



Preliminary Information

PIT6042A Battery Discharged Overnight

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	LYRIQ	2023 - 2024	All	All	All	All
Chevrolet	Colorado	2023	All	All	All	All
GMC	Canyon	2023	All	All	All	All

Involved Region or Country:	North America
Condition:	Battery is discharged overnight.
Cause:	Vehicle to server communication error.

Do not replace any components. Engineering is currently investigating the root cause.

1. Charge 12V battery with a diagnostic charger if needed.
2. Clear all DTCs and perform a global battery reset.
3. Ensure all modules have powered down for more than 15 minutes.
4. Start the vehicle and ensure the check engine light is not illuminated.
5. **Important Note: Confirm the high voltage SOC is above 10% for LYRIQs.**

We are aware of the issue with certain vehicles experiencing drained 12 volt batteries, which may require the customer to jump start their vehicle. Engineers are working to resolve this issue as quickly as possible. In the meantime, it is important for customers to know that the issue is not caused by the vehicle's over-the-air (OTA) update and are encouraged to complete the software update when prompted by their vehicle.

The high rate of drained 12 volt batteries has been tied back to a vehicle to server communication error. If you have any 2023 Colorado, Canyon or LYRIQ vehicles that have been towed in with a recent dead 12 volt battery or driven in after a jump start due to a low battery, perform a battery recovery with the GR8 or DCBS diagnostic charger. If the battery passes and the vehicle has no outstanding battery draw, release the vehicle to customer.

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
5486408	Global Battery Reset	0.2 Hr.
Add	ONLY Use As Needed - Charge and Test Battery	0.2 Hr.

Version History

Version	2
Modified	07/26/2023 - Created on. 08/01/2023 - Updated to add LYRIQ , warranty information and additional direction.



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