EL22-010

ITB22-020

April 21, 2022

Date:

TELEMATICS CONTROL UNIT RESET AFTER AUTOMATIC COLLISION NOTIFICATION

APPLIED VEHICLES: 2020-2022 Q50 (V37) 2020-2022 Q60 (CV37) 2020-2022 QX50 (J55) 2022 QX55 (FJ55) 2022 QX60 (L51) 2020-2022 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** (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 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. 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)**.

	Back Home	Print Screen Capture	Measurement Mode		
	Connection S	atus	Diagn	iosis Menu	
	Seria	No. Statu	IS	Diagnosis (One System)	
VI is recognized	VI 2301	334 Normal Mode connec	e/Wireless	Diagnosis (All Systems)	
	MI -	No conn	ection	Re/programming, Configuration	
	Select	VI/MI		Immobilizer	
	Application Setting Sub mode Image: Setting			Maintenance	
	VDR				

Figure 1

5. Select IVC.

Image: Back					
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 unit	LED H/L control module RH	H/L control module LH		
Upper control panel cont unit	Occupant classification unit	LED H/L control module LH	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

- 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

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



Figure 5

If "LOCK" is displayed next to Current status, select Start. 9.

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

Back Rome Prist Screen C	Sovern Agtare Hodes	€ Help ▲ ERT 11.5V		
Work support : Automatic report prevent The automatic report system is locked. Touch "Start" to unlock the automatic re	ntion release			Start
Current status			LOCK	
				End

Figure 6

10. Select End.

Back Image: Construction of the construc	
The automatic report system is in a normal state. No need to unlock the automatic report prevention.	Start
Current status	UNLOCK
	End

Figure 7

11. Perform **Erase All DTCs**.

AMENDMENT HISTORY

PUBLISHED DATE	REFERENCE	DESCRIPTION
April 21, 2022	ITB22-020	Original bulletin published