



Service Bulletin

Bulletin No.: PIP6107

Date: April, 2026

PRELIMINARY INFORMATION

Subject: No-Start — Blank IPC-Screen Or Dead 12 Volt Battery After Failed K16 BECM Update

Attention:

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Brightdrop	Zevo 400	2024	2024	All	All	All	All
Brightdrop	Zevo 600	2023	2024	All	All	All	All
Cadillac	ESCALADE IQL	2026	2026	All	All	All	All
Cadillac	ESCALADE IQ	2025	2026	All	All	All	All
Chevrolet	Brightdrop 400	2025	2026	All	All	All	All
Chevrolet	Brightdrop 600	2025	2026	All	All	All	All
Chevrolet	Silverado EV	2024	2026	All	All	All	All
GMC	Hummer EV	2022	2026	All	All	All	All
GMC	Sierra EV	2024	2026	All	All	All	All

Involved Region or Country	North America
Condition	A Technician may notice a combination of the following: No-start, blank IPC-screen, no charge concern, or dead 12-volt battery after a failed K16 BECM update via Over the Air (OTA), Standalone, or Vehicle Wide Programming (VWP) event.
Cause	The cause of these conditions could be a potential firmware anomaly that may have occurred between the K16 Battery Energy Control Module (BECM) and K291 Hybrid/Electric Vehicle Battery Pack Communication Module (Internal to the A4 High Voltage Battery).

Correction

Note: STOP: Prior to reviewing this PI, do not perform manual code-clearing, additional programming events, or 12V power disconnections.

Verification Steps:

- Using GDS2 Navigate to the K16 Battery Energy Control Module (BECM) > HV Data Check the following parameters:
 - Pack Voltage
 - Positive Mid-Pack Voltage
 - Negative Mid-Pack Voltage

If any of these values are 0V, this may confirm a potential firmware anomaly.

If these values are anything other than 0, ensure the 12v battery is fully charged, then proceed with normal diagnostics.

2. Perform SPS2 Hybrid/EV Data Retrieval Process by following bulletin 25-NA-044.
3. Start a TAC case via CX connect For US dealers or for Canada by calling TAC
4. - U.S. Dealers: Please contact GM Technical assistance (TAC) by initiating TAC CXC (CX Connect) Case in Global Connect, click on "New TAC Case" found on the Technical Assistance tab.
- Canada Dealers: Call 1-800-263-7740 for English or 1-800-263-7960 for French.
5. Submit GDS2 Session Log with High Voltage data & SPS2 Hybrid/EV Data Retrieval Warranty Claim Code.
6. Include any relevant information such as the issue occurring after the customer accepted an Over the Air Update or Technician performed Vehicle Wide or Standalone Programming was performed.

Technical Assistance (TAC) will review the data and provide next steps.

SPS2 Hybrid/EV Battery Data Retrieval process 25-NA-044

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. Select Controller: K16 Battery Energy Control Module
3. Select Function: Hybrid/ EV Battery Data Retrieval
4. Select Programming Type: Normal
5. Select the "Next" button at the bottom right of the screen
6. Follow the remaining on-screen instructions until completion and receive the Warranty Claim Code (WCC)

Warranty Information

Labor Operation	Description	Labor Time
5080468*	TAC Eteam review with RAD-wBMS Review	2.0 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	04/8/2026 Created

