



Service Bulletin

Bulletin No.: 22-NA-094

Date: March, 2025

TECHNICAL

Subject: Loss of Cabin Heat

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2020	2022	SOP	December 2, 2021	2.0L (LSY)	—
	CT5	2020			December 2, 2021	2.0L (LSY)	
	XT4	2019			March 17, 2022	2.0L (LSY)	
	XT5	2020			January 28, 2022	2.0L (LSY)	
	XT6	2020			January 28, 2022	2.0L (LSY)	
Chevrolet	Blazer	2020	2022		January 28, 2022	2.0L (LSY)	
GMC	Acadia	2020	2022		January 28, 2022	2.0L (LSY)	

Involved Region or Country	North America
Condition	Some customers may comment on a loss of cabin heat.
Cause	The cause of the condition may be a software anomaly in the engine control module (ECM).
Correction	Reprogram the ECM.

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 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.

The screenshot displays the Techline Connect SPS2 interface. At the top, the GM logo and 'Techline Connect Version: 1.8.0.2 Production' are visible. A navigation bar includes 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' buttons. On the right, there are 'Support', 'RPO', and 'Search Service Manuals' options. The main content area is titled 'Welcome to Service Programming System 2'. On the left, a VIN selection dropdown menu is highlighted with a circled '1'. The selected VIN is '1GNSKGR...', and the vehicle details below it are: Model: Suburban - 4WD, Type: -, Make: Chevrolet, Year: 2021, and Job Card: [empty]. On the right, the 'Diagnostic Tool Ready!' status is shown as 'J2534', and the 'Selected Programming Process' is set to 'Reprogram'. At the top right, a 'Connect Vehicle' button is highlighted with a circled '2', and the connected vehicle information is displayed as '1GNSKGR... 2021 • Chevrolet • Suburban - 4WD'. At the bottom left, there are 'Print' and 'Settings' buttons. At the bottom right, there are 'Auto Detect New Vehicle', 'Manually Enter Vehicle', 'Auto Detect Tool', and 'Manual' buttons. System information at the bottom left shows: Java Version: 1.8.0_92, SPS2 Version: 2.8.5.5060, and Windows Version: Windows 10.

5743643

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



5877000

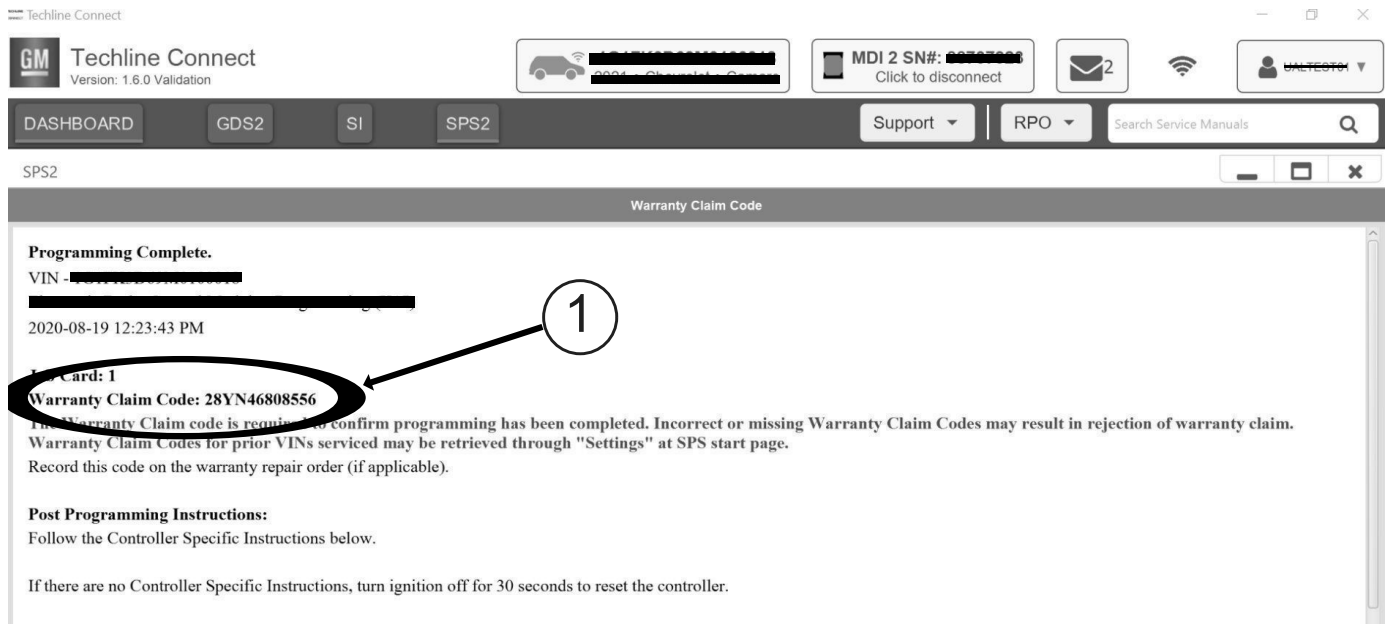


5644477

Important: Techline Connect screen 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. Document the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup*.



5644478

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.

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

Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2888658*	Engine Control Module Reprogramming for Loss of Cabin Heat	0.3 hr

*This is a unique Labor Operation for bulletin use only.

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

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

- Open TLC on the computer used to program the vehicle.

2. Select and start SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

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 May 13, 2022 Revised June 28, 2022 – Updated Breakpoint Year for Cadillac XT4. Revised March 04, 2025 – Revised warranty statement under Warranty Information.

