



Preliminary Information

PIT6018E 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		
Cadillac	Lyriq	2023 - 2024	All	All	All	All
Cadillac	XT4	2024	All	All	All	All
Chevrolet	Colorado	2023	All	All	All	All
Chevrolet	Silverado EV	2024	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 After a Discharged Battery Event
Cause:	Logic Lock Up Usually Due To Low Voltage Or A Failed Update.

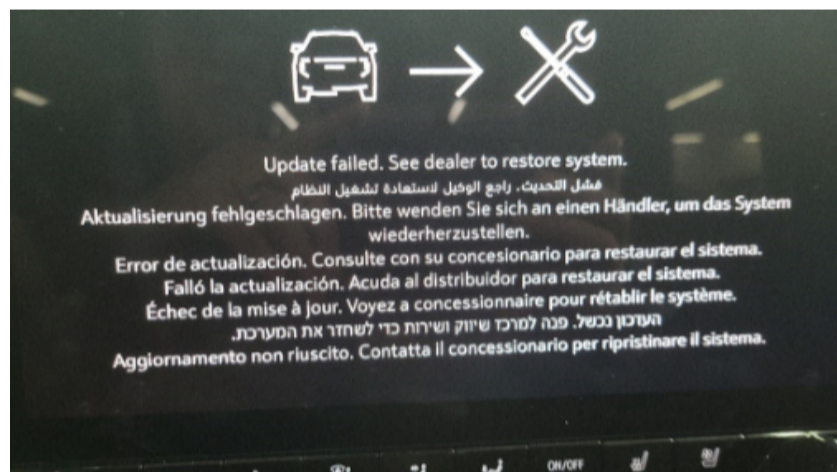
Correction:

Note: For any USB updates a 16GB or 32GB formatted to FAT32 is required.

Disconnect the battery and fully charge then reconnect. If the battery was previously charged, leave it disconnected for 15 minutes.

Recheck the functions. There are three conditions that the vehicle could be in.

1. The screen will be black
 - i. Start at Section 1.
2. The screen will show the below update failed message asking to return the vehicle to the dealer (image)
 - i. Start at Section 2.



3. The screen will come up normally
 - i. Start at Section 2.

Section 1

Perform radio reprogramming with SPS2 using the Dealer VCI for the appropriate model.

It will be necessary to calculate the VCI for each vehicle. The calculation is based on the last 6 digits of the VIN and a brand specific number.

Chevrolet Colorado: 96413 + Last 6 of VIN = VCI number

(ex: 96413 + 165897 = 262310)

GMC Canyon: 36173 + Last 6 of VIN = VCI number

(ex: 36173 + 160558 = 196731)

Note: If you receive an "invalid VCI" error or have any issues with the VCI, please contact Techline at 1-800-828-6860.

If you still have a black screen, disconnect the battery again for 15 minutes and recheck for screen operation.

Section 2

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

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.

After the USB drive is created by SPS, follow [PIT6047 Radio USB Update Battery Ignore File](#) to create an additional file on the drive named gm_usb_ignore_battery.

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.

Perform SPS Setup

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

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 Op	Description	Time
2889718	Reprogram radio for update failed, or IPC and radio black and no audio and battery discharged	0.6
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	6
Modified	05/16/2023 - Created on. 07/26/2023 - Added recovery process. 08/02/2023 - Updated Recovery Process. 08/08/2023 - Updated Correction, added XT4. 08/09/2023 - Added Lyriq 2023- 2024 Model Year, updated correction and VCI's. 08/11/2023 - Added Labor Operation.

