

# TECHNICAL SERVICE BULLETIN

**Classification:** 

NISSAN

Reference:

Date:

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NTB20-085B

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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:	2023 Altima (L34)
	2021-2023 Armada (Y62)
	2022-2023 Frontier (D41)
	2021-2023 Kicks (P15)
	2021-2023 Maxima (A36)
	2022-2023 Pathfinder (R5

2022-2023 Frontier (D41) 2021-2023 Kicks (P15) 2021-2023 Maxima (A36) 2022-2023 Pathfinder (R53) 2021-2023 Rogue (T33) 2021-2023 Sentra (B18) 2020-2023 Titan/Titan XD (A61) 2023 Versa (N18) 2023 Z (Z34)

#### 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. Confirm that the CONSULT PC is connected to Wi-Fi.
- 2. Connect the VI to the vehicle.
- 3. Start CONSULT-III plus.
- 4. If prompted, select **USA/CANADA Dealers** from the drop down menu, and then select **OK.**
- 5. Login using your NNAnet credentials.

**IMPORTANT:** If not prompted to enter your username and password, the CONSULT PC may not be connected to Wi-Fi. Close C-III plus, confirm the CONSULT PC is connected to Wi-Fi, and then reopen C-III plus.

- 6. Wait for the VI to be recognized.
  - The serial number will display when the VI is recognized.
- 7. Select Diagnosis (One System).

	Back Home Print Screen Screen Measurement Mode Record	
	Connection Status	Diagnosis Menu
	Serial No. Status	Diagnosis (One System)
VI is recognized	VI 2301334 Normal Mode/Wireless connection	Diagnosis (All Systems)
	MI - No connection	Re/programming, Configuration
	Select VI/MI	
	Application Setting	
	Sub mode	Maintenance
	VDR	

Figure 1

### 8. Select IVC.

Back Image: Diagnosis (One System) System Selection					
NISSAN/INFINITI/DATSUN					
Priority All systems					
Siren control unit	Light & rain sensor	Steering column cont module	Front camera unit		
Alarm siren	Overhead control panel unit	Steering wheel switch pad	PT cont module		
Passenger seat control unit	Electronic ign switch cont unit	Radar sensor	H/L control module RH		
Intelligent battery sensor	Trailer recognition control LED H/L control module		H/L control module LH		
Upper control panel cont unit	Upper control panel cont unit Occupant classification unit LED H/I		ivc		
EC mirror compass	ICC sensor	Side radar RH	8ch GW 2		
Universal garage door opener	Parking assist	Side radar LH	(TBD)Passenger Sheet Control Unit		
Sort : Default Setting					

Figure 2

- 9. Select **Work support** under **IVC** (Figure 3).
- 10. Select Automatic report prevention release, and then select Start.

Back Home Print Screen Capture Mode	ent Recorded Data	Help	12.0V		-	
Diagnosis (All Systems) Select Vehicle Cor	nfirm Vehicle	Diagnosis (All Systems)				
Self Diagnostic Data Monitor	support		₩	Configuration		
Test Item						
SAVE VIN DATA						
WRITE VIN (SAVED DATA)						
WRITE VIN (MANUAL INPUT)	-					
TCU ACTIVATE SETTING						
Network initial settings						
Automatic report prevention release						
TCU Backup Battery Reset						
	L					
						1
			1/1	◀][▶	Start	1

Figure 3

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

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

Beck Borren	Received Received Help		-
Diagnosis (One System) System Se	election 🕨 IVC		
Work support : Automatic report prever	ntion release		
The automatic report system is locked. Touch "Start" to unlock the automatic re	port prevention.		Start
Current status		LOCK	
			End

Figure 4

12. Select End.



Figure 5

13. 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
January 23, 2023	NTB20-085B	Classification number and <b>APPLIED</b> <b>VEHICLES</b> revised, and login steps moved to page 2