

Classification:

KS20-040a

Reference:

ITB20-026a

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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:**            2020-2021 Q50 (V37)  
   2020-2021 Q60 (CV37)  
   2020-2021 QX50 (J55)  
   2020-2021 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. 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.

Infiniti 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:

- ASSIST 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)**.

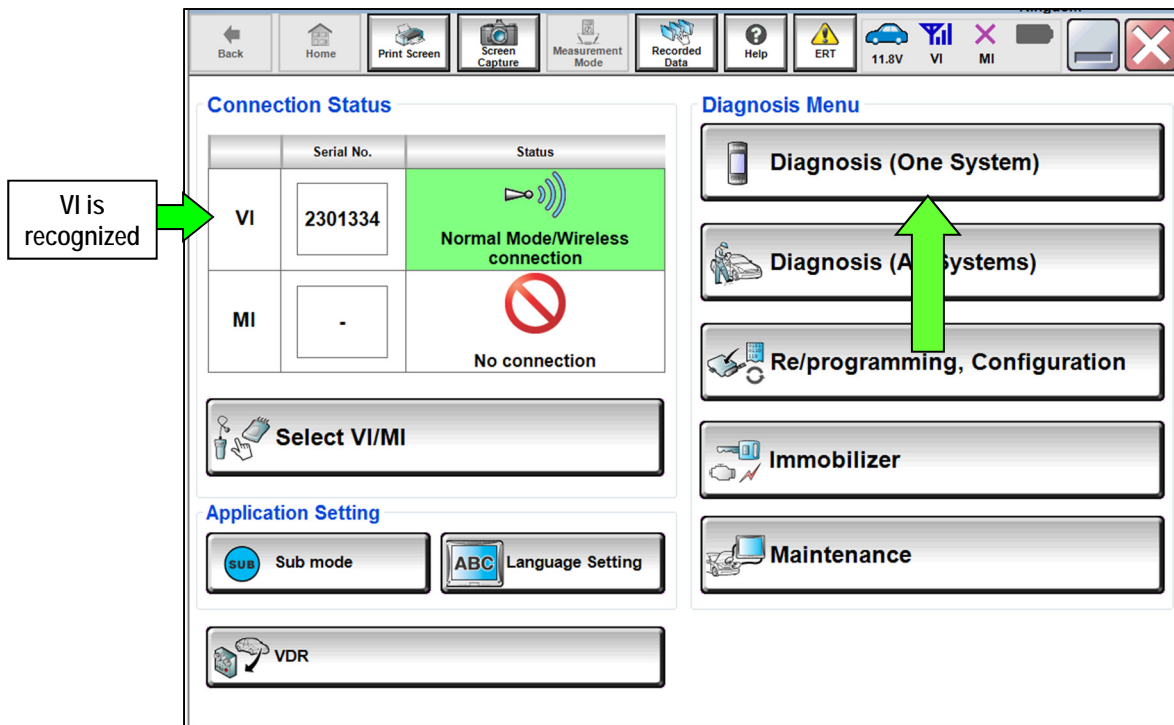


Figure 1

5. Select IVC.

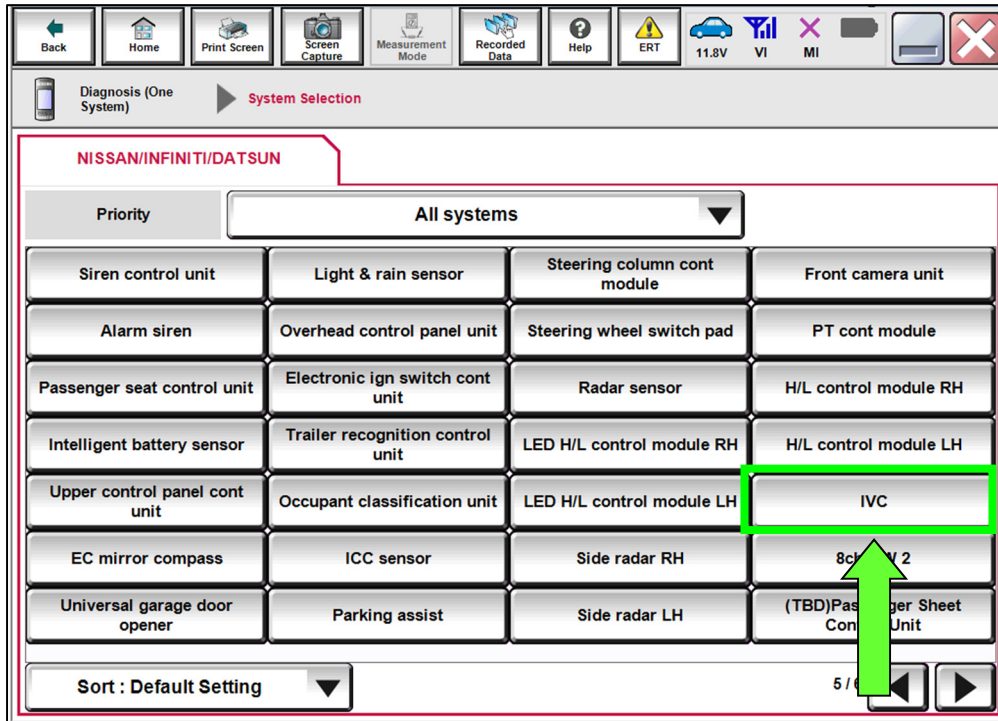


Figure 2

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.

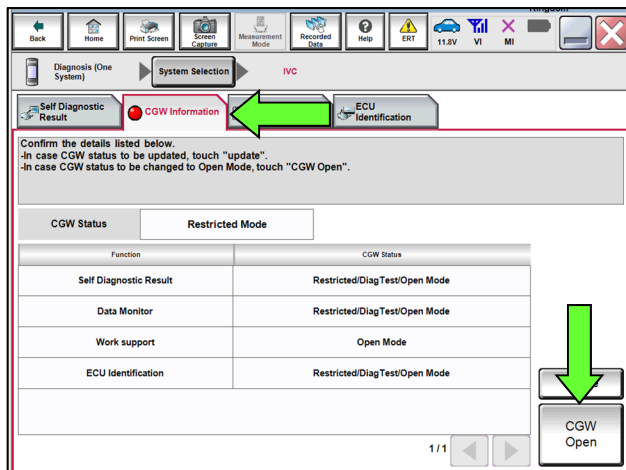


Figure 3

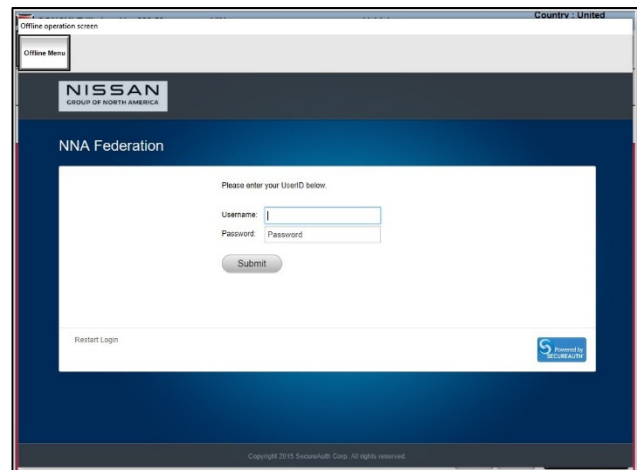


Figure 4

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

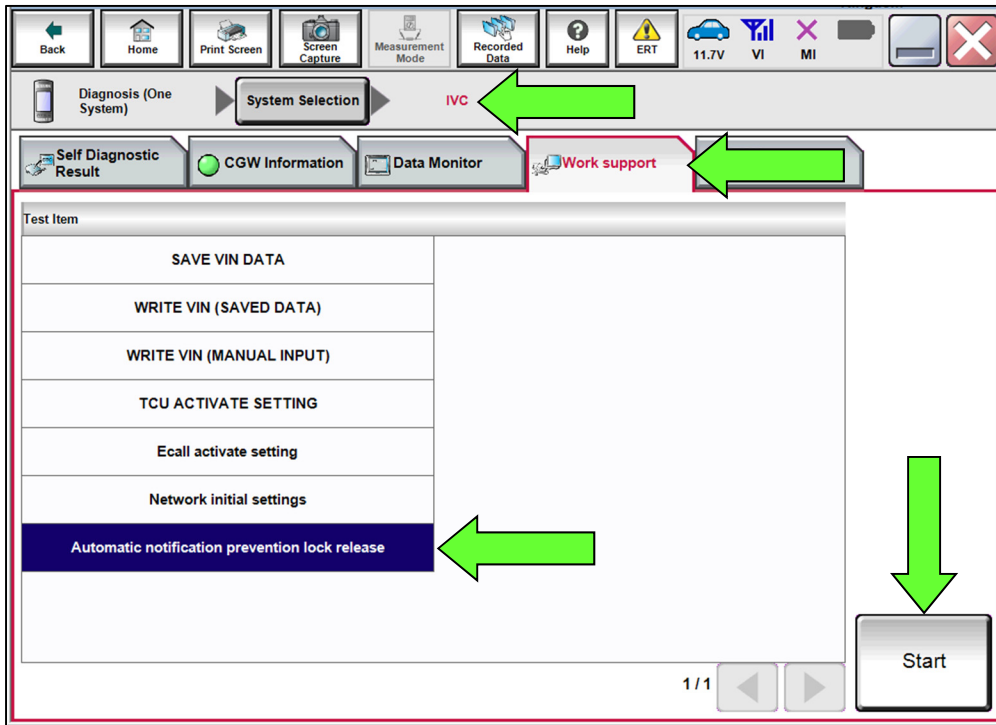


Figure 5

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**.

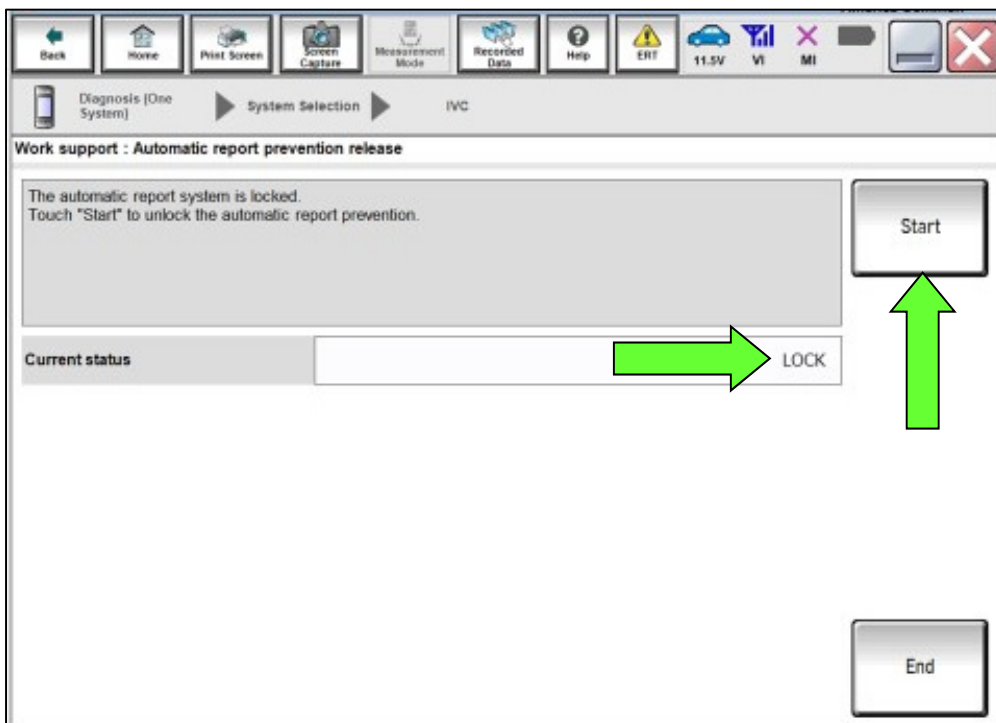


Figure 6

10. Select End.

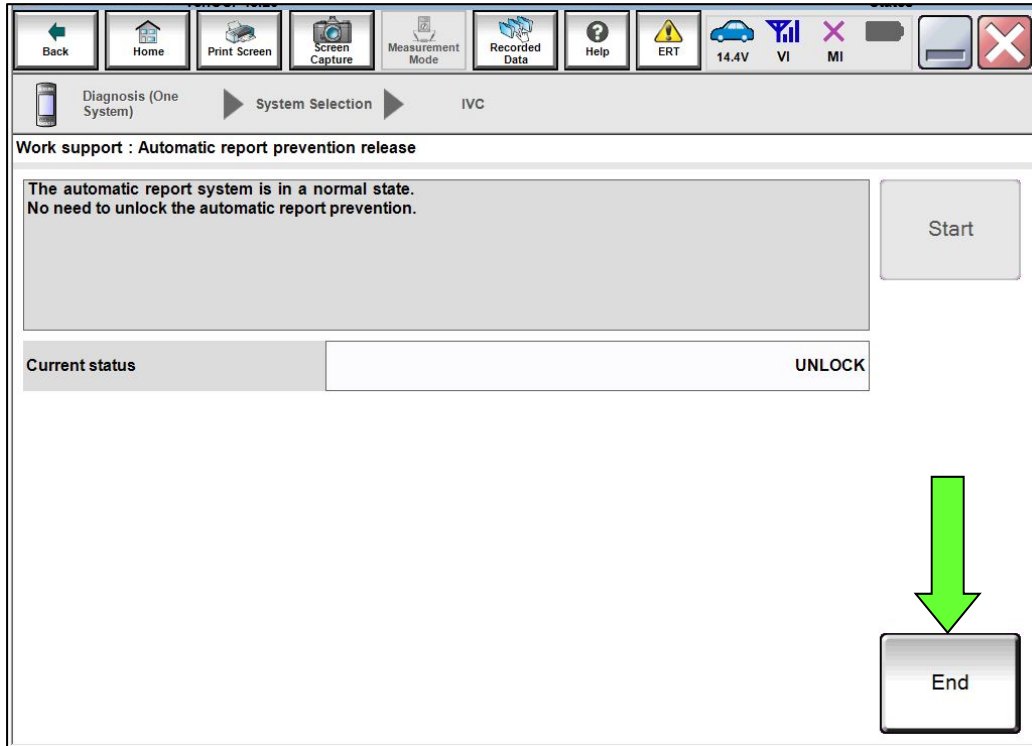


Figure 7

#### AMENDMENT HISTORY

| PUBLISHED DATE    | REFERENCE  | DESCRIPTION                   |
|-------------------|------------|-------------------------------|
| November 30, 2020 | ITB20-026  | Original bulletin published   |
| January 28, 2021  | ITB20-026a | Classification number updated |