



# TECHNICAL SERVICE BULLETIN

Classification: AN20-039B	Reference: NTB20-085B	Date: January 23, 2023
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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 (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)**.

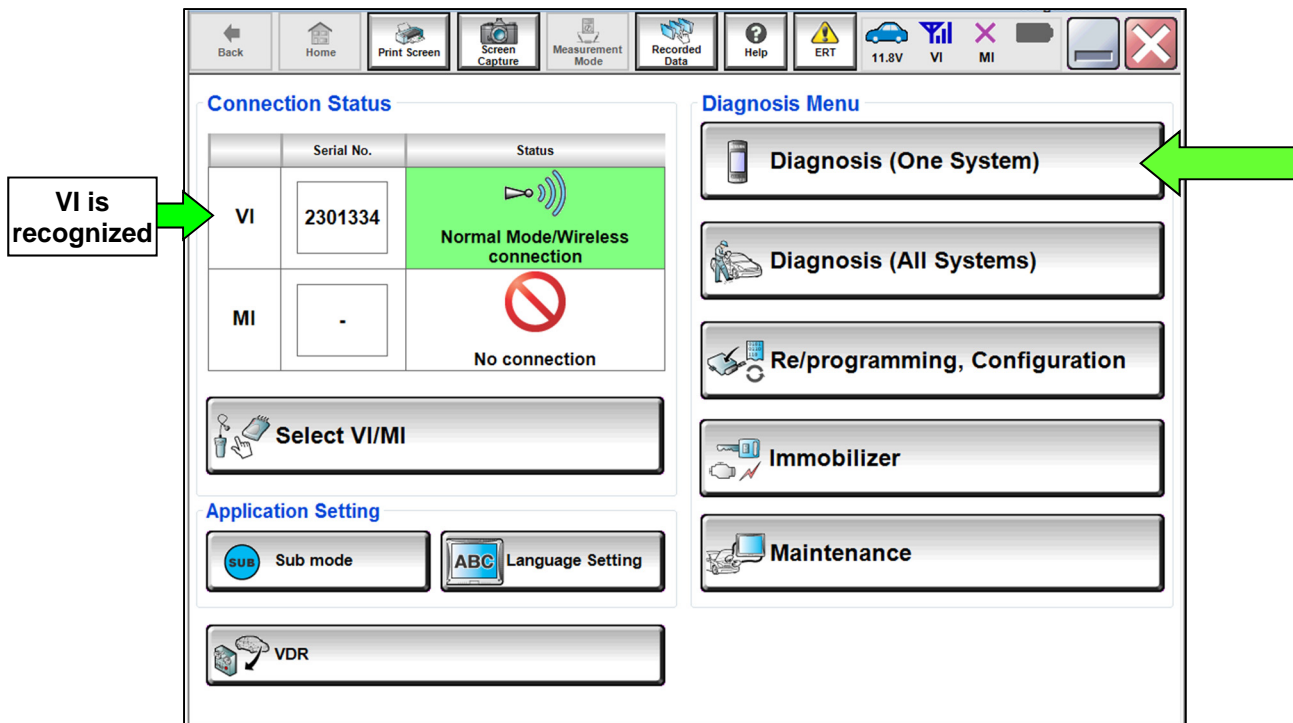


Figure 1

8. Select **IVC**.

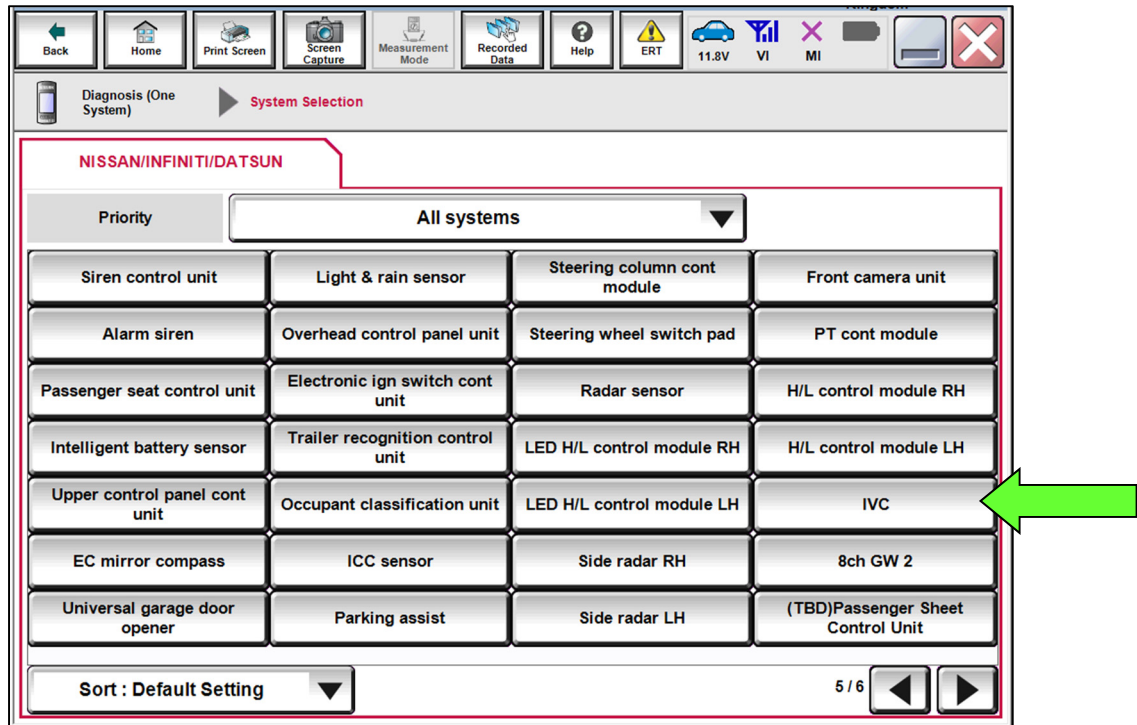


Figure 2

9. Select **Work support** under **IVC** (Figure 3).

10. Select **Automatic report prevention release**, and then select **Start**.

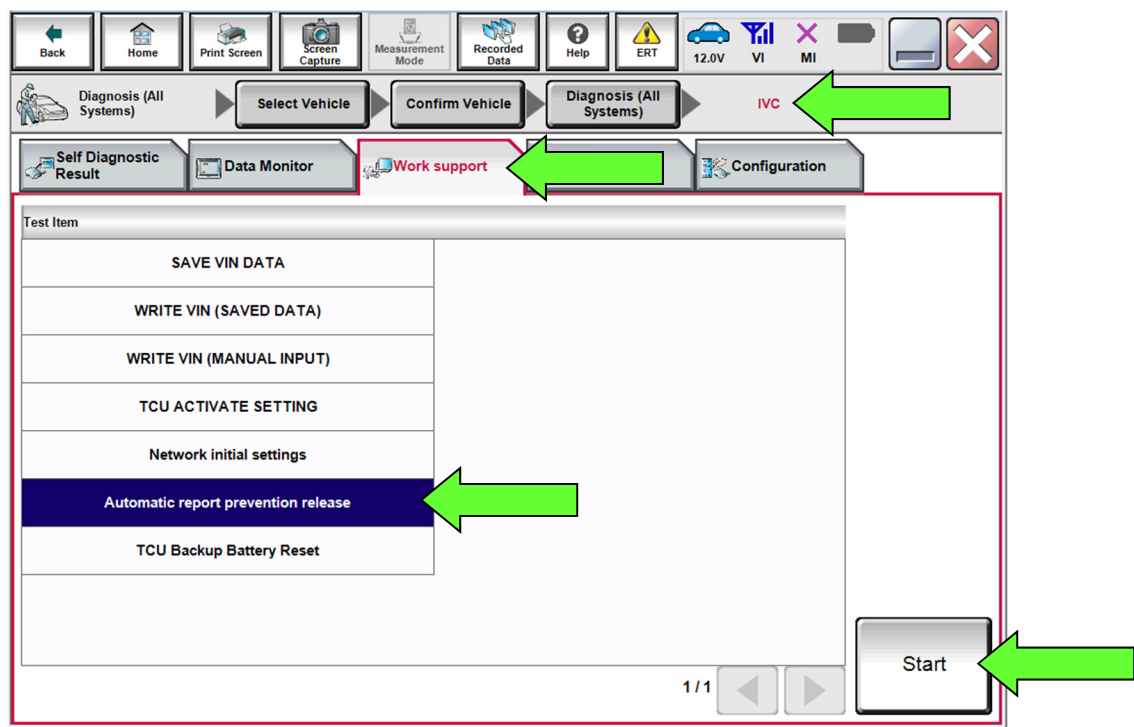


Figure 3

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**.

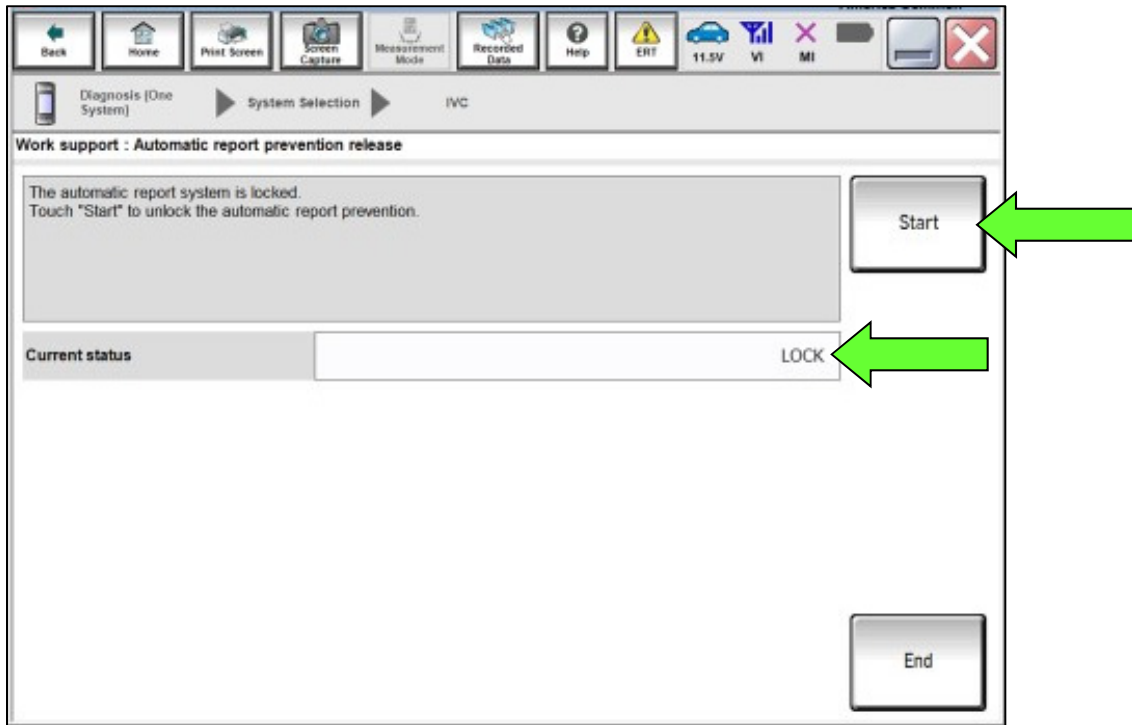


Figure 4

12. Select **End**.

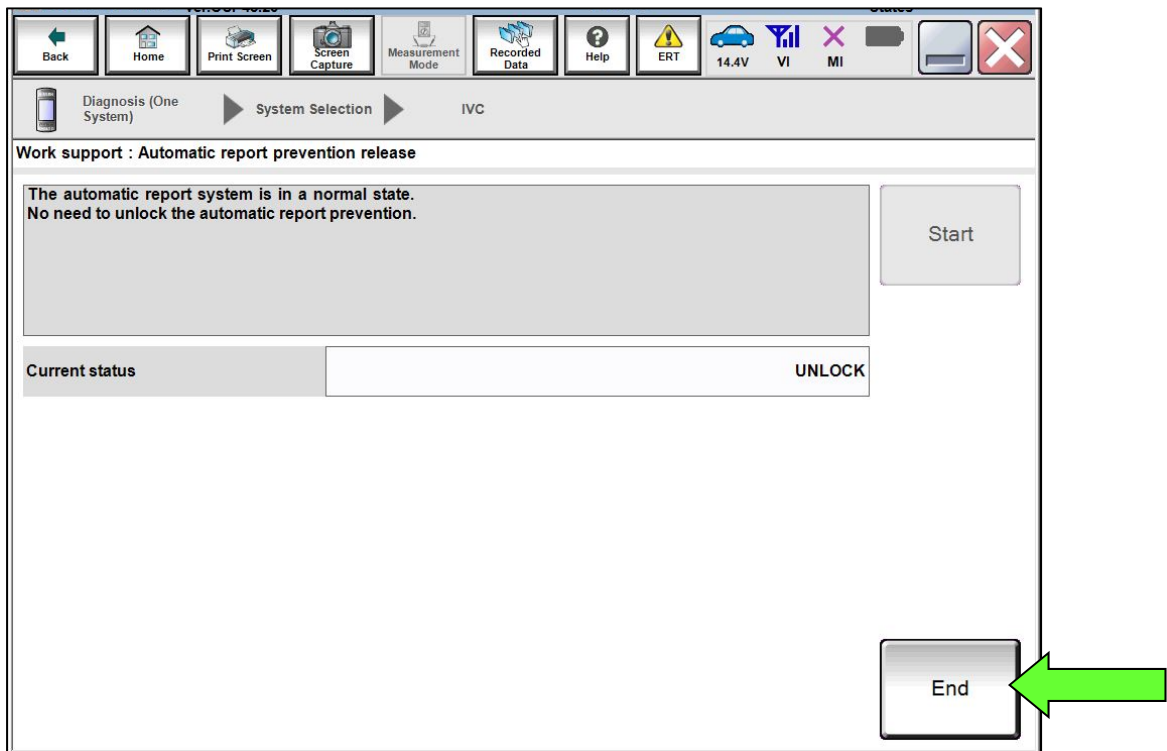


Figure 5

13. Perform **Erase All DTCs**.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
November 30, 2020	NTB20-085	Original bulletin published
April 21, 2022	NTB20-085A	<b>APPLIED VEHICLES, SERVICE INFORMATION</b> and Figure 5 updated, and step 11 added
January 23, 2023	NTB20-085B	Classification number and <b>APPLIED VEHICLES</b> revised, and login steps moved to page 2

