



Technical Service Bulletin: TSB250222

Released Date: 17-Dec-2025

CM2450K System Control Module (SCM) Bootloader v2.4.7.3 Not Compatible with Accelera™ Diagnostics Electronic Service Tool

CM2450K System Control Module (SCM) Bootloader v2.4.7.3 Not Compatible with Accelera™ Diagnostics Electronic Service Tool

Warranty Statement

The information in this document has no effect on present warranty coverage or repair practices, nor does it authorize TRP or Campaign actions.

Contents

Product Affected

- BES CM2450 EV101B

Issue Summary

Symptom:

- Cannot update System Control Module (SCM) Calibration using the Accelera™ Diagnostics Electronic Service Tool for a CM2450K SCM, Part Number 6393602.

Verification

- Accelera™ Diagnostics Electronic Service Tool will show Connection Failure error message with error code 1 with message "Connection with controller could **not** be established. Please contact support for further assistance".
- Save image with INSITE™ electronic service tool before flashing any SCM calibrations.

Resolution

Download PP6.2 calibration files.

1. Navigate to Teams on Microsoft Teams.
2. In 'Accelera BEV Infant Care Support', select 'BES CM2450 EV101B'. To gain access:
 - 2a. Select 'Join or create a team.'
 - 2b. Search 'Accelera BEV Infant Care Support.'
 - 2c. Select 'Join team.'

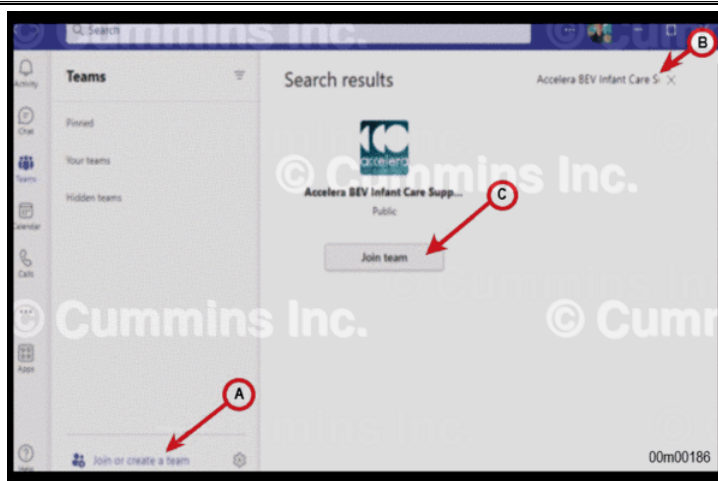


Figure 1, Gaining access to "Accelera BEV Infant Care Support Teams"

3. Select 'Files.'
4. Select '10-Calibrations.'
5. Select 'SCM'
6. Select the PP6.2 Folder
7. Download 'PP6_2.zip.'

- After obtaining the SCM calibration, unzip the file if needed, open the “INTELECT” folder and verify there is an “esdn” folder within.

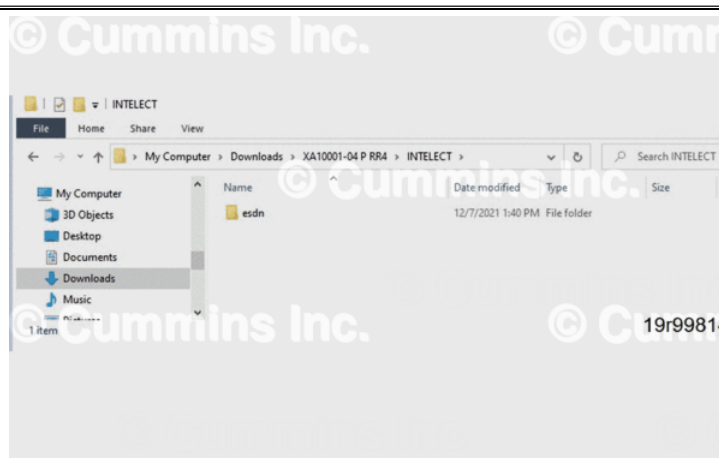


Figure 2, Unzipped File Containing Calibration

- Navigate to C:\Intelect to check for an existing “esdn” folder. If the “esdn” folder exists, delete/rename/move the “esdn” folder.

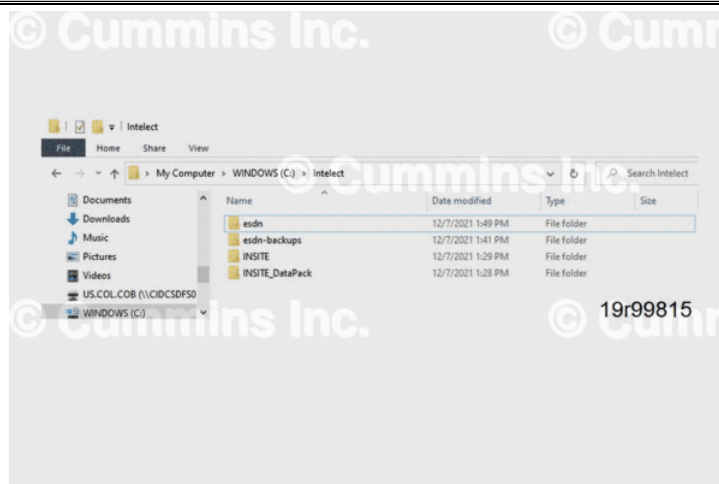


Figure 3, C:\Intelect directory containing existing “esdn” folder.

- Copy the “esdn” folder from the downloaded calibration folder to “C:\Intelect”.

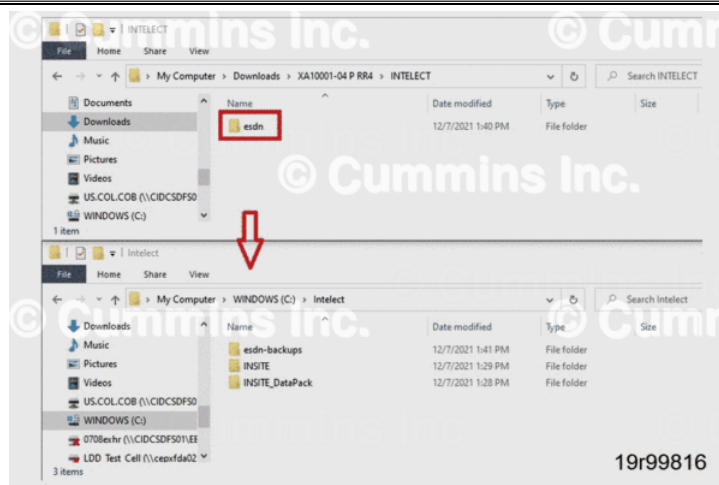


Figure 4, Copying Downloaded “esdn” Folder to “C:\Intelect”.

- Flash the calibration with INSITE™ electronic service tool.

Once this step is completed, the SCM will have the updated Bootloader (v2.4.7.4) installed and future updates can be completed using the Accelera™ Diagnostics Electronic Service Tool (ADT).

Document History

Date	Details
2025-12-11	Module Created
2025-12-17	Fixing issues with contents, P/N being spelled out as part number, ADT being spelled out throughout document.

Last Modified: 17-Dec-2025