



Preliminary Information

PIT6067 No Start or No Communications Issues After A Failed OTA Update

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:	United States, Canada, and Mexico
Condition:	<p>Customers may complain about their vehicle or feature being inoperative after installing OTA N232411311 or N232411312.</p> <p>Technicians may find no communication with one or more of the following modules:</p> <ul style="list-style-type: none"> • K20 - Engine Control Module • K71 - Transmission Control Module • K9 - Body Control Module • K157 - Video Processing Module • B174W - Front Camera Module
Cause:	The cause of the condition may be a software anomaly causing modules to be stuck in boot.

Correction:

Do not replace any components.

Technicians are to use SPS2 in TLC to reflash the modules listed above that are not communicating.

Service Procedure.

1. Charge 12V battery with a GR8 or DCBS diagnostic charger if the state of charge is low.
2. Use GDS2 to verify which of the modules listed above are not communicating.
3. Program the modules that are not communicating using SPS2.
4. Verify the Central Gateway Control Module has the latest software.
5. Clear all DTCs (Diagnostic Trouble Codes).
6. Start the vehicle and ensure the check engine light is not illuminated.

Important Note: Serial Data Authentication Configuration (SDAC) may fail if one or more modules are in this boot condition. Proceed and until all modules are updated, clear DTC's and run SDAC manually in SPS2.

Warranty Information

For vehicles repaired under the Emission coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information. Federal Select Components emission warranty. This is 8 years/80,000 miles and applies to all states.

Labor Operation	Description	Time
2810215	Program BCM	Use Published Labor Time
2810075	Program ECM	Use Published Labor Time
2810175	Program TCM	Use Published Labor Time
2810845	Program VPM	Use Published Labor Time
2810835	Program FVCM	Use Published Labor Time

Version History

Version	1
Modified	10/02/2023 - Created on.



GENERAL MOTORS