SERVICE BULLETIN

Classification:	Reference:	Date:
EL20-039	NTB20-085	November 30, 2020

TELEMATICS CONTROL UNIT
RESET AFTER AUTOMATIC COLLISION NOTIFICATION

APPLIED VEHICLES: 2021 Kicks (P15)
2021 Maxima (A36)
2021 Rogue (T33)
2021 Sentra (B18)
2020-2021 Titan/Titan XD (A61)

SERVICE INFORMATION

The Telematics Control Unit (TCU) has the ability to send an automatic collision notification when the vehicle is involved in an accident. Once an automatic collision notification is performed, the function becomes disabled. The TCU must be reset to re-enable the automatic collision notification function.

This bulletin describes how to reset the TCU after an automatic collision notification has been performed.

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.**

1. Connect the VI to the vehicle.

2. Start C-III plus.

3. Wait for the VI to be recognized.

    - The serial number will display when the VI is recognized.
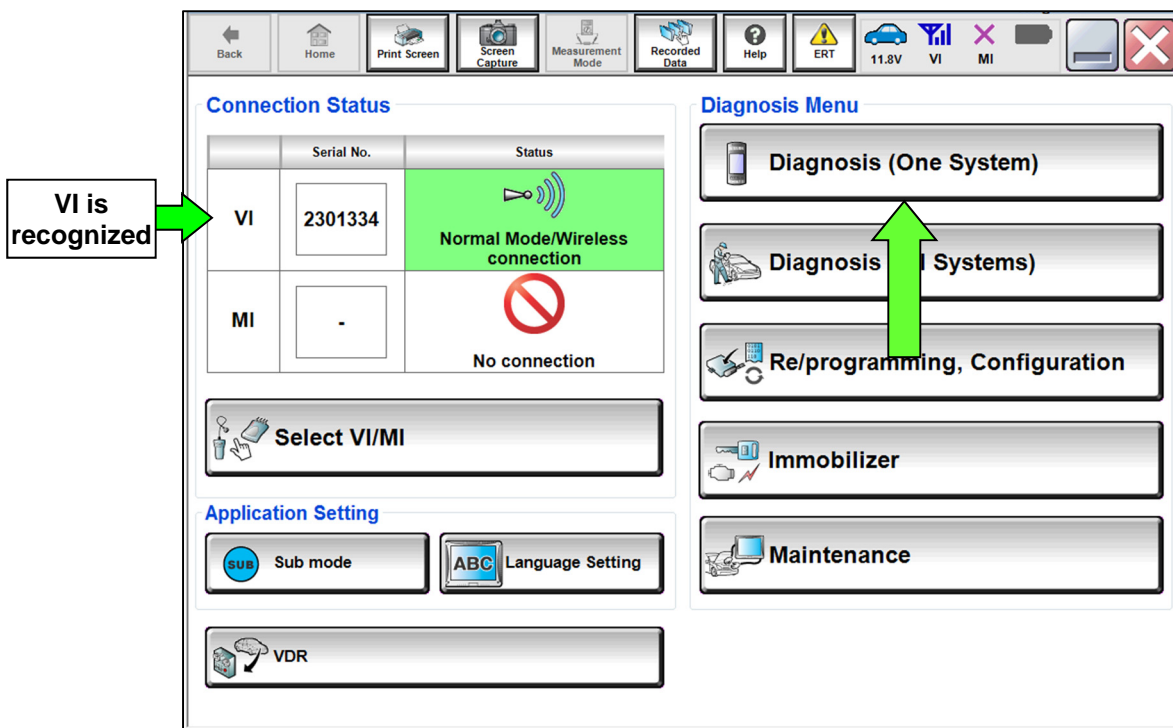
4. Select **Diagnosis (One System)**.
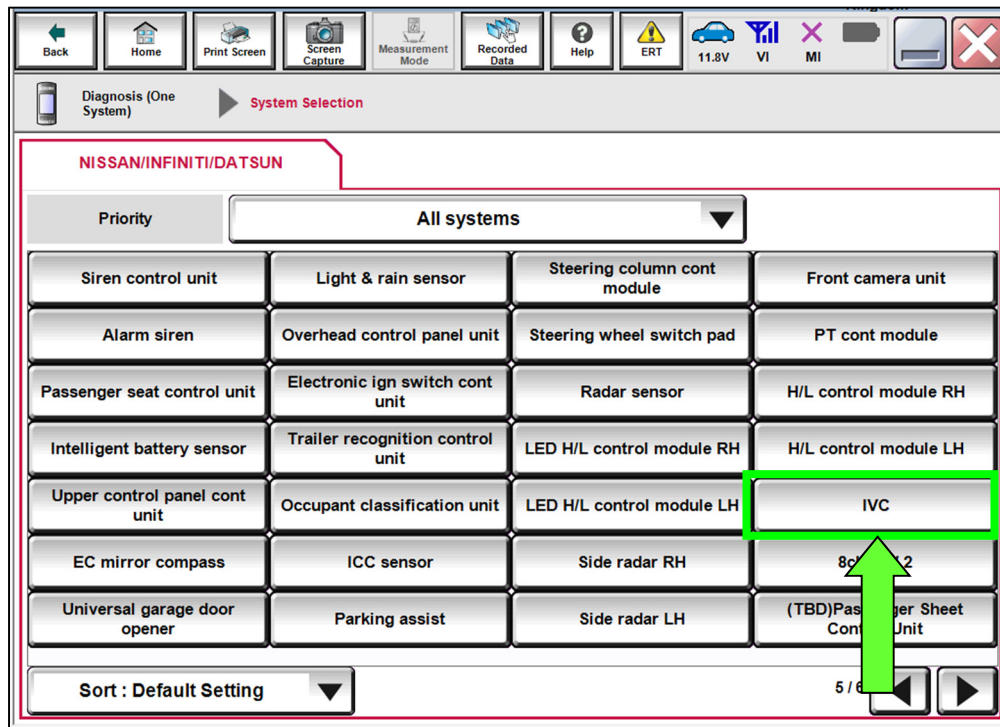

Figure 1

5. Select **IVC**.

Figure 2

6. Select **CGW Information**.

   - If there is a red indicator next to **CGW Information** (Figure 3), select **CGW Open**, follow the B2B portal login instructions (Figure 4), and then proceed to Step 7.

   - If there is a green indicator next to **CGW Information**, proceed to Step 7.
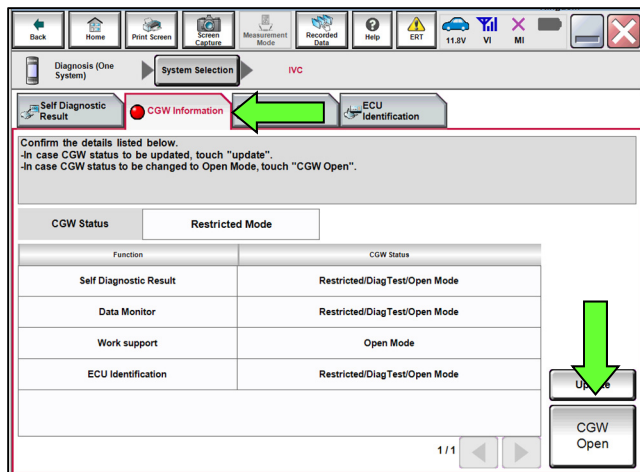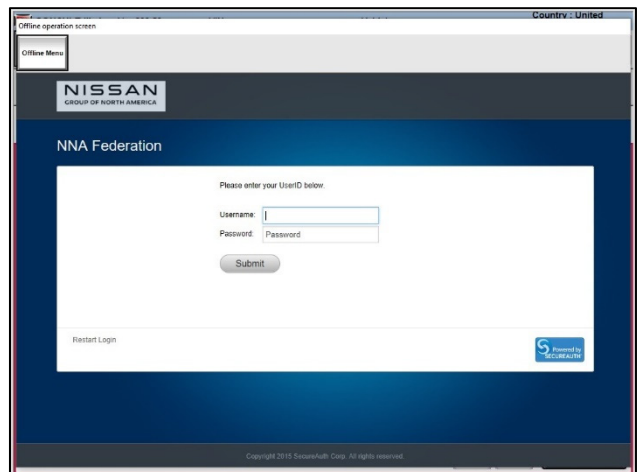

Figure 3

Figure 4

7. Select **Work support** under **IVC** (Figure 5).

8. Select **Automatic notification prevention lock release** and then select **Start**.
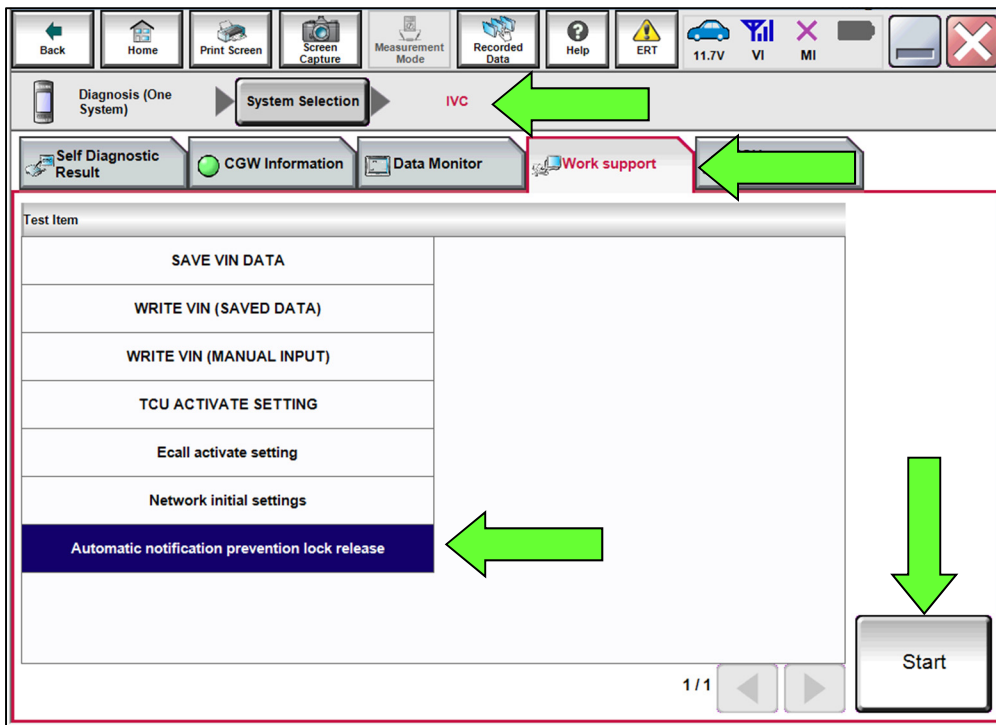

Figure 5

9. If LOCK is displayed next to "Current status", select **Start**.

   NOTE: If UNLOCK is displayed next to "Current status", the TCU does not need to be reset, select **End**.
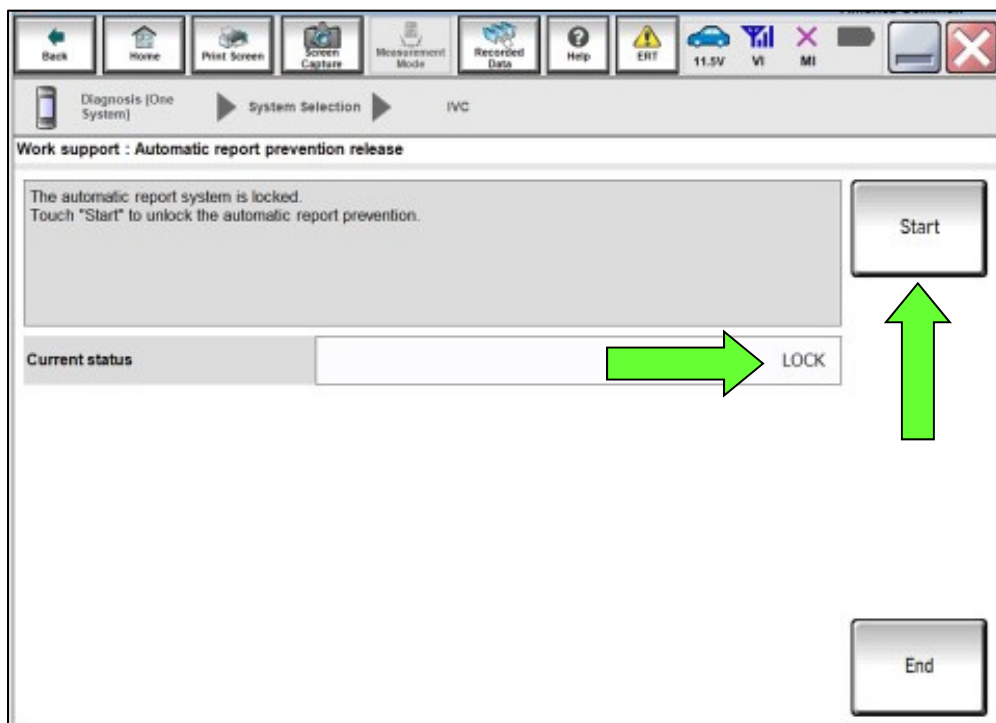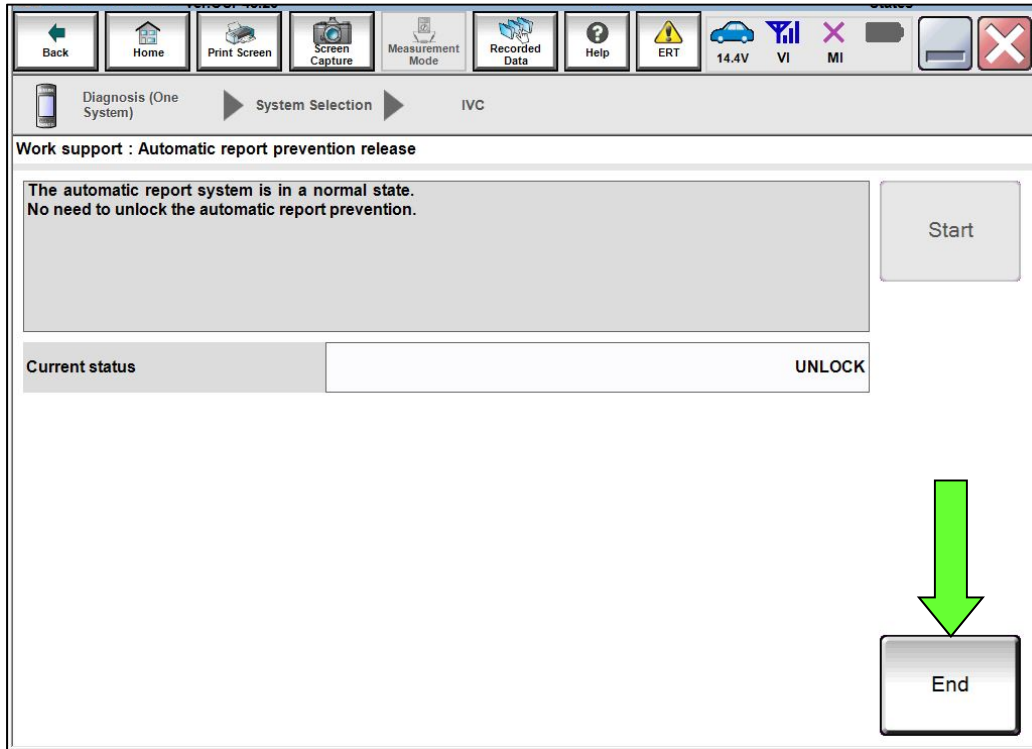

Figure 6

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10. Select **End**.

Figure 7

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 30, 2020	NTB20-085	Original bulletin published