



Bulletin No.: PIT6018B

Published date: N/A

Preliminary Information

PIT6018B IPC Display And Radio Blank, No Audio or Possible Update Failed Message On Display After a Discharged Battery Event

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Colorado	2023	All	All	All	All
GMC	Canyon	2023	All	All	All	All

Involved Region or Country:	North America
Additional RPO(s):	Equipped with Infotainment System RPO IVD
Condition:	IPC Display And Radio Blank, No Audio. Possibly a Failed Update Message Possibly After a Discharged Battery Event
Cause:	Logic Lock Up Usually Due To Low Voltage Or A Failed Update.

Correction:

NOTE: For any USB updates a 16GB or 32GB formatted to FAT32 is recommended.

Disconnect the battery for 15 minutes and reconnect.

Recheck the functions.

If function has returned perform a battery test, note results and attach to the repair order.

Check for and perform available Radio software updates and attempt to complete the set up.

If there are no updates road test and if no further issue return to the customer.

If the radio functions have not returned due to a " Failed Update Return to The Dealer " message on the display, perform the recovery process below.

If after the reconnect the radio is not online (ie. Black display , no audio, no messages on screen.) Perform another 15 minute disconnect / reconnect. It is possible this will need to be repeated several times.

Recovery process:

NOTE: For any USB updates a 16GB or 32GB formatted to FAT32 is recommended.

Using SPS load an appropriate USB drive with the latest software. Install the USB drive and shut the vehicle off.

While the vehicle is off and the USB drive is still connected, the radio will start recovering within 15-20 minutes.

Some vehicles may not be able to turn the ignition on or off as long as the message is on the display it should start recovering.

It may be necessary to repeat this process until it completes.

NOTE : The A11 radio will not have communication with GDS2 when the failed update message is not present but it will still have communication with SPS2 the recovery will not begin without the message present.

NOTE: If the radio display shows "Calibrate Device" after the USB update has completed, the A11 radio needs to be reprogrammed with SPS2 for calibrations. If it does not show this, all is well and vehicle can be retested for operation and released.

If issue is not resolved or there are codes now stored perform published diagnostics.

Version History

Version	3.0
Modified	05/16/2023 - Created on. 07/26/2023 - Added recovery process. 08/02/2023 - Updated Recovery Process.



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