



# Preliminary Information

## PIT6026C Dead Battery / Radio Inoperative / OTA Failed Message As a Result of OTA Update N22-238206

Product Investigation Review Required

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	2022	All	All	All	All

Involved Region or Country	United States and Canada
Condition	Some vehicles may not power on or have a dead battery along with a radio that's inoperative, blank or shows a failed to update message. A technician may also find that OTA update N22-238206 is waiting to install or has failed to install.
Cause	The cause of this condition could be related to an OTA update attempting to install.

Correction:

- 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.**
- Go into vehicle settings and verify under "Vehicle Updates" that it shows OTA N22-238206 pending or failed.  
**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.**
- If OTA N22-238206 shows pending or failed, Reprogram the A11- Radio using Techline Connect SPS2.  
**NOTE: Programming may require use of a USB flash drive. Be sure to follow the programming instructions in Service Information.**
- If OTA N22-238206 still shows pending or failed after the radio has been reprogrammed, contact TAC by creating a DCM case and reference this PI number PIT6026A in the TAC case along with any other pertinent information including the previously recorded campaign number. For Canada dealerships call TAC to create a TAC case.
- TAC will send your VIN to engineering to have a cancel request performed. TAC will send a confirmation message back indicating the cancel request has been requested.
- Once confirmation message received back from TAC, verify that no OTA's show pending or failed.

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
3487868*	Radio Programming with SPS	0.9 Hr.

\*This is a unique Labor Operation for Bulletin use only.

## Version History

Version	3
Modified	05/23/2023 - Created on. 05/25/2023 - Updated Model List and updated correction information 06/02/2023 - Added Unique Labor Operation 06/27/2023 - Updated Region List



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