



Technical Service Bulletin: TSB250223

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 EV109B

#### 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 PP2.2 calibration files.

1. Navigate to Teams on Microsoft Teams.
2. In 'Accelera BEV Infant Care Support', select 'BES CM2450 EV109B'. To gain access:
  - 2a. Select 'Join or create a team.'
  - 2b. Search 'Accelera BEV Infant Care Support.'
  - 2c. Select 'Join team.'

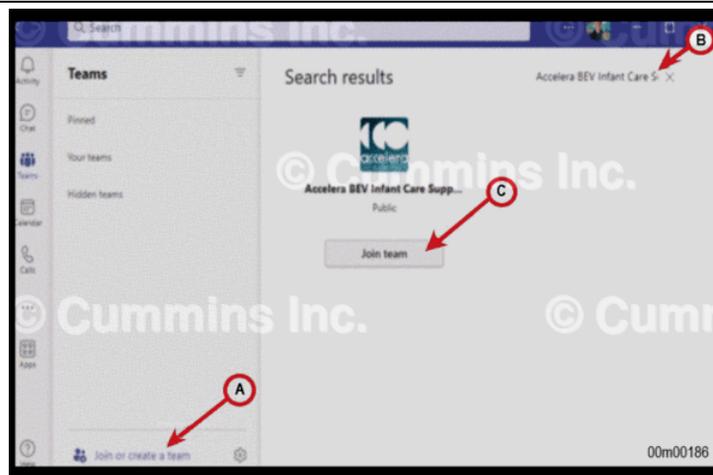


Figure 1, Gaining access to "Accelera BEV Infant Care Support Teams"

3. Select 'Files.'
4. Select '6-Calibrations.'
5. Select 'SCM'
6. Select the PP2.2 Folder
7. Download 'PP2\_2.zip.'

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

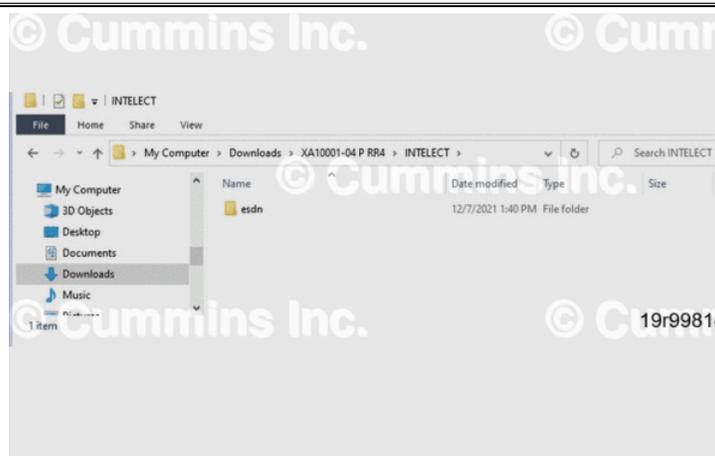


Figure 2, Unzipped File Containing Calibration.

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

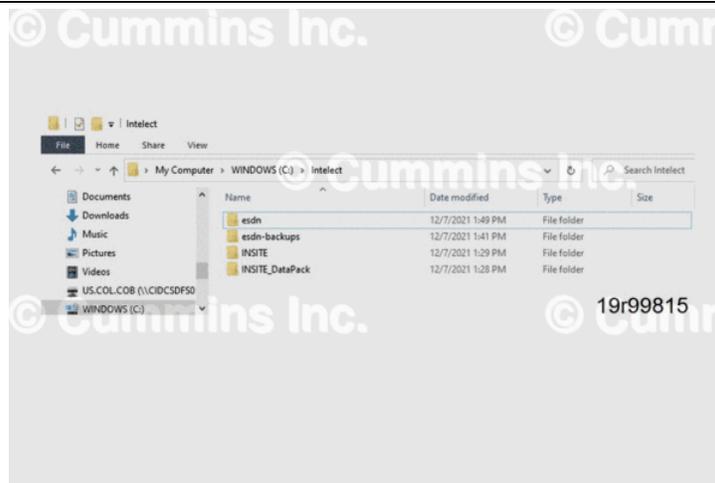


Figure 3, C:\Intelect directory containing existing “esdn” folder.

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

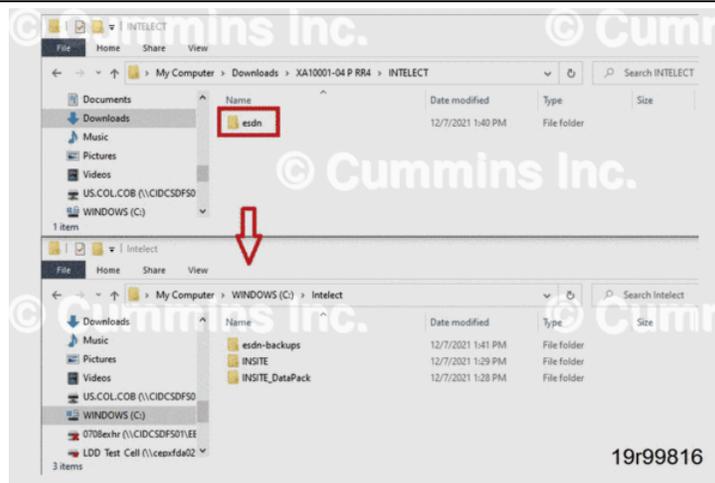


Figure 4, Copying Downloaded “esdn” Folder to “C:\Intelect”.

- 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	Correcting issues with draft, p/n being spelled out as part number, ADT acronym being spelled out as Accelera™ Diagnostics Electronic Service Tool.

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Last Modified: 17-Dec-2025

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