INFORMATION

Subject: Information on Body Control Module Programming due to Window Motor Changes Related to Microprocessor Shortage

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2021	2021	Vehicles built **after** June 4, 2021			
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
GMC	Sierra 1500	2021	2021				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				

Involved Region or Country	United States, Canada, Mexico, Europe, Russia, Middle East, Israel, GM Korea Company, Australia/New Zealand, South Africa
Additional Options (RPOs)	Equipped with RPOs AXG and/or AEF
Condition	Some customer vehicles built after June 4, 2021 may have been built with Conti Window Regulator Electronics or Motors, and if a vehicle repair requires replacing those parts, the equivalent Bosch service parts installed will require BCM (Body Control Module) reprogramming. Technician may find that DTC B3205 or B3210 (Window Motor) can set if a Conti Window Regulator Electronics or Motor were replaced with the equivalent Bosch service part without calling Techline to reconfigure the BCM data.
Cause	If a vehicle originally built with Conti Window Regulator Electronics or Motor needed to be replaced with equivalent Bosch service parts without contacting Techline prior to reprogramming the BCM then a calibration mismatch will cause an error.
Correction	If technician is replacing Window Regulator Electronics or Motor on vehicles built after June 4, 2021 and if the parts removed were labeled as Conti then need to be replaced with equivalent Bosch service parts, the Technician must call Techline to request BCM data reconfiguration to obtain appropriate calibrations for the new parts installed. Techline will complete the request and advise when ready to reprogram BCM **Note:** If the original Window Regulator Electronics or Motor were labeled Bosch, then this bulletin condition does not apply and no BCM reprogramming is required as the available service parts will also be Bosch labeled

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off

- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.
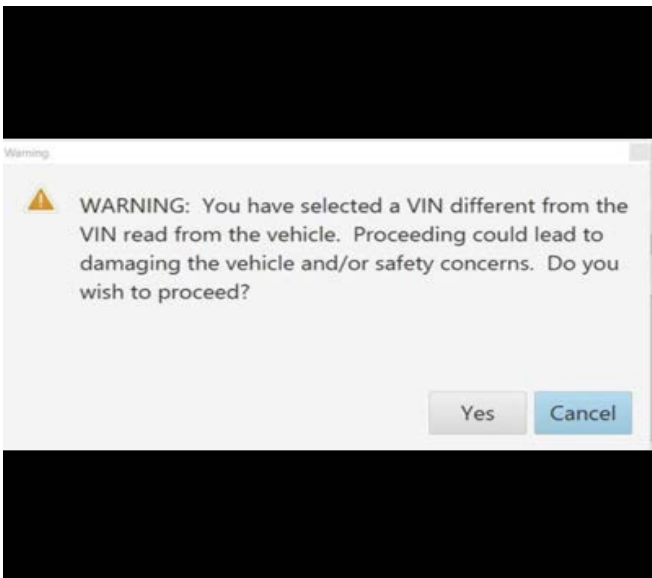
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.

- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

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Important: If the vehicle VIN DOES NOT match, the message below will be shown

⚠ WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?

[Yes]   [Cancel]

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Important: Techline Connect and TIS2WEB screens shown above.

Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Verify the build date of the vehicle for the correct cal files then reprogram the Body Control Module. Refer to *K9 Body Control Module: Programming and Setup in the Service Manual*.
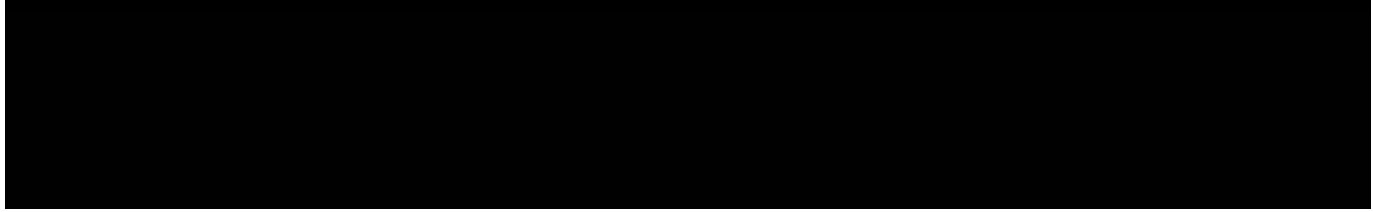
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Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

2. Record Warranty Claim Code on job card for warranty transaction submission.

Parts Information

Causal Part	Description	Part Number	Qty
X	Bosch Window Regulator Electronics	84903315	1
		84903317	
X	Continental Window Regulator Electronics	85543479	
		85543480	

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
*2810215	Body Control Module Reprogramming with SPS	Use Published Labor Operation Time
Important: *To avoid warranty transaction rejections, carefully read and follow the instructions below: • The Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction. • When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.		

Warranty Claim Code Information Retrieval
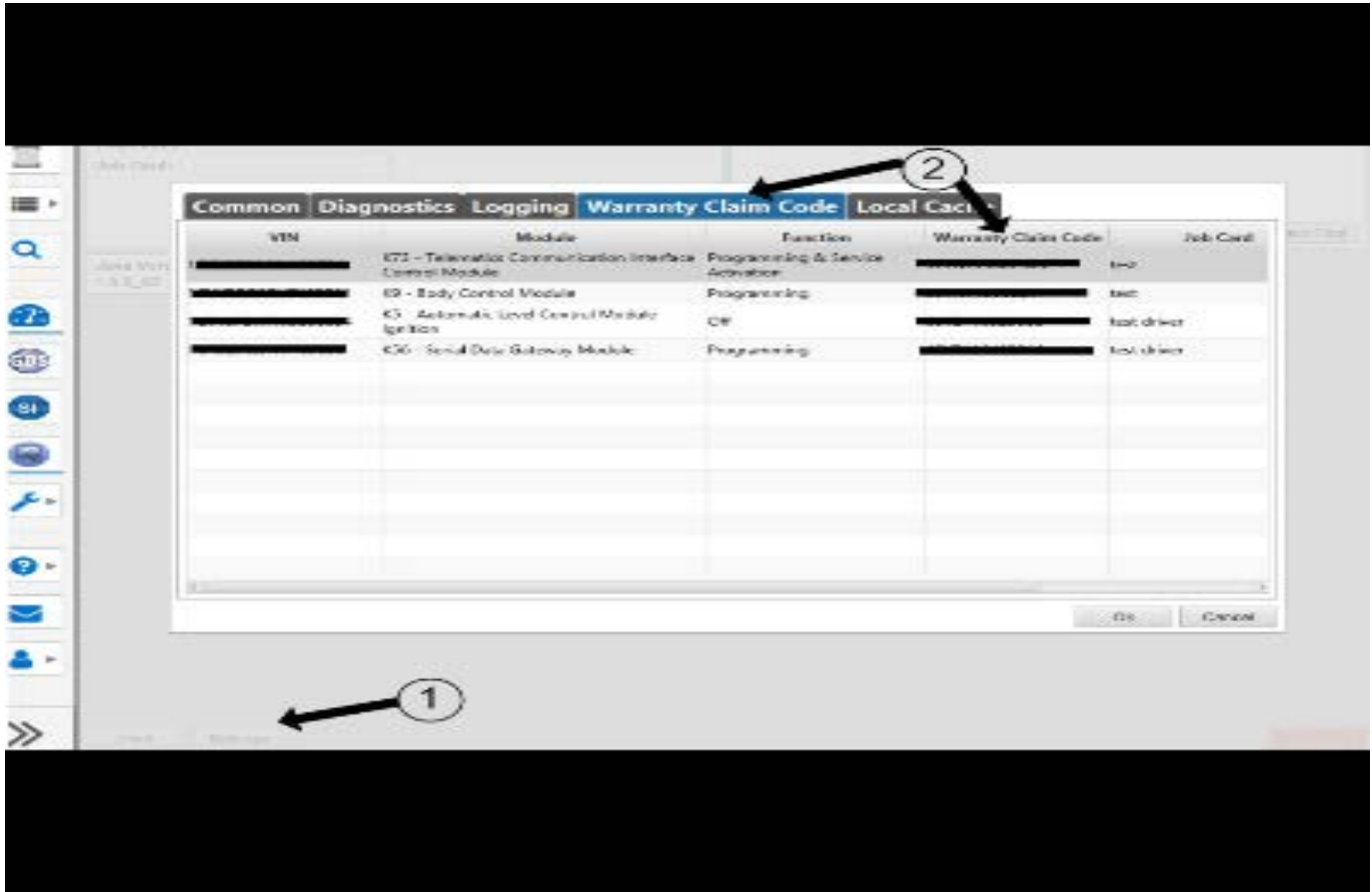
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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	3
Modified	Released July 28, 2021
	Revised October 05, 2021 – Adding build date, RPOs, and clarifying Condition, Cause, and Correction
	Revised October 28, 2022 – Added 2022 Model Year Models and updated programming procedure.