



Preliminary Information

PIC6480A Radio Staying On After Retained Accessory Power (RAP), Low and/or Dead Battery - Over The Air Software Update

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Envision	2022	All	All	All	All
Chevrolet	Corvette	2021 - 2022	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may comment that the radio will not turn off after the vehicle's ignition has been turned off and the driver's door has been opened. (Retained Accessory Power will not cancel.) If the vehicle is left in this state for an extended amount of time, this may also result in a discharged or dead battery.
Concern	This concern may be caused by a software anomaly. A failed Over-The-Air update for the Serial Data Gateway Module (SDGM) may cause this concern.

Correction:

1. Check to see if the vehicle has recently received OTA Field Action N222379480 by checking the infotainment system under Settings, then Updates.
Note: A failed OTA may not show in infotainment history.
2. Perform the Battery Inspect/Test procedure in Service Information.
3. After recovering the Battery Inspect/Test procedure, perform the Battery Electrical Drain/Parasitic Load Test procedure in Service Information to confirm there is no parasitic drain.
4. Using SPS2, check the Serial Data Gateway Module (SDGM) for the latest software. Program the SDGM if an update is needed.

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
2889138	Battery Charge and SDGM Programming	1.1 Hrs.

Version History

Version	2
Modified	11/04/2022 - Created on. 01/05/2023 - Updated Warranty Information.



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