



SERVICE BULLETIN

Classification: EL21-014A	Reference: NTB21-081A	Date: February 2, 2022
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AUTOMATIC BACK DOOR INOPERATIVE

This bulletin has been amended. See **AMENDMENT HISTORY** on the last page.
Please discard previous versions of this bulletin.

APPLIED VEHICLES: 2021-2022 Rogue (T33)
APPLIED GRADES: SV with Premium Package, SL, Platinum

SERVICE INFORMATION

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 the **Power Back Door** is set to **ON** in the Vehicle Settings menu in the Vehicle Information Display (Figure 1).
 - To access/change the **Power Back Door** setting, use the scroll dial and ◀ ▶ buttons on the steering wheel to navigate to the Vehicle Settings menu.



Figure 1

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.

- Refer to ASIST and the ESM for further diagnostic information if the Power Back Door setting is confirmed to be ON and the door is still inoperative.
- If further troubleshooting per the ESM is needed, note that the Automatic Back Door Control Unit only needs to be recalibrated per the Work Procedure in C-III plus if the following work is performed:
 - Removing and Installing, or replacing the Automatic Back Door Control Unit
 - Removing and Installing, or replacing the Automatic Back Door Assembly
 - Removing and Installing, or replacing the Automatic Back Door Spindle Unit
- Attempting to recalibrate the Automatic Back Door Control Unit while troubleshooting other components in the Power Back Door (PBD) system such as the hatch latch, electrical wiring harnesses, control buttons or touch sensors, can cause the recalibration to fail, which erroneously generates DTC B2428-54 PBD CONTROLLER CALIBRATION LOST and leads to unnecessary replacement of the Automatic Back Door Control Unit.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
September 7, 2021	NTB21-081	Original bulletin published
February 2, 2022	NTB21-081A	Added 2022 model year, added information on page 2.