



# TECHNICAL SERVICE BULLETIN

Classification: AN23-005B	Reference: ITB22-020B	Date: August 15, 2024
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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:** 2020-2024 Q50 (V37)  
2020-2022 Q60 (CV37)  
2020-2024 QX50 (J55)  
2020-2024 QX80 (Z62)

### 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 for “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 for “Automatic eCall locked” set as “CURRENT”, complete the **SERVICE PROCEDURE** starting on page 2, and then erase DTCs after confirming the 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 Infiniti retailer 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)**.

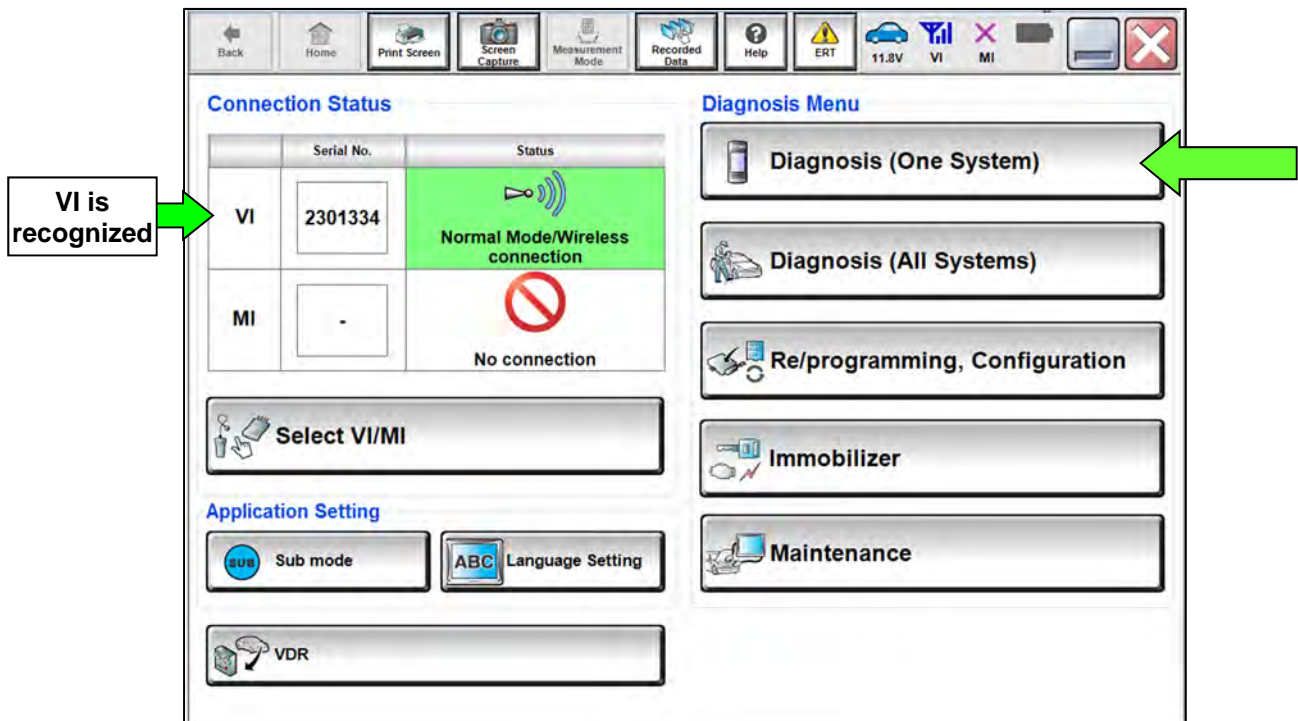


Figure 1

8. Select **IVC**.

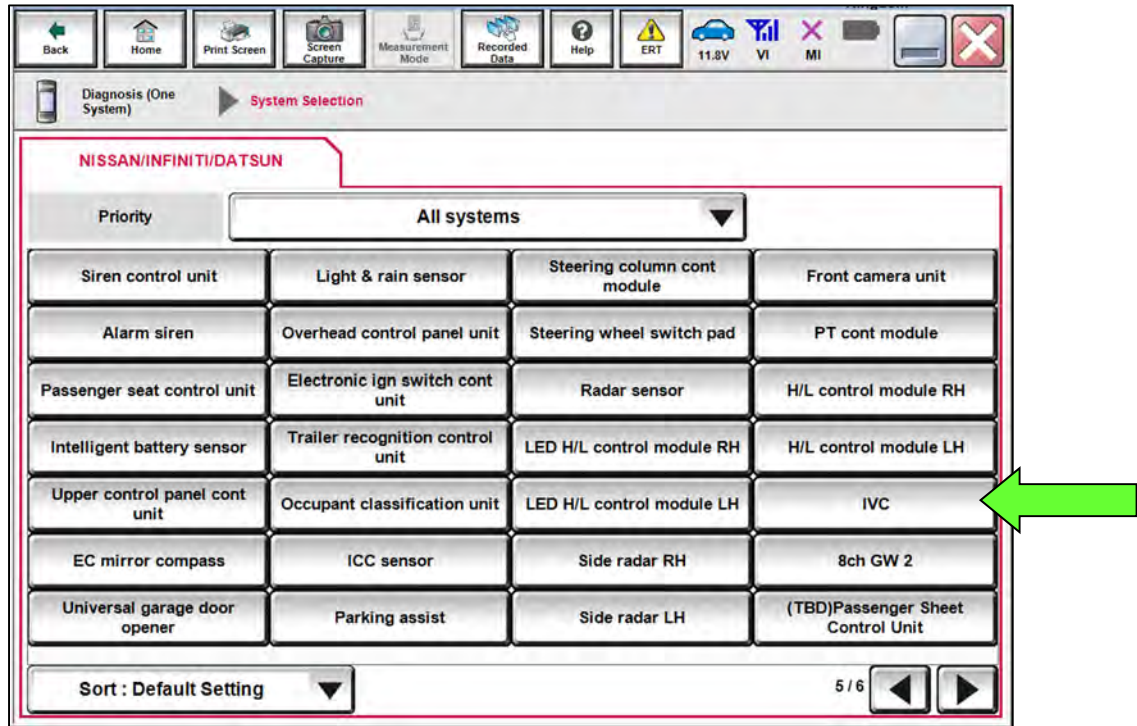


Figure 2

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

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

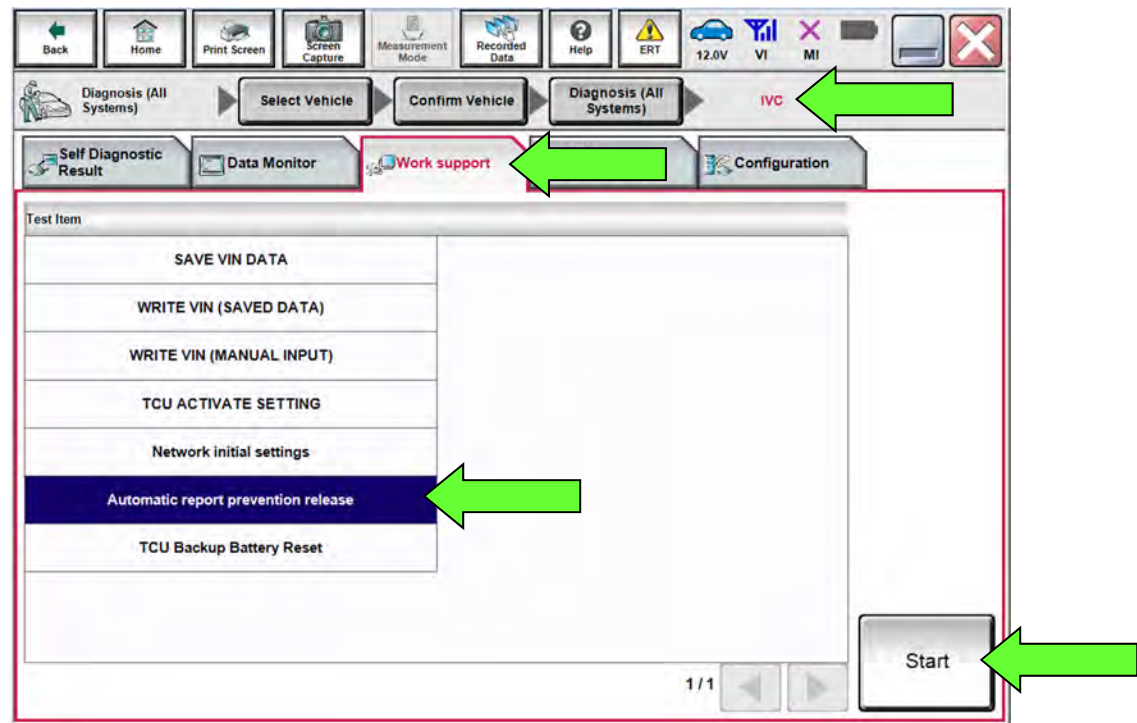


Figure 3

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**.

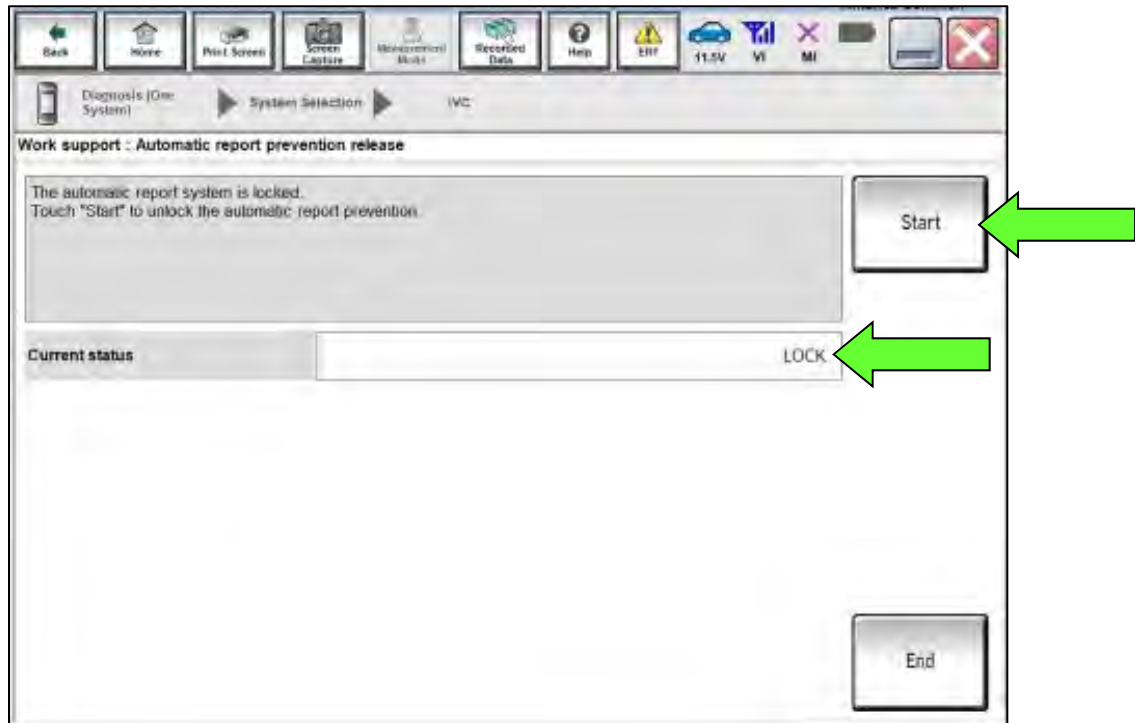


Figure 4

12. Select **End**.

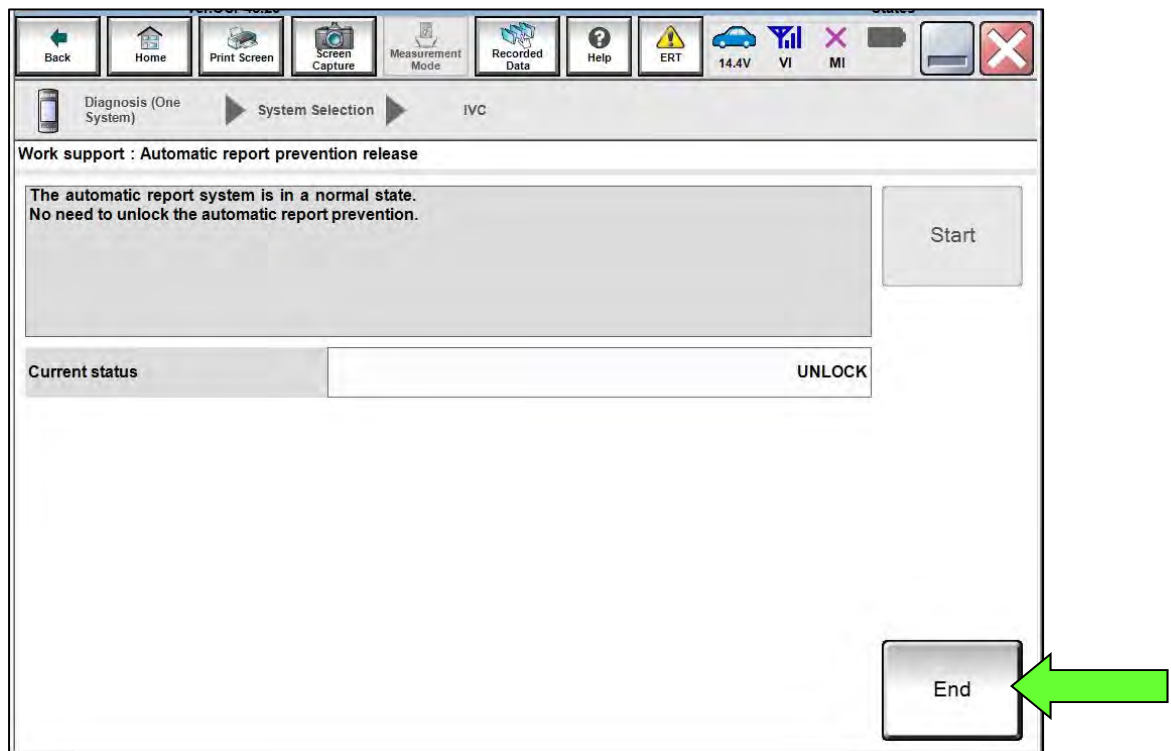


Figure 5

13. Perform **Erase All DTCs**.

## AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 21, 2022	ITB22-020	Original bulletin published
January 23, 2023	ITB22-020A	Classification number and <b>APPLIED VEHICLES</b> revised, and login steps moved to page 2
August 15, 2024	ITB22-020B	<b>APPLIED VEHICLES</b> revised

