

Chevrolet
DCS6818
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 8, 2024

Subject: N242436240 - Customer Satisfaction Program
Multiple Module Reprogramming

Models: 2024 Chevrolet Blazer EV

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N242436240 today. Please see the attached bulletin for details.

As previously communicated on December 22, 2023, via GlobalConnect Message GCUS-3-3106, certain 2024 model year Chevrolet Blazer EV vehicles in new or used vehicle inventory were placed on stop delivery. This communication is to inform dealers that the VINs previously included in Stop Delivery N232434590 have been moved to new Customer Satisfaction Program N242436240.

All product field actions must be completed and have the claim submitted in GWM and accepted prior to offering the vehicle for sale, reporting the vehicle sale to GM, or delivering the vehicle to the customer. GM requires that the dealer check Investigate Vehicle History (IVH) for open Required Field Actions prior to vehicle delivery.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen has been updated. Please verify a VIN's involvement by checking in IVH. IVH is the best source for individual VIN inquiries.

END OF MESSAGE

Customer Satisfaction Program

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Release Date: March 2024

Revision: 00

Attention: Vehicles involved in this program were placed on stop delivery December 22, 2023 under N232434590. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

For EV Involved Vehicles: The repairs outlined in this bulletin must only be completed at an authorized EV dealer and repairs must be performed by a technician who has successfully completed the applicable technical training required to perform this repair.

This program is in effect until March 31, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Blazer EV	2024	2024		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2024 model year Chevrolet Blazer EV vehicles may require software updates that improve the customer experience and optimize future over-the-air updates.
Correction	Dealers will perform a comprehensive software update.

Parts

No parts are required for this repair.

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Important: If a module requires updating, utilize the following labor operations and time for claim payment. Only modules requiring an update should be claimed.

Note: Only the Body Control Module (BCM) SPS Warranty Claim Code is required on the job card for the warranty transaction submission (per the procedure below) all other module updates will be automatically tracked by the TLC system to verify all the appropriate modules have been properly updated.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107273	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**
9107073*	Body Control Module Reprogramming with SPS	0.5		N/A
	ADD:			
	Radio Reprogramming with USB and SPS	1.0		
	Battery Energy Control Module Reprogramming with SPS	0.3		
	Communication Interface Module Reprogramming with SPS	0.3		
	Front View Camera Reprogramming with SPS	0.3		
	Headlamp Control Module Reprogramming with SPS	0.3		
	Drive Motor Control Module Reprogramming with SPS	0.3		
	Drive Motor 2 Control Module Reprogramming with SPS	0.3		
	Brake System Control Module Reprogramming with SPS	0.3		
	Driver Monitoring System Control Module Reprogramming with SPS	0.3		
	UHF Short Range Low Energy Remote Control Access Transceiver Reprogramming with SPS	0.3		
	Rear Gate Module Reprogramming with SPS	0.3		
	Gear Shift Control Module Reprogramming with SPS	0.3		
	Lighting Control Module Reprogramming with SPS	0.3		
	Restraints Control Module Reprogramming with SPS	0.3		
	Driver Seat Adjuster Memory Module Reprogramming with SPS	0.3		
	Restraints Occupant Classification System Module - Passenger Reprogramming with SPS	0.3		
	Parking Assist Control Module Reprogramming with SPS	0.3		
	Pedestrian Alert Sound Control Module Reprogramming with SPS	0.3		
	Power Steering Control Module Reprogramming with SPS	0.3		
	Serial Data Gateway Module Reprogramming with SPS	0.4		
	Side Obstacle Detection Control Module - Left Reprogramming with SPS	0.3		
	Side Obstacle Detection Control Module - Right Reprogramming with SPS	0.3		
	Forward Range Radar Sensor - Long Range Reprogramming with SPS	0.3		
	Short Range Radar Sensor - Left Front Reprogramming with SPS	0.3		
	Short Range Radar Sensor - Rear Reprogramming with SPS	0.3		
	Short Range Radar Sensor - Right Front Reprogramming with SPS	0.3		
	Short Range Radar Rear Side Sensor - Left Reprogramming with SPS	0.3		
	Short Range Radar Rear Side Sensor - Right Reprogramming with SPS	0.3		
	Steering Column Lock Control Module Reprogramming with SPS	0.3		
	T22 Wireless Accessory Charging Module Reprogramming with SPS	0.3		
	T3 Audio Amplifier Reprogramming with SPS	0.3		
	Video Processing Control Module Reprogramming with SPS	1.7		

Important: If a module requires updating, utilize the following labor operations and time for claim payment. Only modules requiring an update should be claimed.

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Note: Only the Body Control Module (BCM) SPS Warranty Claim Code is required on the job card for the warranty transaction submission (per the procedure below) all other module updates will be automatically tracked by the TLC system to verify all the appropriate modules have been properly updated.

Note: To avoid having to “H” route the floor plan transaction for wholesale approval, it must be submitted prior to the repair transaction.

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [\[Top\]](#)

Labour Operation Code:

Additional labour op code information:

SPS Warranty Claim Code:

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- The Warranty Claim Code from the programming event must be accurately entered in the “Warranty Claim Code” field of the transaction.

Warranty Claim Code Information Retrieval

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

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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.

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Floor Plan Reimbursement – NEW INVENTORY ONLY

****USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (December 22, 2023) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 76 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2024 Chevrolet Blazer EV	\$20.00	\$11.50

Service Procedure

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.

Note: Carefully read and follow the instructions below.

- 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 12V 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.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

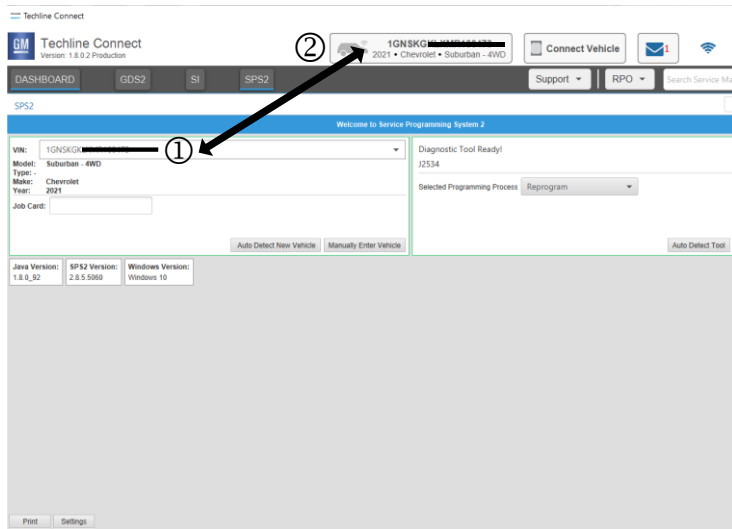
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- 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.

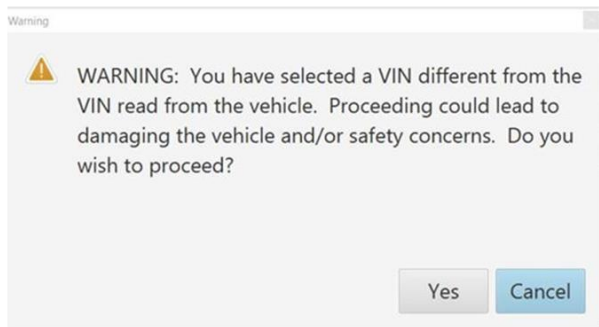
Customer Satisfaction Program

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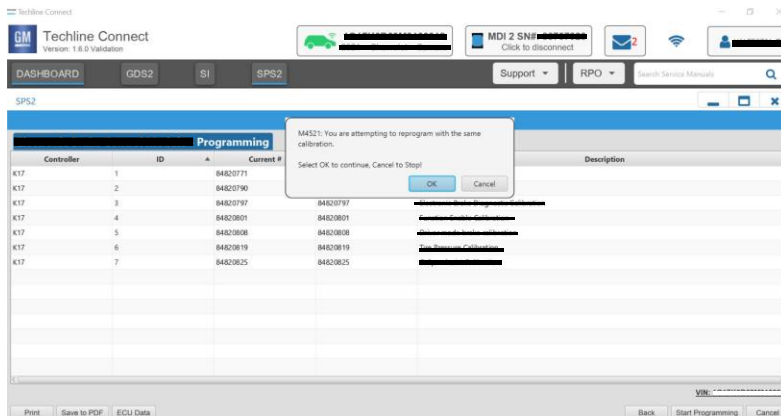


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Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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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.

Important: Body Control Module **MUST** be the first module programmed. After completion, Radio USB and SPS programming **MUST** be the second module programmed. Then, continue reprogramming all equipped modules shown in the "Select Controller" section of SPS2 in Techline Connect.

1. Reprogram the body control module. Refer to *K9 Body Control Module: Programming and Setup* in SI.

Radio USB and SPS Programming Procedure

Important: YOU MUST follow the bullet points below:

Customer Satisfaction Program

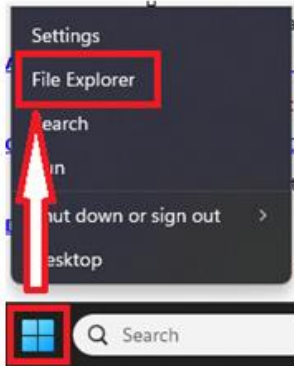
N242436240 Multiple Module Reprogramming



- Use a USB C type flash drive for the vehicle, it is not recommended to use an adapter as this may cause the programming event to fail.
- USB 3.0 & above with FAT32 format.
- Minimum size 16GB, maximum size 32GB.

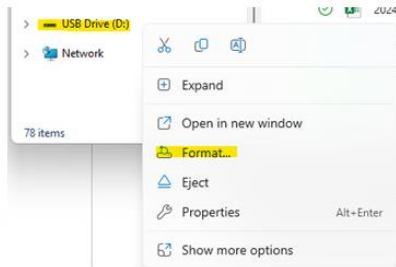
Important: USB flash drive MUST BE FORMATTED with Windows prior to programming.

1. Connect a USB drive to the computer.
2. Perform a Quick Format on the USB drive to FAT32.

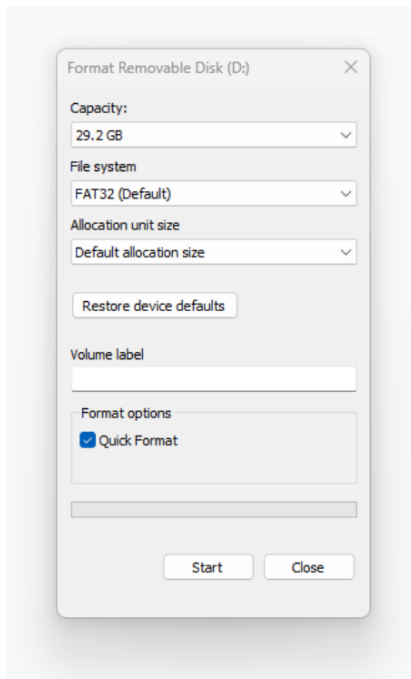


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2.1. Right Click windows logo and select File Explorer.



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Customer Satisfaction Program

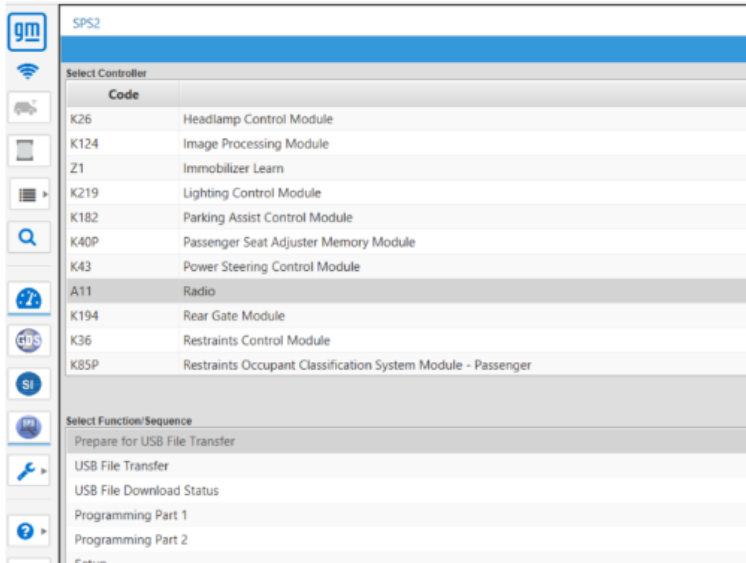
N242436240 Multiple Module Reprogramming



2.2. Right click on the USB drive in File Explorer and select format.

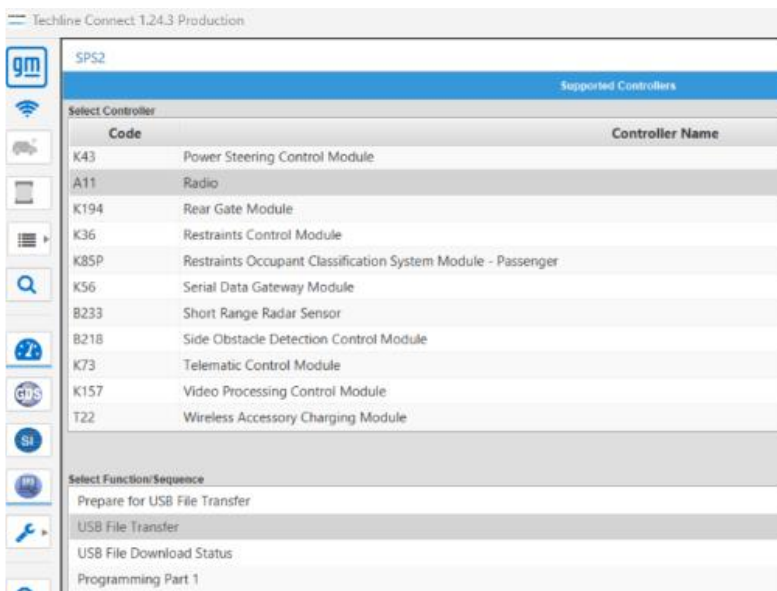
3. Access the Service Programming System (SPS) and follow the on-screen instructions.

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.



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4. On the SPS Supported Controllers screen, select A11 Radio – Prepare for USB File transfer.



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5. On the SPS Supported Controllers screen, select A11 Radio – USB File Transfer.

6. Upon completion of the file transfer, properly eject the USB drive from the computer.

7. Ignition ON, infotainment system ON.

Note: For instructions on passive power mode, refer to *Power Mode Description and Operation* in SI.

8. Connect the USB drive to the USB port in the vehicle.

Note: 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.

9. The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted. Programming may take up to 30 minutes.

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10. If an unsuccessful programming event occurs, refer to “**Unsuccessful Programming**” at the end of this service procedure.

Note: Once the update is initiated, there is no need to monitor the progress.

Note: If no instructions immediately appear on the infotainment display, select the following menu options:

- Home
- Settings
- System
- Updates

11. Upon completion of programming, remove the USB drive.

Note: If you receive an Update Failed screen, remove the USB, turn the vehicle OFF, and return to step 8. The update should continue where it stopped.

Note: The radio may display “Recovery Mode. Please Calibrate Device.”

12. Restart Techline Connect.

13. Access the Service Programming System (SPS) and follow the on-screen instructions.

14. On the SPS Supported Controllers screen, select A11 Radio – Programming Part 1 and then follow the on-screen instructions.

Note: During programming part 1 SPS will tell you that the programming event failed. This is due to a technical difficulty in SPS. Please proceed to programming part 2.

Note: Programming Part 1 will reboot the radio and automatically turn the vehicle OFF.

15. On the SPS Supported Controllers screen, select A11 Radio – Programming Part 2 and then follow the on-screen instructions.

Note: Programming Part 2 will automatically turn the vehicle OFF.

16. Compare the Build number displayed in SPS with the Build number displayed on the radio screen, select the following menu options.

- Home
- Settings
- System
- About
- Build Number

17. If the Build numbers match, proceed to the next step. If the Build numbers do not match, return to step 2 to continue updating the radio until the Build numbers match.

18. Clear DTCs.

19. Ignition OFF, Retained Accessory Power (RAP) OFF, remove the key fob from range of the vehicle, and let the vehicle sit for five minutes. Retest system operation to verify the repair.

20. After radio programming select the ambient lighting app and ensure the color pallet appears. If the color pallet does not load, reset the display by pressing and holding the **Mute/Call Decline** button on the steering wheel for 10 seconds “or until the recovery screen is displayed”. If the center display does not reset and stays on the recovery menu, let go off the Mute/Decline Call button and repeat.

Reprogram all the available modules in Techline Connect. Not all vehicles will be equipped with all of the modules listed below.

Use the table below as a “Check List” to mark modules as completed while programming.

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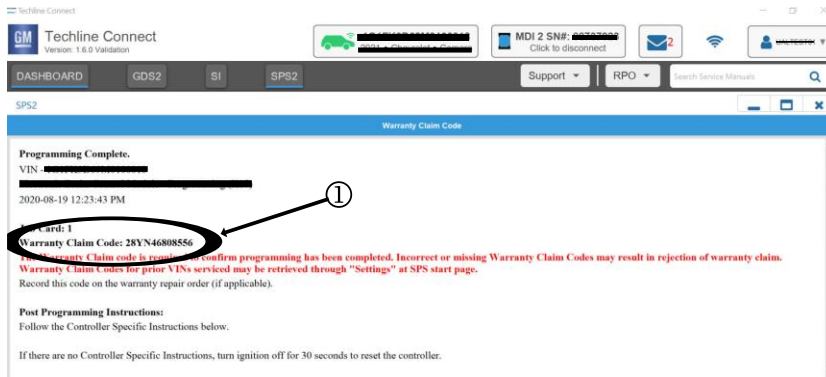


Battery Energy Control Module Reprogramming with SPS	Brake System Control Module Reprogramming with SPS	Driver Seat Adjuster Memory Module Reprogramming with SPS	Video Processing Control Module Reprogramming with SPS	Short Range Radar Rear Side Sensor - Left Reprogramming with SPS
Body Control Module Reprogramming with SPS	Driver Monitoring System Control Module Reprogramming with SPS	Restraints Occupant Classification System Module - Passenger Reprogramming with SPS	Side Obstacle Detection Control Module - Left Reprogramming with SPS	Short Range Radar Rear Side Sensor - Right Reprogramming with SPS
Communication Interface Module Reprogramming with SPS	UHF Short Range Low Energy Remote Control Access Transceiver Reprogramming with SPS	Parking Assist Control Module Reprogramming with SPS	Side Obstacle Detection Control Module - Right Reprogramming with SPS	Steering Column Lock Control Module Reprogramming with SPS
Front View Camera Reprogramming with SPS	Rear Gate Module Reprogramming with SPS	Pedestrian Alert Sound Control Module Reprogramming with SPS	Forward Range Radar Sensor - Long Range Reprogramming with SPS	T22 Wireless Accessory Charging Module Reprogramming with SPS
Headlamp Control Module Reprogramming with SPS	Rear Gate Module Reprogramming with SPS	Power Steering Control Module Reprogramming with SPS	Short Range Radar Sensor - Left Front Reprogramming with SPS	T3 Audio Amplifier Reprogramming with SPS
Drive Motor Control Module Reprogramming with SPS	Lighting Control Module Reprogramming with SPS	Radio Reprogramming with USB and SPS	Short Range Radar Sensor - Rear Reprogramming with SPS	
Drive Motor 2 Control Module Reprogramming with SPS	Restraints Control Module Reprogramming with SPS	Serial Data Gateway Module Reprogramming with SPS	Short Range Radar Sensor - Right Front Reprogramming with SPS	

1. Restart Techline Connect.
2. Reprogram all equipped modules shown in the "Select Controller" section of SPS2 in Techline Connect. Refer to *Diagnostic Overview, Starting Point, and Programming* > *Programming and Setup* > *Repair Instructions* in SI for the applicable modules being reprogrammed.
3. If the front view camera module is reprogrammed, the front view camera module MUST be calibrated. Refer to *Front View Camera - Windshield Learn* in SI.

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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.

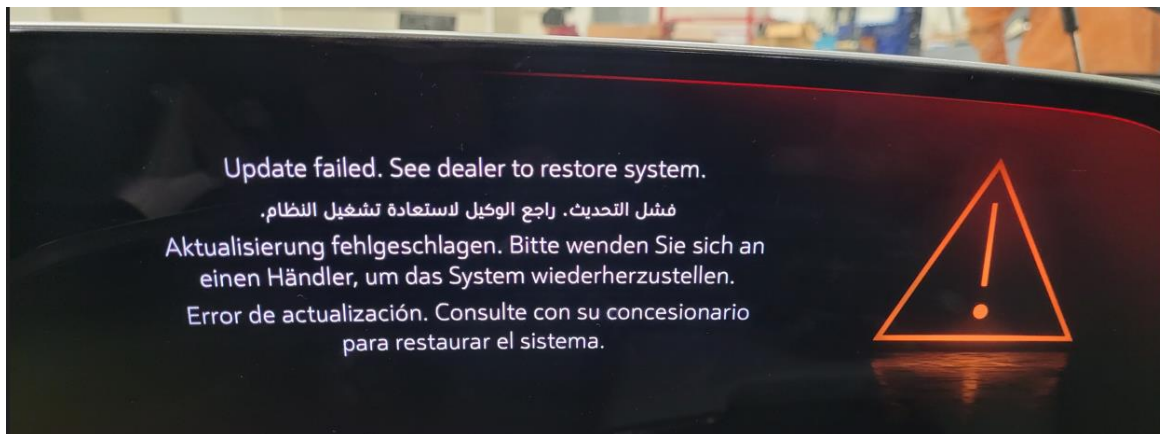
Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

4. Clear DTC's.
5. Record **Body Control Module (BCM)** SPS Warranty Claim Code on job card for warranty transaction submission.

Note: This module is the only Warranty Claim Code that is required to be submitted.

If Unsuccessful Programming Occurs:

1. There is a chance for an error to be encountered during the USB update portion of the procedure right around 60% completed.
 - 1.1. This happens once the USB is in the vehicle and the progress bar can be seen on screen.
2. If the error occurs the screen will look like below



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3. In this case pull the USB from the vehicle and reformat again as shown in step 7 under service procedure.
4. Access the Service Programming System (SPS) and follow the on-screen instructions.
5. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/USB File Transfer.
6. Upon completion of the file transfer, properly eject the USB drive from the computer.
7. Connect the USB drive to the USB port in the vehicle.
 - 7.1. If the screen fails to show a progress bar once reinserted, pull out and reinsert again.

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8. These steps should allow the progress bar to restart and complete successfully.
9. If you require further assistance or would like verbal instructions in addition to this part of the service procedure please contact Techline Customer Support Center 1-800-828-6860 for English or 1-800-503-3222 for French (Canadian) for assistance.

Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through March 31, 2026. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through March 31, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

