Subject: **Software Update on GM Ultium Vehicles (2024 Blazer EV - Customer Vehicles ONLY)**

Attention: **Proceed with this bulletin on Customer Vehicles ONLY (Customer Vehicles are designated by this PIE number being listed in the Global Warranty Management / Investigate History link (GWM/IVH).**

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Blazer EV	2024	2024	—	—	—	—

Condition	Some customers may comment on software related issues with various systems.
Cause	The cause of the condition may be software anomalies

Correction

GM is recommending that dealers check and update each module in the vehicle and bring them up to the latest software level. See Radio and Module programing procedures below.

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.

This update provides improvements for various software related issues and anomalies.

Service Procedure - Special Instruction for the Radio ONLY

The technician will be updating the radio to W27E-172.5.1-M169-SQBR4-126.1. For more details about this radio software update, please refer to *23-NA-227* in SI.

Below are the instructions to properly update and program the radio, if you require further assistance, or would like verbal instructions in addition to this service procedure please contact Techline.

1. Ignition/vehicle OFF
2. Connect a USB drive to the computer.
3. Perform a Quick Format on the USB drive to FAT32 using the windows formatting tool.
4. Ignition On/Vehicle in Run/Service Mode.
5. Open Techline connect
6. Access the Service Programming System (SPS).
7. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/USB File Transfer and follow the on-screen instructions.

   Important: It is critical to perform the USB update first before SPS programming. Performing this out of sequence will result in the radio not programming properly and may cause damage to the radio beyond recovery.
8. Upon completion of the file transfer, properly eject the USB drive from the computer.

   Important: The vehicle MUST BE IN SERVICE MODE for USB update.
9. Connect the USB drive to the USB port in the vehicle.
10. The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted.

    Note: Programming may take up to 30 minutes.

    - Once the update is initiated, there is no need to monitor the progress.
    - The radio may go black and restart multiple times during the update, please do not shut the vehicle off if this happens, this is a normal part of the

programming process.

11. Upon completion of programming, remove the USB drive. Follow the infotainment display on-screen instructions.

    Note: The radio will restart and may display that it is in recovery mode, this is completely normal and please continue with the programming procedure.

12. Shutdown and reopen Techline Connect.

    Note: It is critical to close and reopen Techline connect, not following this step will result in the radio to not programming properly and may cause damage to the radio beyond recovery.

13. Access the Service Programming System (SPS) and follow the on-screen instructions.
14. On the SPS Supported Controllers screen, select A11 Radio – Programming and then follow the on-screen instructions.
15. Clear DTCs
16. Ignition OFF, Retained Accessory Power (RAP) OFF, remove the key fob from range of the vehicle, and let the vehicle sit for five minutes.
17. Ignition on/infotainment system on.
18. Go to Setting>>about>>build information and verify the build number shows W27E-172.5.1-M169-SQBR4-126.1.
19. If the build information does not display W27E-172.5.1-M169-SQBR4-126.1 please go back to step one and go through the update and programming process again. If the build information does not display W27E-172.5.1-M169-SQBR4-126.1 please go back to step one and go through the update and programming process again.
20. If the build information displays W27E-172.5.1-M169-SQBR4-126.1 then updating and programming is complete.

Service Procedure - Modules

Module Checklist

A11 Radio USB Programming and SPS Programming (Includes Restarting TLC and verifying software)	K132 Pedestrian Alert Sound Control Module	K36 Restraints Control Module
B174W Front View Camera - Windshield	K157 Video Processing Module	K40D Driver Seat Adjuster Memory Module
B218L Side Obstacle Detection Control Module - Left	K16 Battery Energy Control Module	K43 Power Steering Control Module
B218R Side Obstacle Detection Control Module - Right	K160 Brake System Control Module	K56 Serial Data Gateway Module
B233B Forward Range Radar Sensor - Long Range	K171 Hands-Free Liftgate Sensor Control Module	K5 Automatic Level Control Module
B233LF Short Range Radar Sensor - Left Front	K180 Driver Monitoring System Control Module	K60 Column Lock Module
B233R Short Range Radar Sensor - Rear	K182 Parking Assist Control Module	K61 Sunroof Control Module
B233RF Short Range Radar Sensor - Right Front	K183 UHF Short Range Low Energy Remote Control Access Transceiver	K73 Telematic Control Module
B233SL Short Range Radar Rear Side Sensor - Left	K194 Rear Gate Module	K85P Restraints Occupant Classification System Module - Passenger
B233SR Short Range Radar Rear Side Sensor - Right	K212 Gear Shift Control Module	K9 Body Control Module
K107 Drive Motor Control Module	K219 Lighting Control Module	T22 Wireless Accessory Charging Module
K107B Drive Motor 2 Control Module	K26 Headlamp Control Module	T3 Audio Amplifier
K124 Image Processing Module	K29FV Front Seat Heater Vent Control Module	

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD

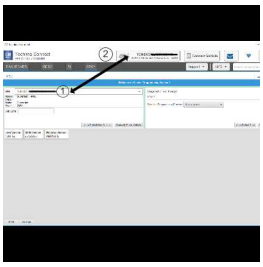
or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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.

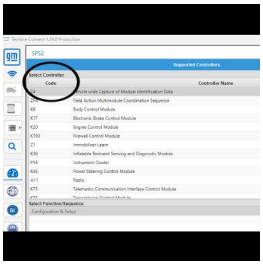
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

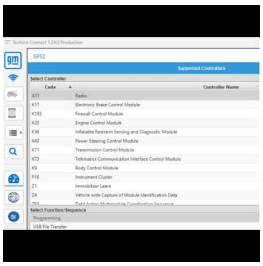
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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.

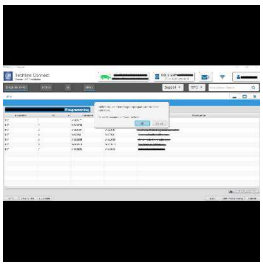
Caution: Be sure the VIN selected in the drop-down menu (1) is the same as the vehicle connected (2) before beginning programming.



Important: Under “Select Controller” click the “Code” tab to reorder the controller list. A11 Radio should be first. This has to be done after every module is programmed to keep track of the modules being programming.



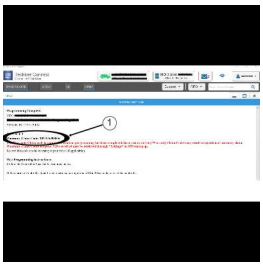




Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC 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. Start programming the modules listed in the “Module Checklist Table” shown at the beginning of the service procedure



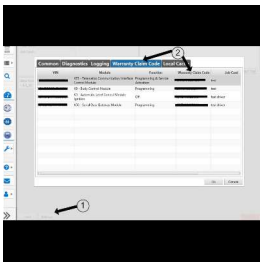
Note: The screenshot above is an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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

   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.

3. After successfully programming the module select “Proceed with same VIN” to continue programming the rest of the vehicle.
4. Repeat the steps above for the next modules to verify all have the latest software going down the list (4).
5. Use GDS2 to clear any DTCs after successfully programming.

Warranty Claim Code Information Retrieval



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.

1. Scan the VIN (door pillar QR code or windshield VIN barcode) and
2. Scan the new part (QR code) and
3. Check the information and if correct then, Submit.

Failure to submit this serial number by RPT may cause the claim to reject.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operations. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

If a module requires updating, utilize the following labor operations and time for claim payment. Only modules requiring an update should be claimed. Claim payment for the Software Maintenance Reprogramming labor operation will be based on .3 hours base time plus the add time for each additional module that requires programming.

If the Image Processing Module requires programming, a separate labor operation should be submitted utilizing straight time for the base time.

Note: The following Add times are for normal programming events. If there are issues with programming, Other Labor Hours should be utilized for the additional time.

Labor Operation	Description	Labor Time
*2889878	EV - K124 Image Processing Module Reprogramming with SPS	ST
*2888068	Software Maintenance Reprogramming	.3 Hr.
	Add Times Per Module:	
	A11 Radio USB Programming and SPS Programming (Includes Restarting TLC and verifying software)	1.0
	B174W Front View Camera - Windshield	0.3
	B218L Side Obstacle Detection Control Module - Left	0.3
	B218R Side Obstacle Detection Control Module - Right	0.3
	B233B Forward Range Radar Sensor - Long Range	0.3
	B233LF Short Range Radar Sensor - Left Front	0.3
	B233R Short Range Radar Sensor - Rear	0.3
	B233RF Short Range Radar Sensor - Right Front	0.3
	B233SL Short Range Radar Rear Side Sensor - Left	0.3
	B233SR Short Range Radar Rear Side Sensor - Right	0.3
	K107 Drive Motor Control Module	0.3
	K107B Drive Motor 2 Control Module	0.3
	K132 Pedestrian Alert Sound Control Module	0.3
	K157 Video Processing Module	1.7
	K16 Battery Energy Control Module	0.3
	K160 Brake System Control Module	0.3
	K171 Hands-Free Liftgate Sensor Control Module	0.3
	K180 Driver Monitoring System Control Module	0.3
	K182 Parking Assist Control Module	0.3
	K183 UHF Short Range Low Energy Remote Control Access Transceiver	0.3

	K194 Rear Gate Module	0.3
	K212 Gear Shift Control Module	0.3
	K219 Lighting Control Module	0.3
	K26 Headlamp Control Module	0.3
	K29FV Front Seat Heater Vent Control Module	0.3
	K36 Restraints Control Module	0.3
	K40D Driver Seat Adjuster Memory Module	0.3
	K43 Power Steering Control Module	0.3
	K56 Serial Data Gateway Module	0.4
	K5 Automatic Level Control Module	0.3
	K60 Column Lock Module	0.3
	K61 Sunroof Control Module	0.3
	K73 Telematic Control Module	0.3
	K85P Restraints Occupant Classification System Module - Passenger	0.3
	K9 Body Control Module	0.5
	T22 Wireless Accessory Charging Module	0.3
	T3 Audio Amplifier	0.3
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	