



Bulletin No.: PIT5915

Published date: N/A

Preliminary Information

PIT5915 No Crank Due To Dead or Low Battery (N212351590)

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Suburban	2022	All	All	All	All
Chevrolet	Tahoe	2022	All	All	All	All
GMC	Yukon Models	2022	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may experience a no crank due to a low or dead battery.
Cause	The cause of this concern could be a failed Over The Air (OTA) update.



Correction:

Charge the battery and test using the GR8 or DCBS to make sure the battery is good. After the battery is recovered, check the radio/infotainment update menu for a pending update. If the update shows download paused, example shown above, then the dead battery was the result of the OTA event. Next, turn the ignition off and remove fuse F12DR location in the Right I/P fuse block for the Serial Data Gateway module. Leave the fuse removed for 1 minute and reinstall. Then update the radio using Techline Connect SPS2 by performing Radio Programming followed by USB file transfer. Refer to SI for proper radio programming procedures.

NOTE: Campaign N212351590 has been suspended to address the cause of the battery drain.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage

information.

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Time

Version History

Version	1
Modified	05/06/2022 - Created on.



© 2022 General Motors. All Rights Reserved.