



Preliminary Information

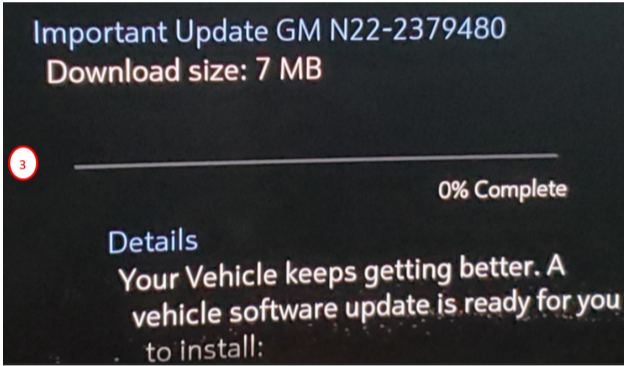
**PIT5966A OTA Download 0 Percent Complete / No Crank / Dead Battery / N222379480
N22236683 N222386380 N22236410 N22236365 N222382220**

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Envision	2021 - 2023	All	All	All	All
BrightDrop	EV600	2022	All	All	All	All
Cadillac	CT4	2021 - 2023	All	All	All	All
Cadillac	CT5	2021 - 2023	All	All	All	All
Cadillac	Escalade Models	2021 - 2023	All	All	All	All
Cadillac	Lyriq	2023	All	All	All	All
Chevrolet	Corvette	2021 - 2023	All	All	All	All
Chevrolet	Silverado 1500	2022 - 2023	All	All	All	All
Chevrolet	Suburban	2021 - 2023	All	All	All	All
Chevrolet	Tahoe	2021 - 2023	All	All	All	All
GMC	Hummer EV	2022	All	All	All	All
GMC	Sierra 1500	2022 - 2023	All	All	All	All
GMC	Yukon Models	2021 - 2023	All	All	All	All

Involved Region or Country	North America
Condition	<p>Some customers may comment on any of the following complaints after an Over The Air (OTA) update:</p> <ul style="list-style-type: none"> - No Crank due to a dead battery. Vehicle will start and run after the battery is charged. - Intermittently at start up the radio display may momentarily display "Important Update Download Resuming", example shown below (1). - When checking the Vehicle Update screen it will show an OTA available and at 0% Complete, examples shown below (2 and 3). <p>NOTE: These messages will indicate which OTA is being downloaded examples: N222379480, N22236683, N222386380, N22236410, N22236365, N222382220. Not all OTA campaign numbers will show up in Global Warranty under Required Field Actions.</p>
Cause	The cause of these concerns could be the OTA is stuck in a download.





Correction:

This condition only applies to a specific list of vehicles. If you have a vehicle, that has these symptoms, please perform the following to reset the OTA and clear the messages:

1. Charge the vehicle battery and test for a good battery. Then confirm the vehicle will start and run.
NOTE: When connecting the negative battery charger lead, use a solid engine ground or the ground stud in the engine compartment that is connected directly to the battery negative cable/terminal/post. Do NOT connect the battery charger lead directly to the negative battery post.
2. Go into vehicle settings and verify under "Vehicle Updates" that it shows an OTA available and 0% Complete. Record the campaign number that is shown.
NOTE: If the vehicle does not power up or start once the battery is charged, then this procedure does not apply and perform normal SI Diagnostics.
3. Move the vehicle to a location that has a known good cellular connection. Then turn the ignition off, exit the vehicle with the key/fob, close all doors and lock the vehicle.
4. Contact TAC by creating a DCM case and reference this PI number PIT5966 in the TAC case along with any other pertinent information including the previously recorded campaign number. For Canada dealership call TAC to create a TAC case.
5. TAC will check your VIN to make sure it is one of the affected vehicles and if your vehicle is on the list they will send your VIN to engineering to have a reset performed. TAC will send a confirmation message back indicating the reset has been requested.
6. Once the confirmation message has been received back from TAC, allow the vehicle to remain undisturbed for 2 hours.
7. After 2 hours, start the vehicle and verify no update messages are shown on the radio display, but more importantly, go back into vehicle settings and check the "Vehicle Update" screen to make sure there are no OTA's available, examples shown below (4).
NOTE: This is only an example showing your software is up to date and the version or dates will vary.
8. Next, confirm there are no excessive parasitic battery draws.
9. If no further issues are found, then before releasing the vehicle back to the customer, complete any open safety recalls.



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
*2889188	Clear OTA Update Message	1.4 Hr.
* This is a unique labor operation for bulletin use only.		

Version History

Version	
	2



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