



TECHNICAL SERVICE BULLETIN

Classification: EL20-039A	Reference: NTB20-085A	Date: April 21, 2022
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TELEMATICS CONTROL UNIT RESET AFTER AUTOMATIC COLLISION NOTIFICATION

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

APPLIED VEHICLES:

- 2021-2022 Armada (Y62)
- 2022 Frontier (D41)
- 2021-2022 Kicks (P15)
- 2021-2022 Maxima (A36)
- 2022 Pathfinder (R53)
- 2021-2022 Rogue (T33)
- 2021-2022 Sentra (B18)
- 2020-2022 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 and the TCU must be reset to re-enable the automatic collision notification function. Some models will store DTC **B2E1B-97** (Automatic eCall locked) as "CURRENT" when this function is disabled.

This bulletin describes how to reset the TCU after an automatic collision notification has been performed. For models with **B2E1B-97** (Automatic eCall locked) set as "CURRENT", complete the **SERVICE PROCEDURE** starting on page 2, and then erase DTCs after confirming TCU condition is "UNLOCK".

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 software updates (if any) have been installed.

1. Connect the VI to the vehicle.
2. Start CONSULT-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)**.

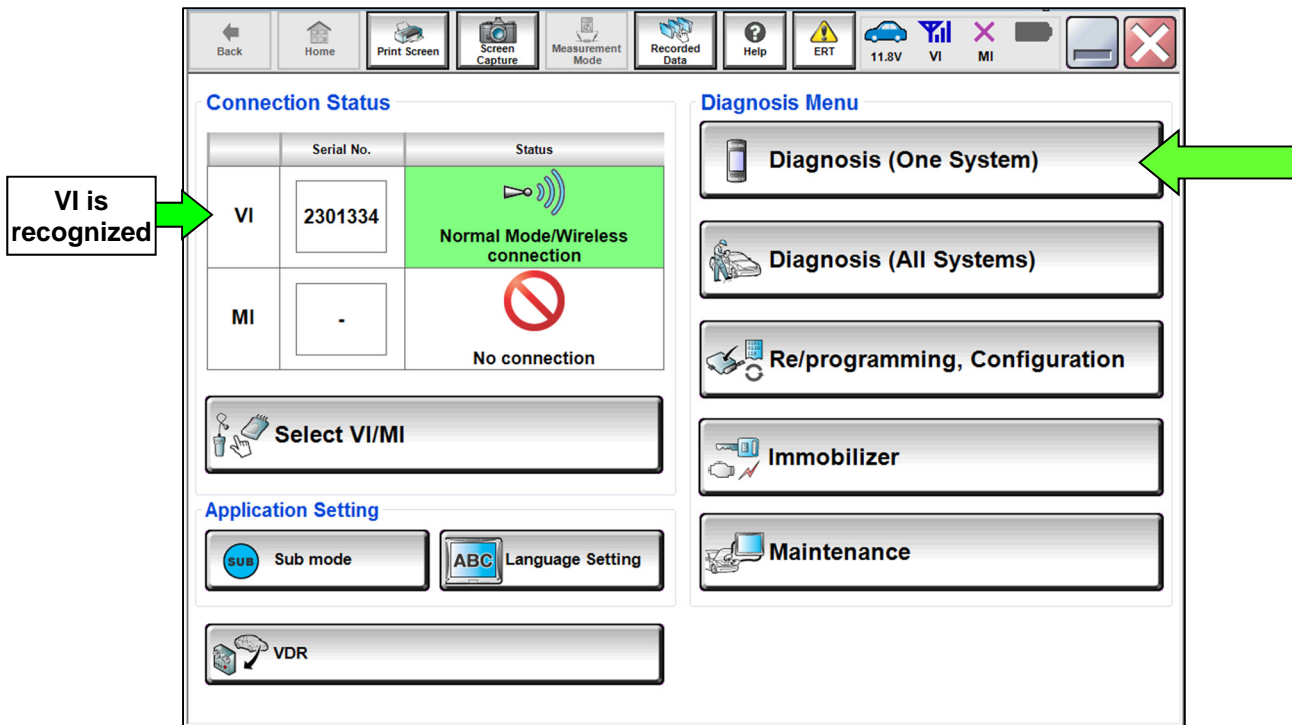


Figure 1

5. Select **IVC**.

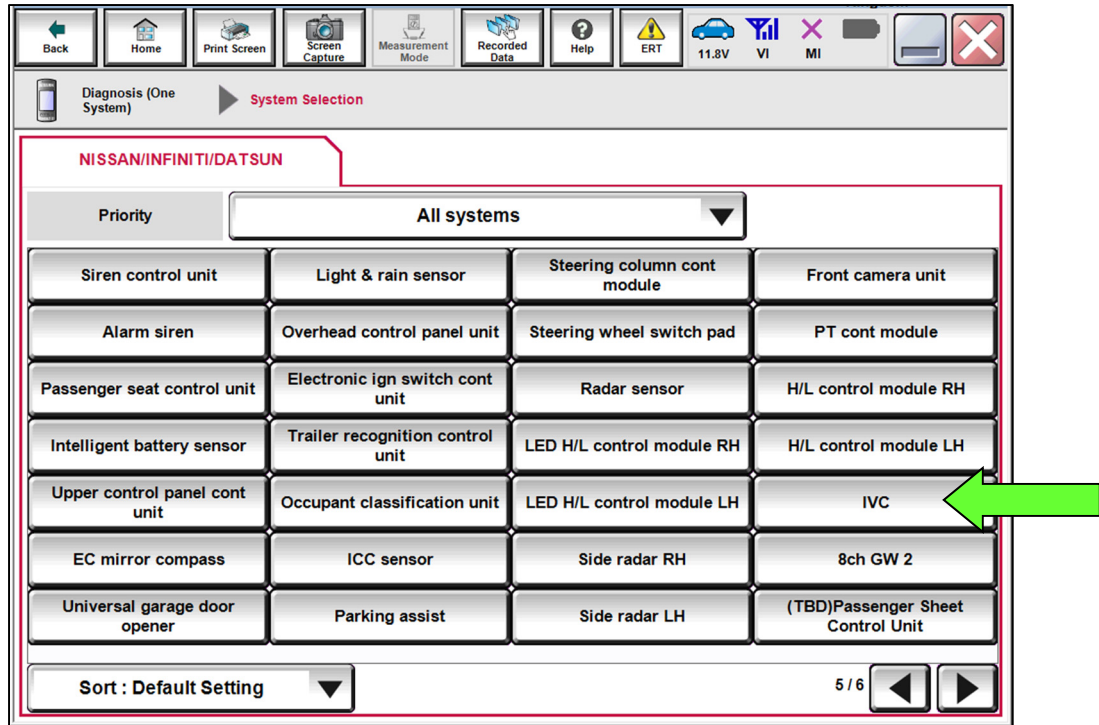


Figure 2

6. Select **CGW Information**.

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

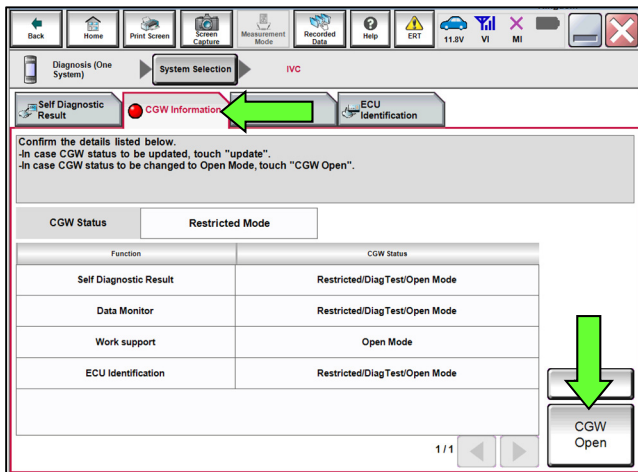


Figure 3

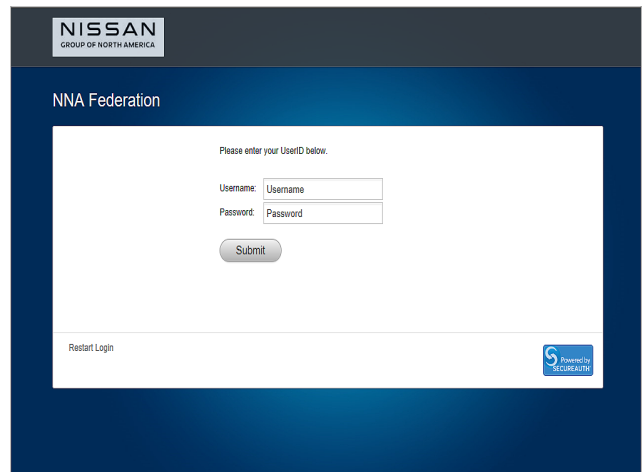


Figure 4

7. Select **Work support** under **IVC** (Figure 5).
8. Select **Automatic report prevention release**, and then select **Start**.

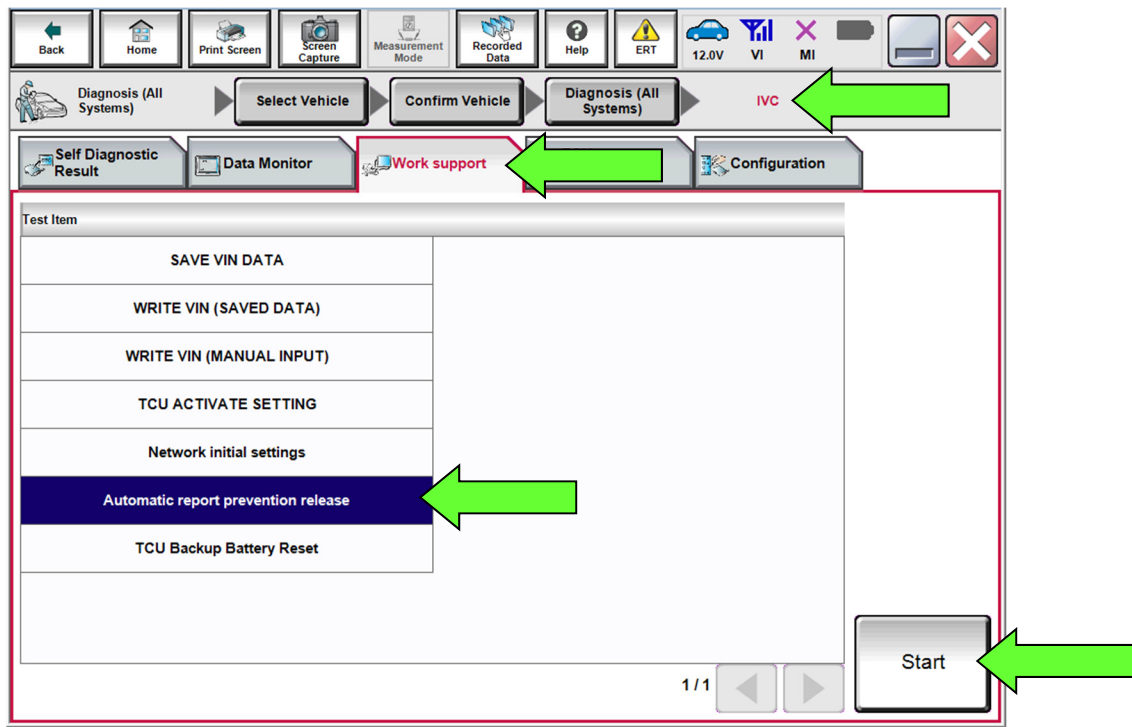


Figure 5

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**.

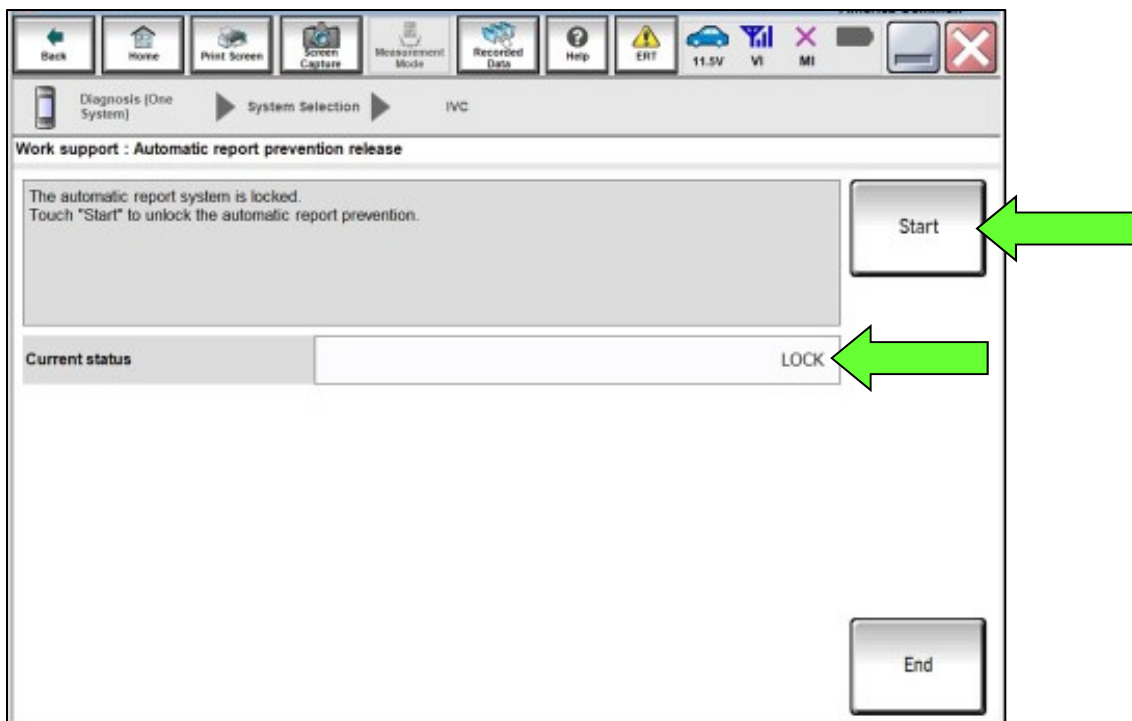


Figure 6

10. Select **End**.

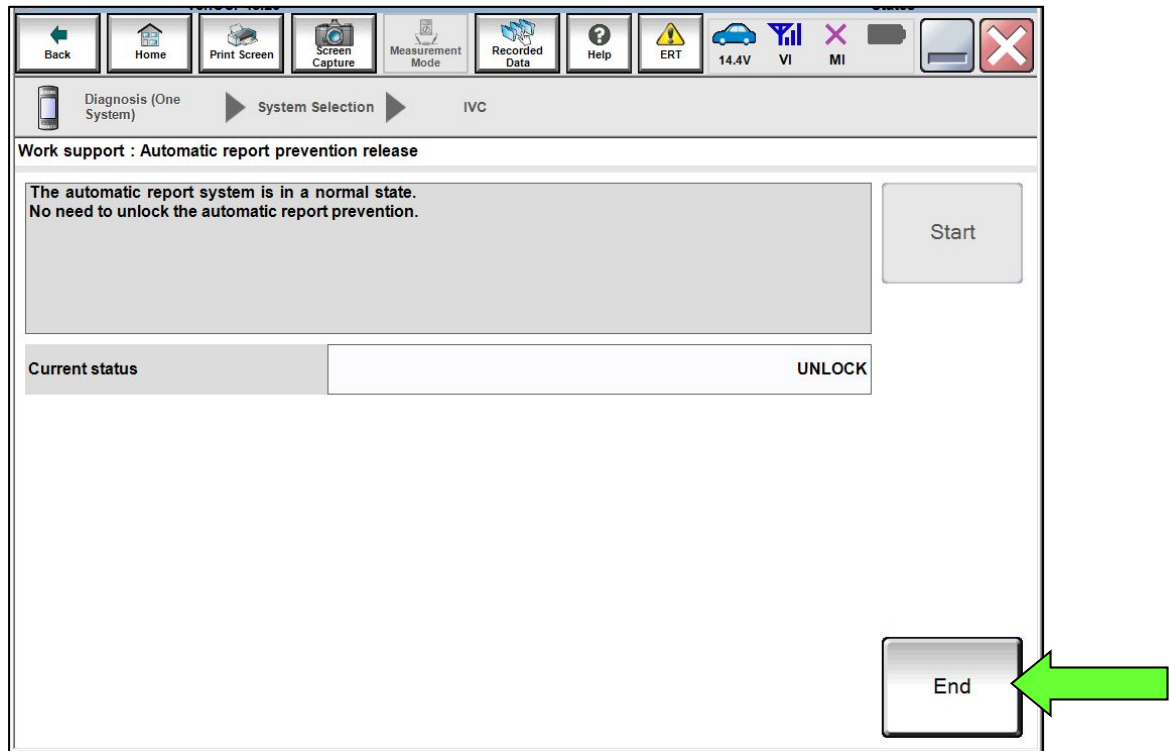


Figure 7

11. Perform **Erase All DTCs**.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 30, 2020	NTB20-085	Original bulletin published
April 21, 2022	NTB20-085A	APPLIED VEHICLES, SERVICE INFORMATION and Figure 5 updated, and step 11 added