



# Service Bulletin

Bulletin No.: 21-NA-184

Date: October, 2024

## TECHNICAL

**Subject: Window Regulator – Replace Power Window Regulator Electronics**

**This Service Bulletin replaces PIT5922. Please discard all previous copies of PIT5922.**

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Tahoe	2021	2024	—	—	—	—
	Suburban						
GMC	Yukon	2021	2024	—	—		
	Yukon XL						

<b>Involved Region or Country</b>	North America
<b>Condition</b>	<p>Some customers may have had new window regulator electronics or window motor installed and will need the up-to-date calibrations for the Body Control Module (BCM). The correct calibration files are based on the build date of the vehicles.</p> <p><b>Note:</b> Replacement parts may involve BCM reprogramming as well as window motor replacement.</p>
<b>Cause</b>	<p>The cause of the condition may be that due to part shortages with the Brose FD window regulators, engineering developed and implemented Continental electronics to be used that need to be re-calibrated.</p>
<b>Correction</b>	<p><b>Note:</b> Have the VIN and your dealers Business Associate Code (BAC) when contacting Techline Customer Assistance Center.</p> <p>Verify the vehicle build date for proper window electronics and cal files:</p> <p><b>Important:</b> Calibration file part numbers change every model year</p> <ul style="list-style-type: none"> <li>• <b>Model Year 2021 Vehicles</b> <ul style="list-style-type: none"> <li>– 2021 Vehicles with RPO &amp;00W Continental Window Regulators will need to be replaced with Brose electronics and a new calibration file</li> </ul> </li> <li><b>Important:</b> GM dealer must contact the Techline Customer Support Center (TCSC) (1-800-828-6860 English or 1-800-503-3222 French) to have the appropriate calibration applied to the VIN. The vehicle VIN must be provided to TCSC to obtain a special Vehicle Communications Interface (VCI).</li> <li>– Both Regulator Assemblies/Motors need to be replaced</li> <li>• <b>Model Year 2022 Vehicles</b> <ul style="list-style-type: none"> <li>– 2022 Vehicles with RPOs &amp;00X Bosch and &amp;00W Continental Window Regulators will need to be replaced with Brose electronics and a new calibration</li> </ul> </li> <li><b>Important:</b> GM dealer must contact the Techline Customer Support Center (TCSC) (1-800-828-6860 English or 1-800-503-3222 French) to have the appropriate calibration applied to the VIN. The vehicle VIN must be provided to TCSC to obtain a special Vehicle Communications Interface (VCI).</li> <li>Both Regulator Assemblies/ Motors need to be replaced</li> <li>– 2022 Vehicles with RPO —00X Brose is compatible with the standard service motor, does not need to be replaced and uses the factory calibration</li> <li>Do NOT need to replace both doors</li> <li>• <b>Model Year 2023 Vehicles</b> <ul style="list-style-type: none"> <li>– 2023 Vehicles with RPO &amp;00X Bosch Window Regulators will be replaced with Brose electronics and a new calibration</li> </ul> </li> </ul>

**Important:** GM dealer must contact the Techline Customer Support Center (TCSC) (1-800-828-6860 English or 1-800-503-3222 French) to have the appropriate calibration applied to the VIN. The vehicle VIN must be provided to TCSC to obtain a special Vehicle Communications Interface (VCI).

Both Regulator Assemblies/ Motors need to be replaced

- 2023 Vehicles with RPO —00X Brose Window Regulators are compatible with the standard service motor and calibration file.

Do NOT need to replace both doors

**Note:** If the incorrect cal files are downloaded, then technician may find DTC B1956 "Window Motor not configured" set current or in recent history.

## 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.

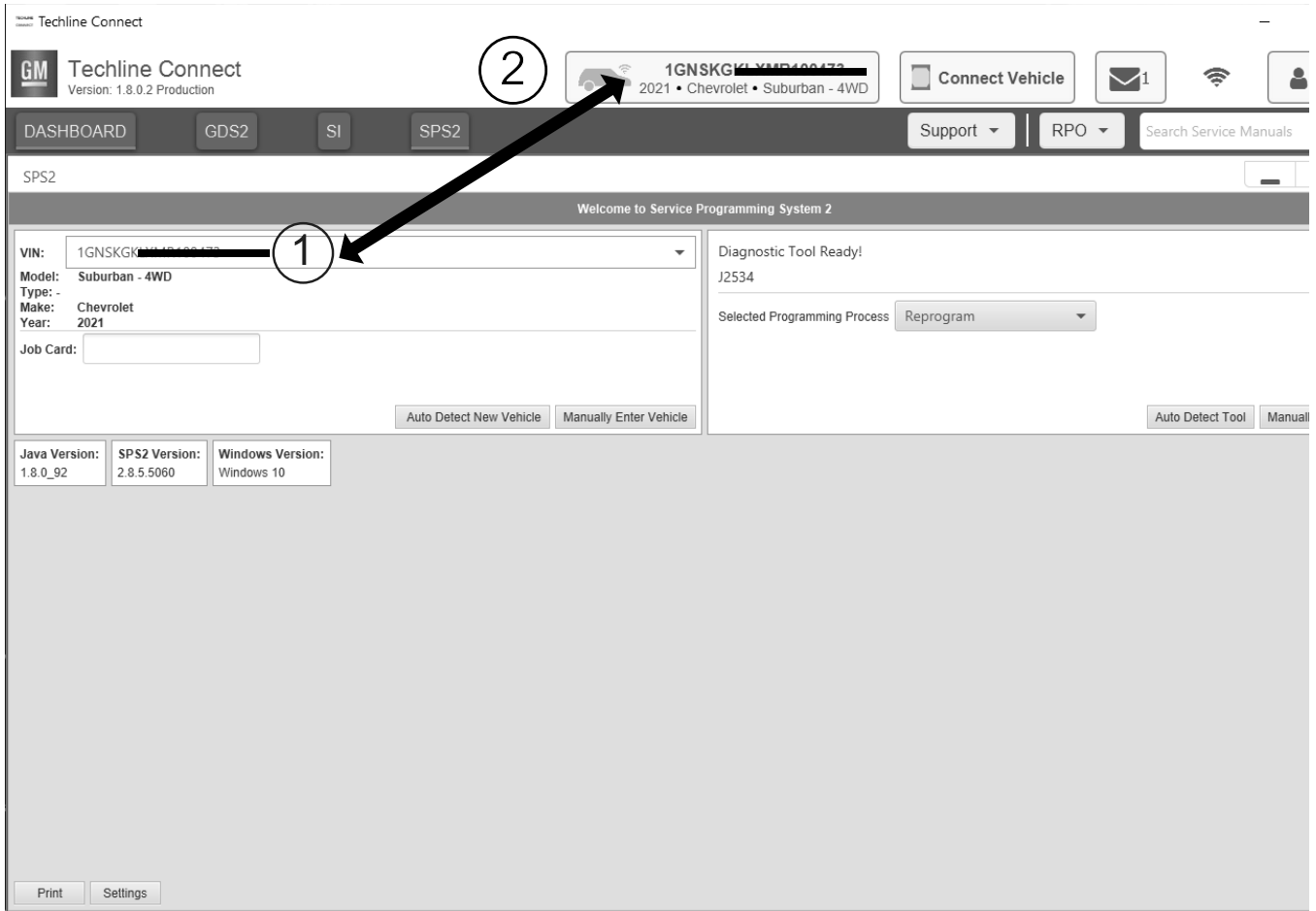
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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](http://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.

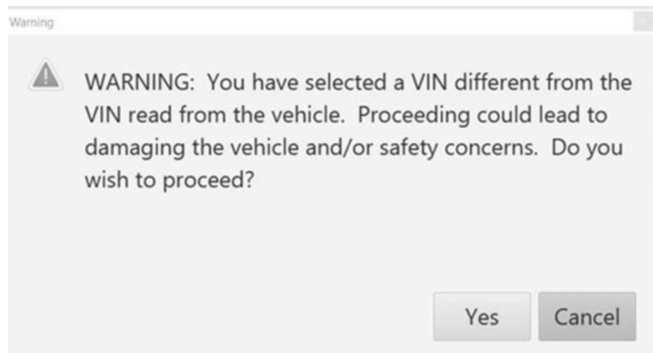
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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



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



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The screenshot shows the Techline Connect software interface. At the top, there is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' buttons. A search bar for 'Search Service Manuals' is also present. Below the navigation bar, a table titled 'Programming' is displayed. The table has columns for 'Controller', 'ID', and 'Current #'. The data rows are as follows:

Controller	ID	Current #
K17	1	84820771
K17	2	84820790
K17	3	84820797
K17	4	84820801
K17	5	84820808
K17	6	84820819
K17	7	84820825

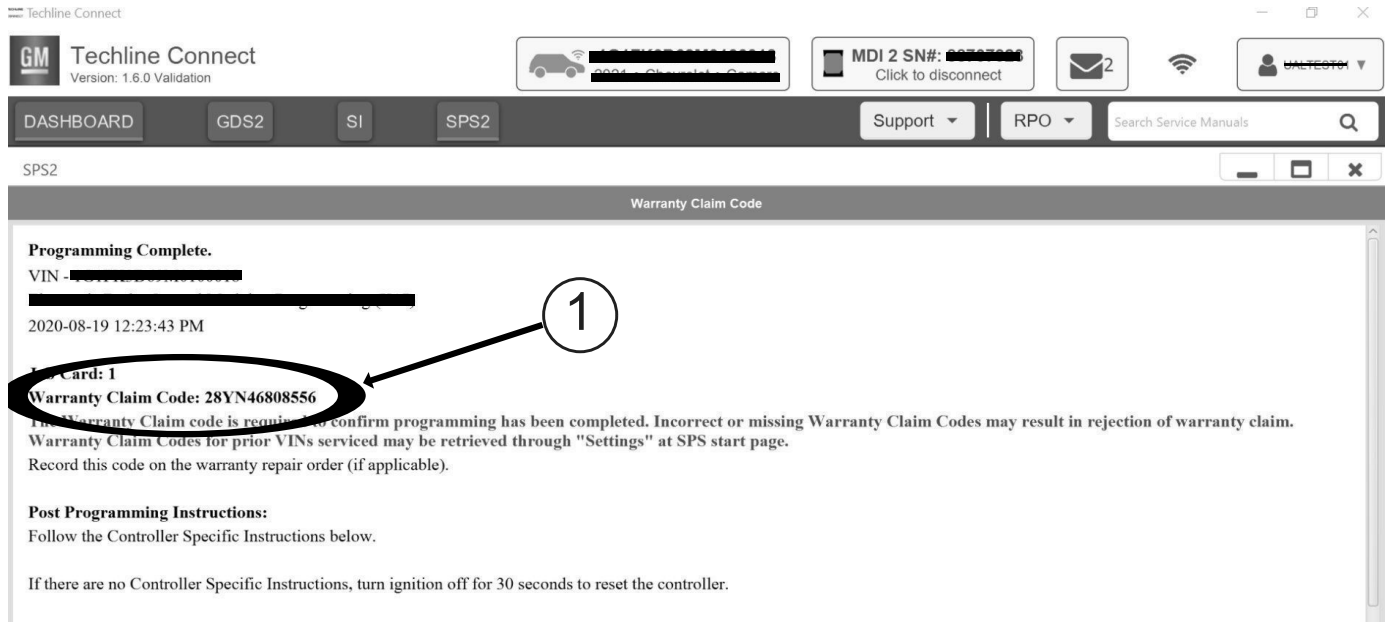
A dialog box is overlaid on the table with the following text: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog box has 'OK' and 'Cancel' buttons. Below the table, there are buttons for 'Print', 'Save to PDF', and 'ECU Data'. At the bottom right, there is a 'VIN:' field and buttons for 'Back', 'Start Programming', and '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 Information section of this bulletin.

1. Verify the build date of the vehicle for the correct calibration files then reprogram the Body Control Module. Refer to *K9 Body Control Module: Programming and Setup* in SI.



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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 SPS Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

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

**Parts Information**

Causal Part	Description	Front Door	RPO	Part Number	Calibration File	Qty
X	Brose Window Regulator Electronics for 2021 Model Year	LH	&AEF &AXG	86791280	84951244 (Chevy, GMC) 85112189 (Cadillac)	1
		RH		86791279		1
X	Continental Window Regulator Electronics for 2021 Model Year	LH	&00W	85543164	85564266	1
		RH		85543165		1
X	Bosch Window Regulator Electronics for 2022	LH	&00X	85569746	85569795	1
		RH		85569747		1

Causal Part	Description	Front Door	RPO	Part Number	Calibration File	Qty
X	Continental Window Regulator Electronics for 2022	LH	&00W	85568144	85564266	1
		RH		85568145		1
X	Brose Window Regulator Electronics for 2022	LH	-00W -00X	86791280	84951245 (Chevy, GMC) 85112194 (Cadillac)	1
		RH		86791279		1
X	Bosch Window Regulator Electronics for 2023	LH	&00X	85569746	85637881	1
		RH		85569747		1
X	Brose Window Regulator Electronics for 2023	LH	-00X	86791280	84985418 (Chevy, GMC) 84985419 (Cadillac)	1
		RH		86791279		1

**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:

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

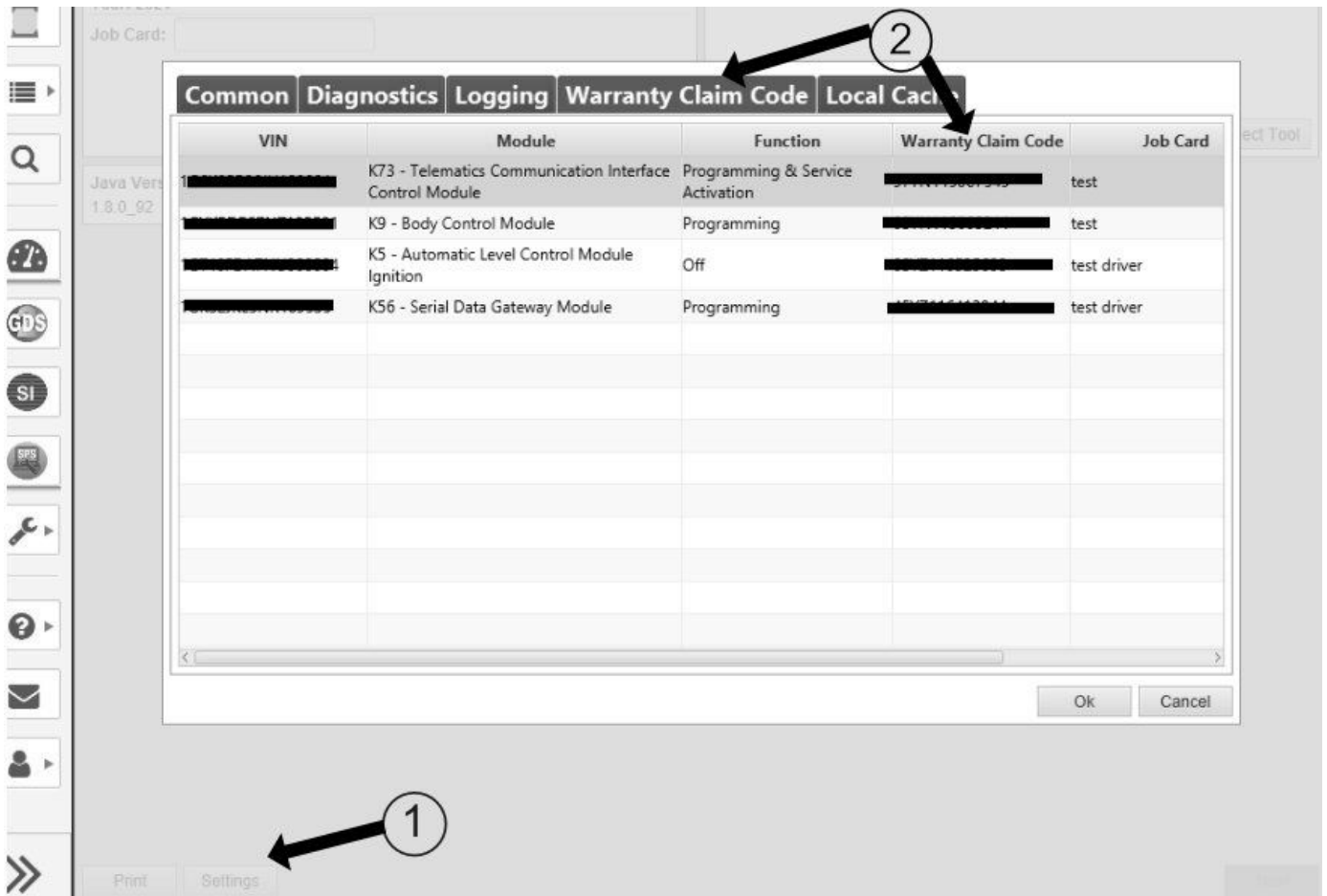
Labour Operation Code:

Additional labour op code information: SPS Warranty Claim Code:

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- The Warranty Claim Code must be accurately entered in the "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 "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by 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.

<b>Version</b>	5
<b>Modified</b>	Released August 12, 2021 Revised March 22, 2023 – Added PI, 2022 and 2023 Model Years, and correct Part Numbers and calibrations for Window Regulators Revised July 17, 2023 – Added the 2024 Model Year, Important Statements to contact Techline to the Correction Section and 2 part number changes. Revised January 11, 2023 – Added the 2021–2023 Chevrolet Tahoe and Suburban. Revised October 23, 2024 – Added the 2024 Model Year.

