



INFINITI

# TECHNICAL SERVICE BULLETIN

Classification:

EL22-010

Reference:

ITB22-020

Date:

April 21, 2022

## 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)**.

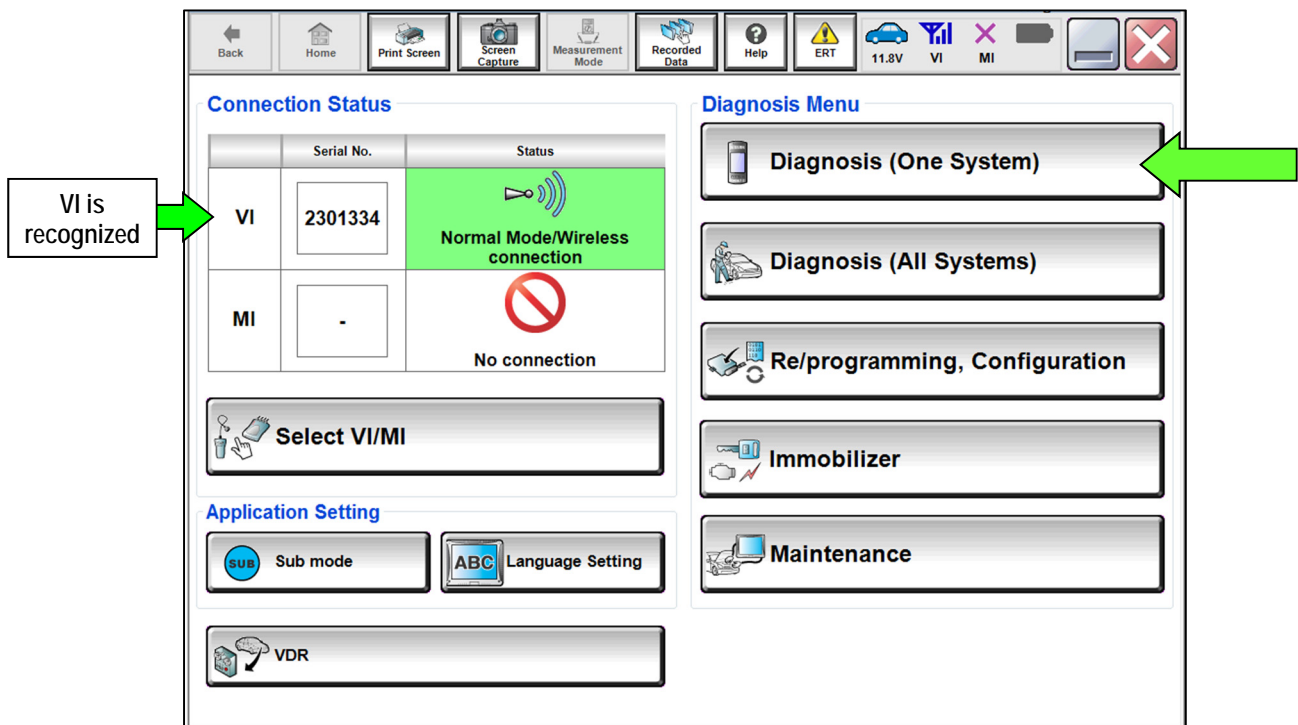


Figure 1

5. Select **IVC**.

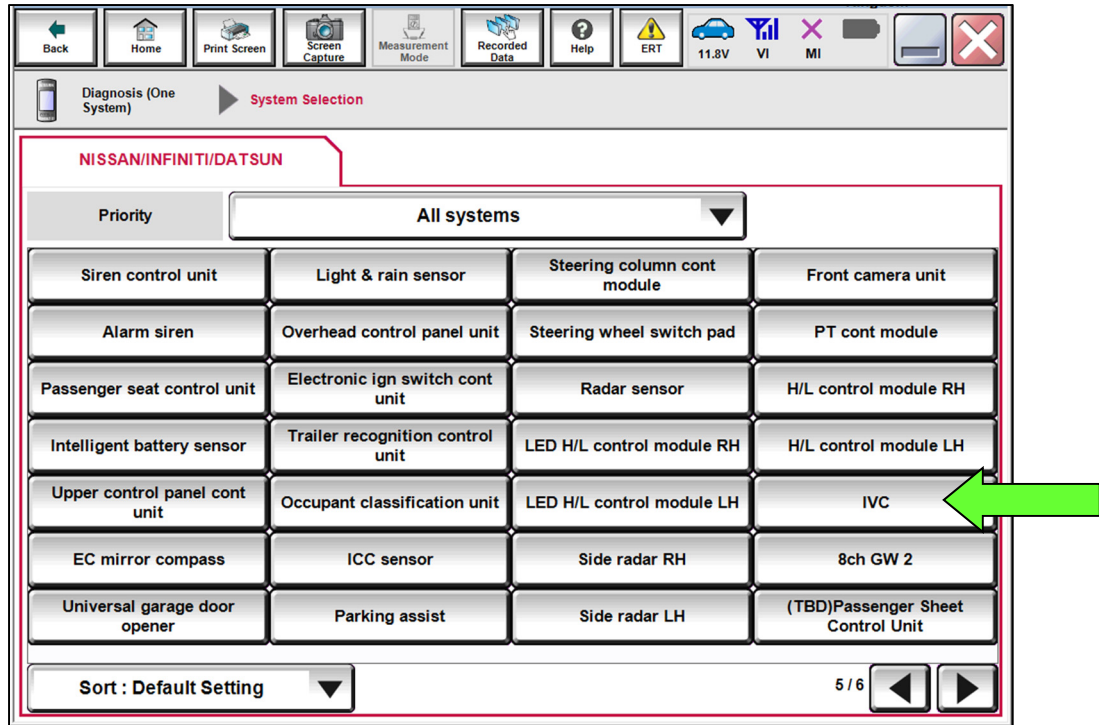


Figure 2

6. Select **CGW Information**.

- If there is a red indicator next to **CGW Information** (Figure 3), select **CGW Open**, follow the login instructions (Figure 4), and then proceed to Step 7.
- If there is a green indicator next to **CGW Information**, proceed to Step 7.

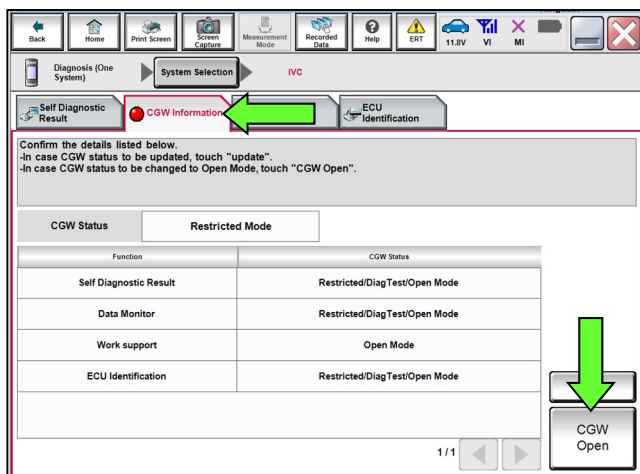


Figure 3

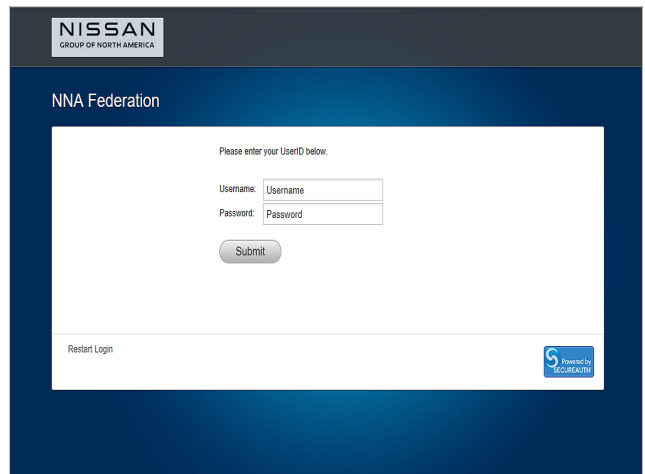


Figure 4

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

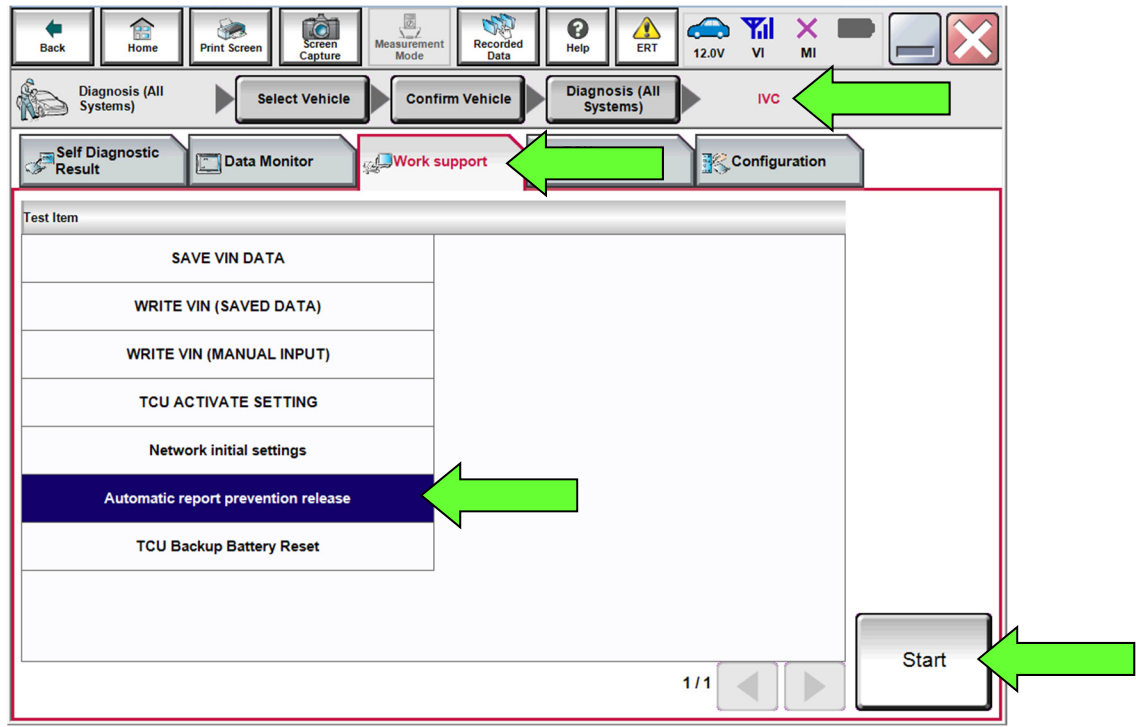


Figure 5

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**.

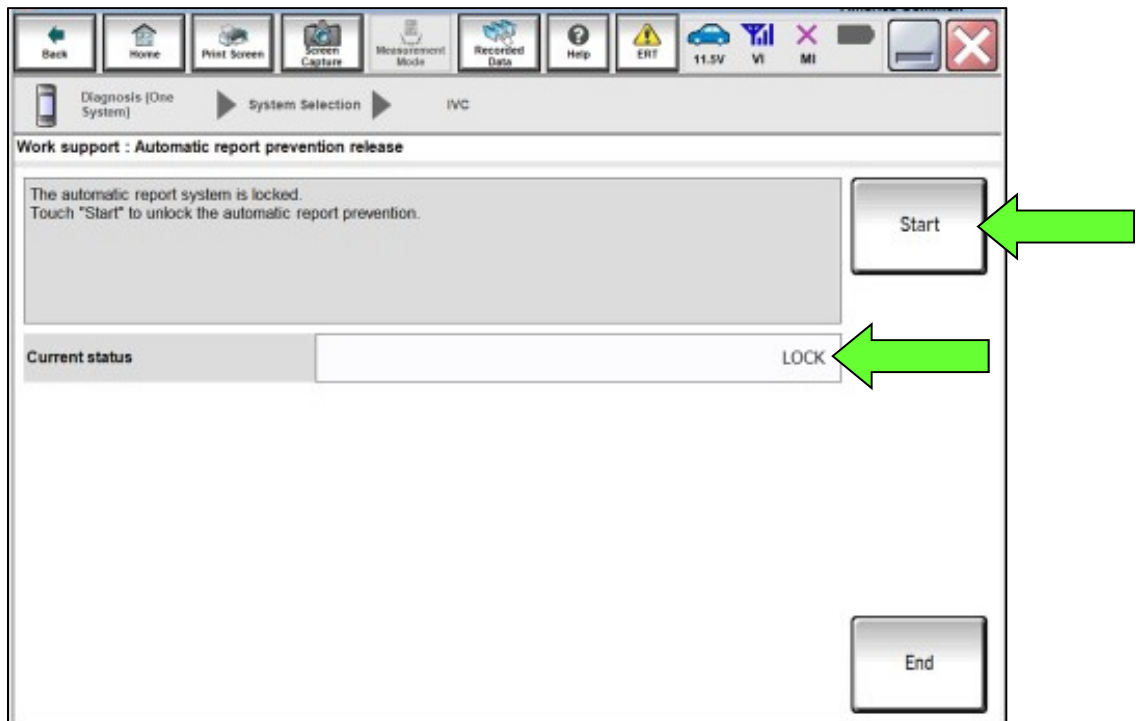


Figure 6

10. Select **End**.

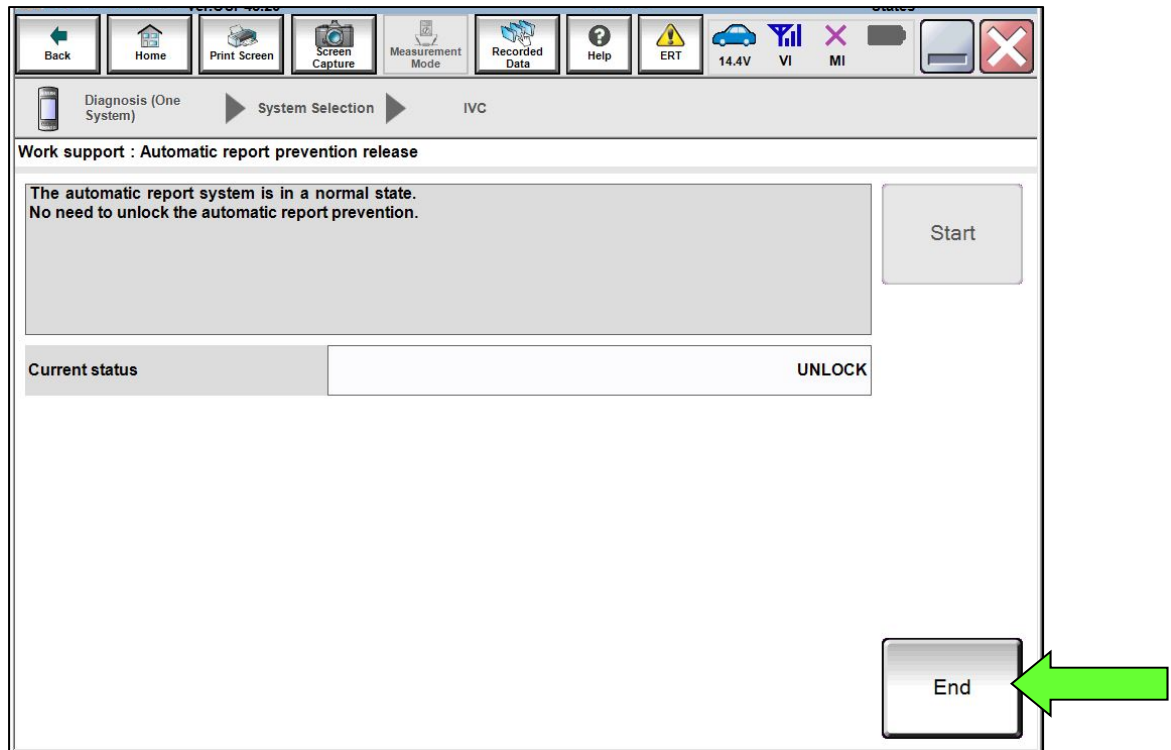


Figure 7

11. Perform **Erase All DTCs**.

### AMENDMENT HISTORY

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