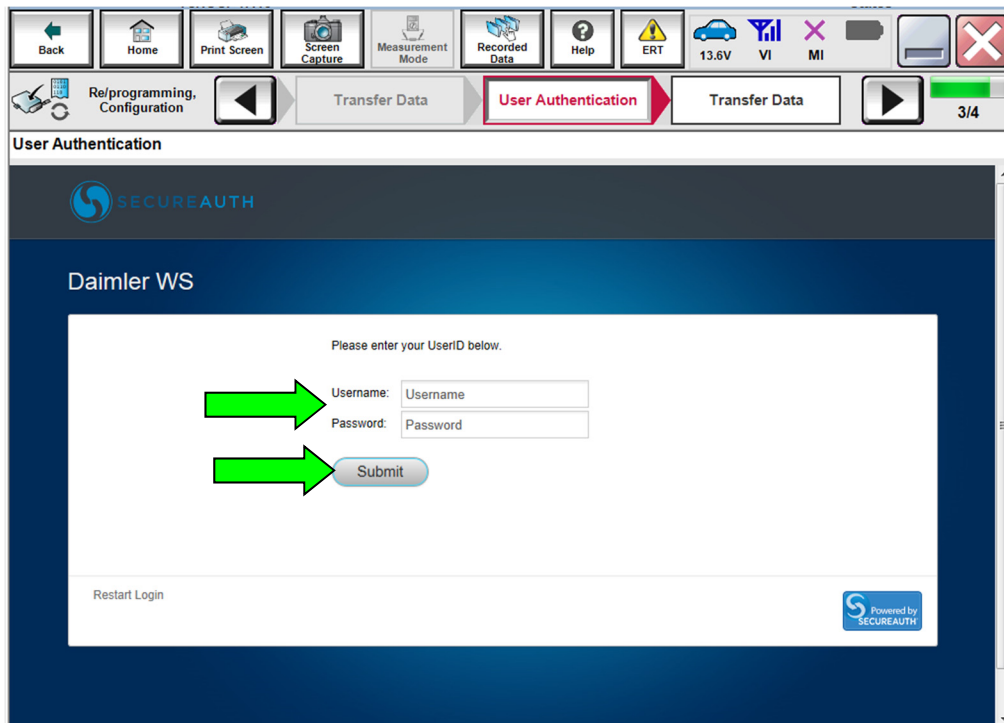


Figure 15

22. Allow **Transfer Data** to complete.

- The update will take approximately 15 minutes to complete.

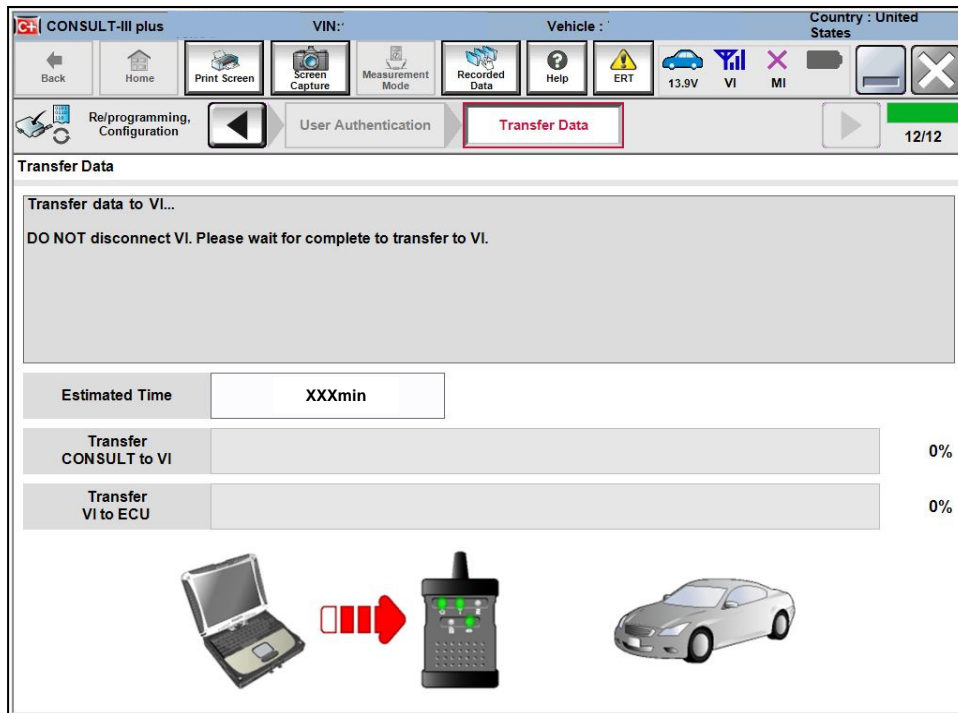


Figure 16

23. Once the update completes, select **Next**.

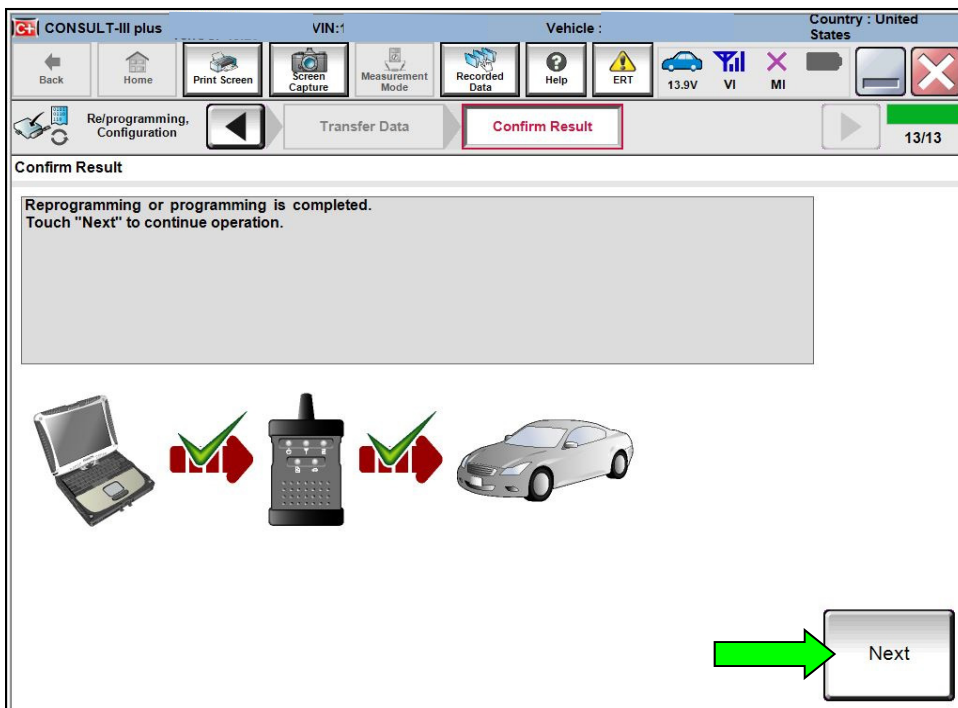


Figure 17

24. Erase all DTCs.

- Turn the ignition ON.

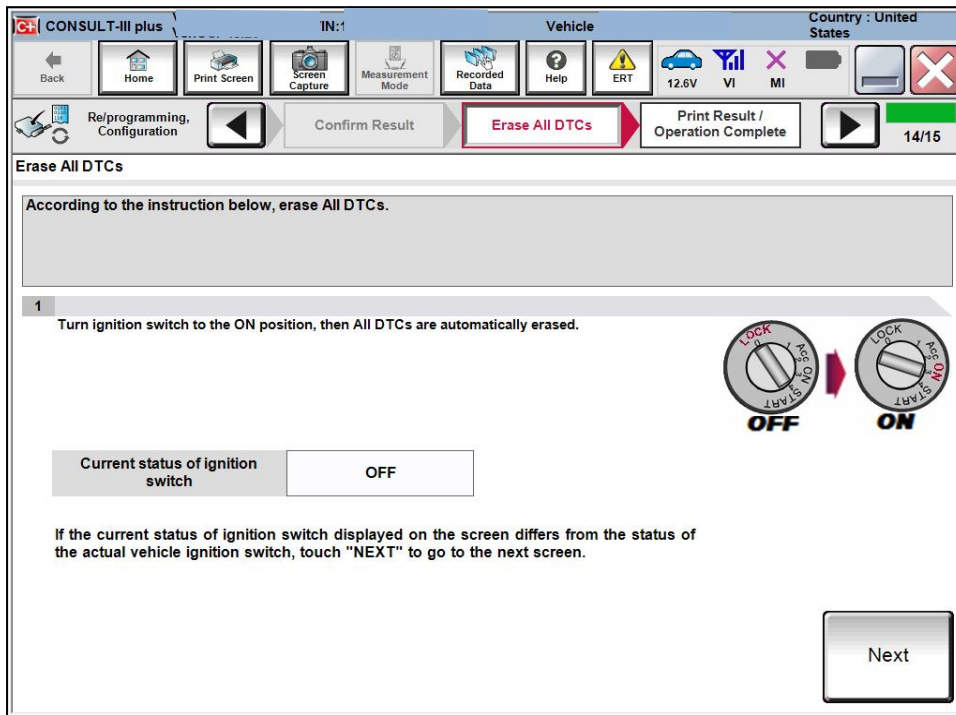


Figure 18

25. Allow Erase All DTCs to complete.

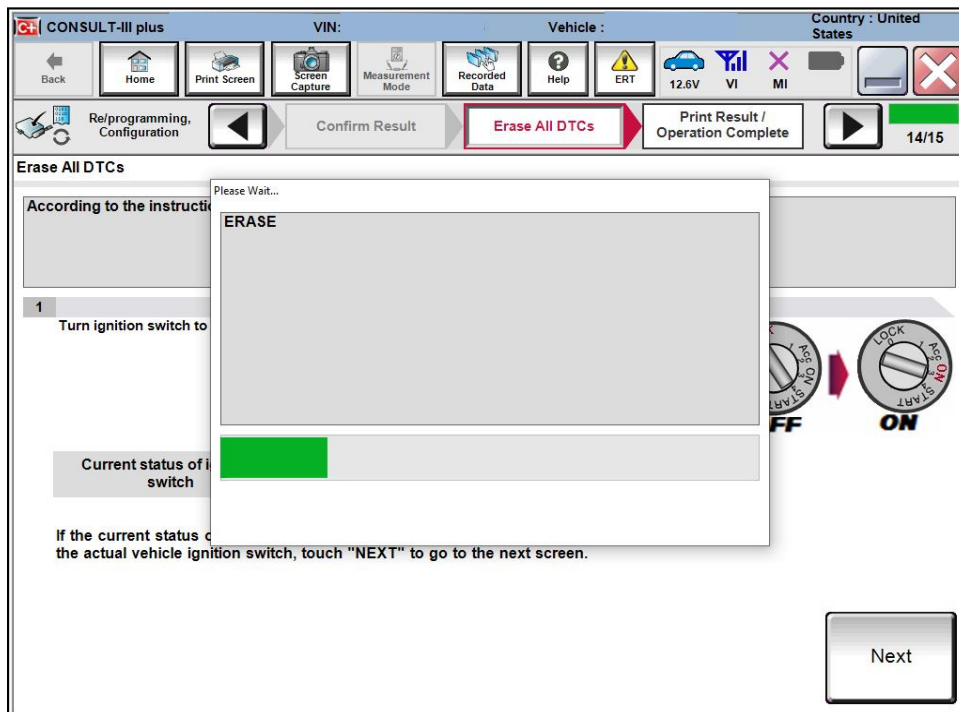


Figure 19

26. Follow the on-screen instructions, and then select **Confirm**.

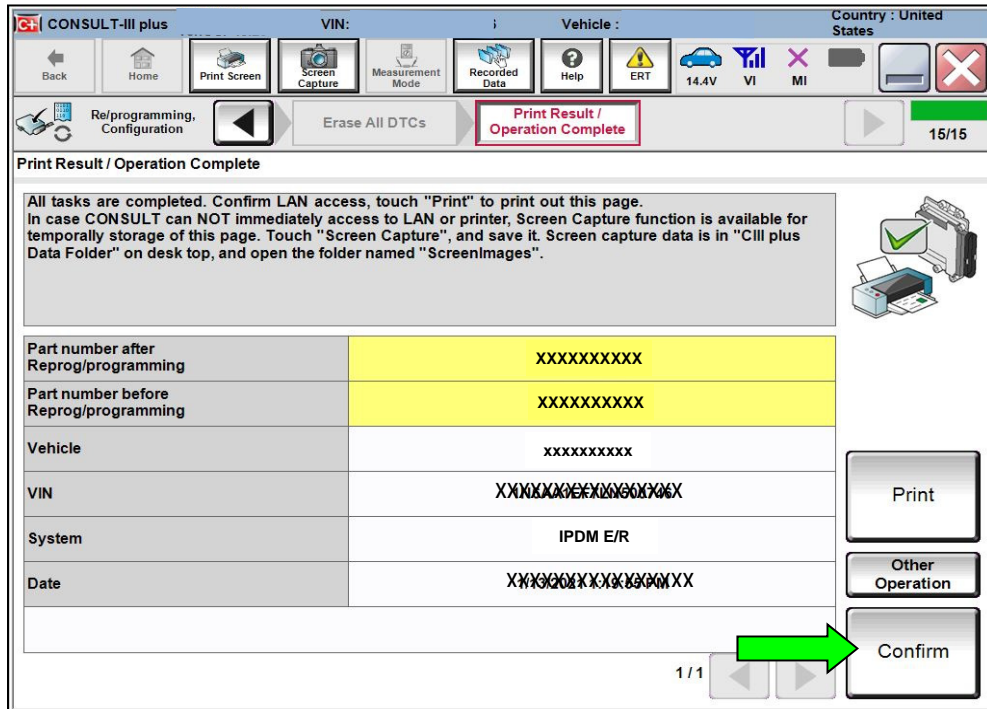


Figure 20

27. Select **Home**.

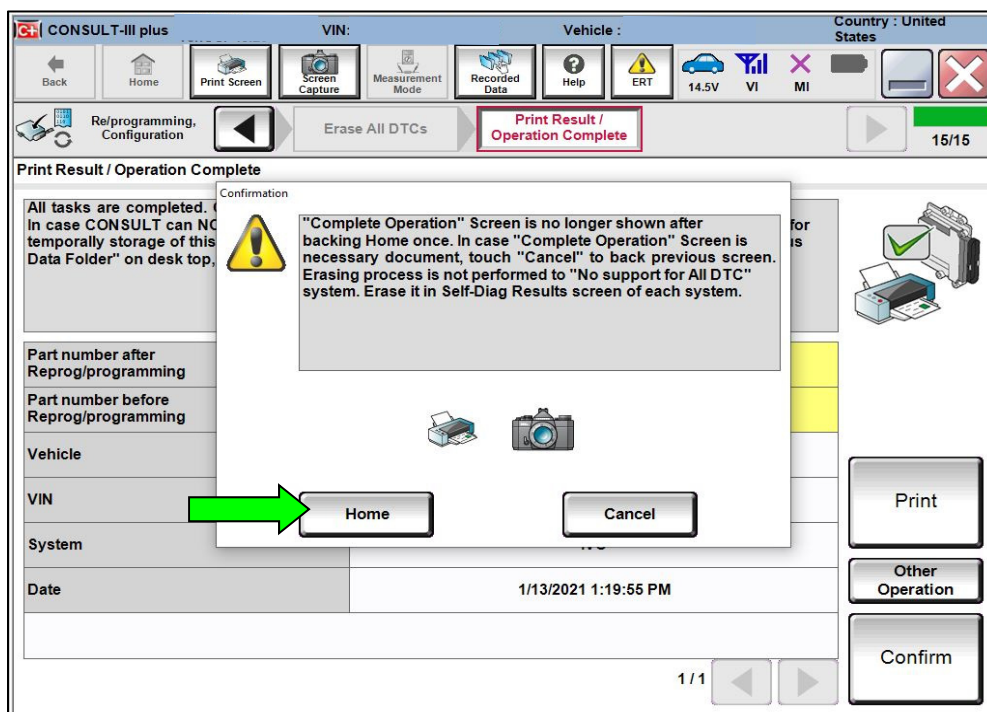


Figure 21

28. Clear the DTC, and follow the **DTC CONFIRMATION PROCEDURE** in the ESM.

- If DTC B20C8-14 is past, AC compressor operation will be inhibited until the DTC is cleared.
- If DTC B20C8-14 returns after being cleared (either Current or Past status), follow the ESM diagnosis procedure.
 - For models with Automatic Air Conditioning, refer to the ESM: **VENTILATION, HEATER & AIR CONDITIONER > HEATER & AIR CONDITIONING CONTROL SYSTEM > AUTOMATIC AIR CONDITIONING > DTC/CIRCUIT DIAGNOSIS > B20C8-14 ECV (ELECTRICAL CONTROL VALVE)**
 - For models with Manual Air Conditioning, refer to the ESM: **VENTILATION, HEATER & AIR CONDITIONER > HEATER & AIR CONDITIONING CONTROL SYSTEM > MANUAL AIR CONDITIONING > DTC/CIRCUIT DIAGNOSIS > B20C8-14 ECV (ELECTRICAL CONTROL VALVE)**

CLAIMS INFORMATION

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

DESCRIPTION	PFP	OP CODE	SYM	DIA	FRT
Perform IPDM E/R Software Update	(1)	RX9NAA	ZE	32	0.6

- (1) Reference the electronic parts catalog and use the IPDM Control Unit (284B7-*****) as the Primary Failed Part (PFP).

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
August 6, 2021	NTB21-072	Original bulletin published