



Bulletin No.: PIT5966D

Published date: 08/30/2024

Preliminary Information

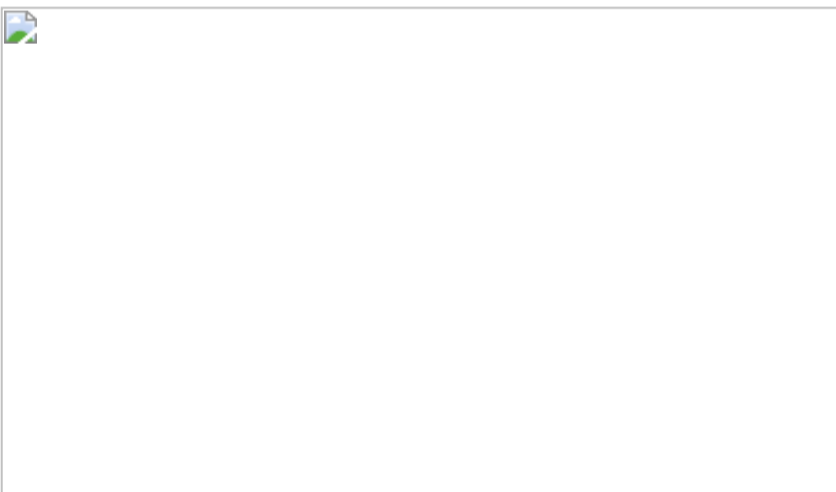
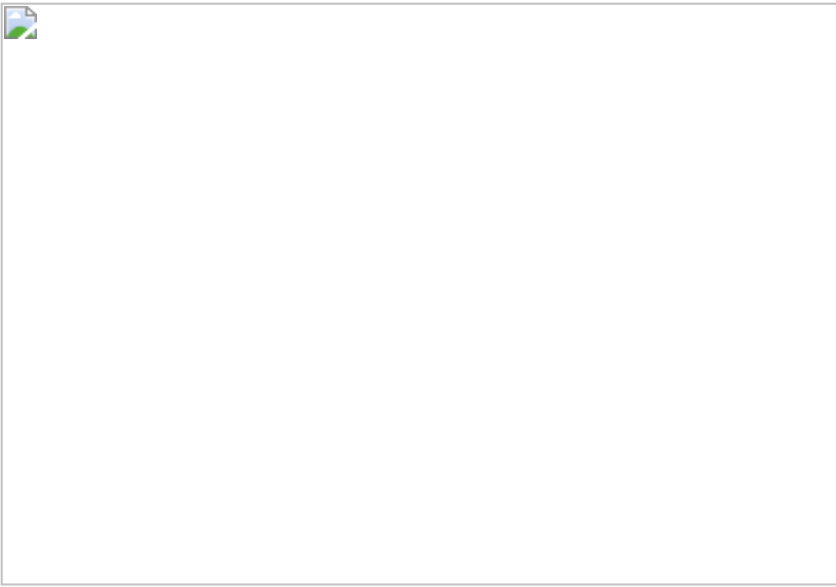
PIT5966D OTA Failure or Download Will Not Complete / No Crank / Dead Battery

Models

Brand: All **Model:** All **Model Years:** 2021 - 2024 **VIN:** All **Engine:** All All **Transmissions:** All

from to

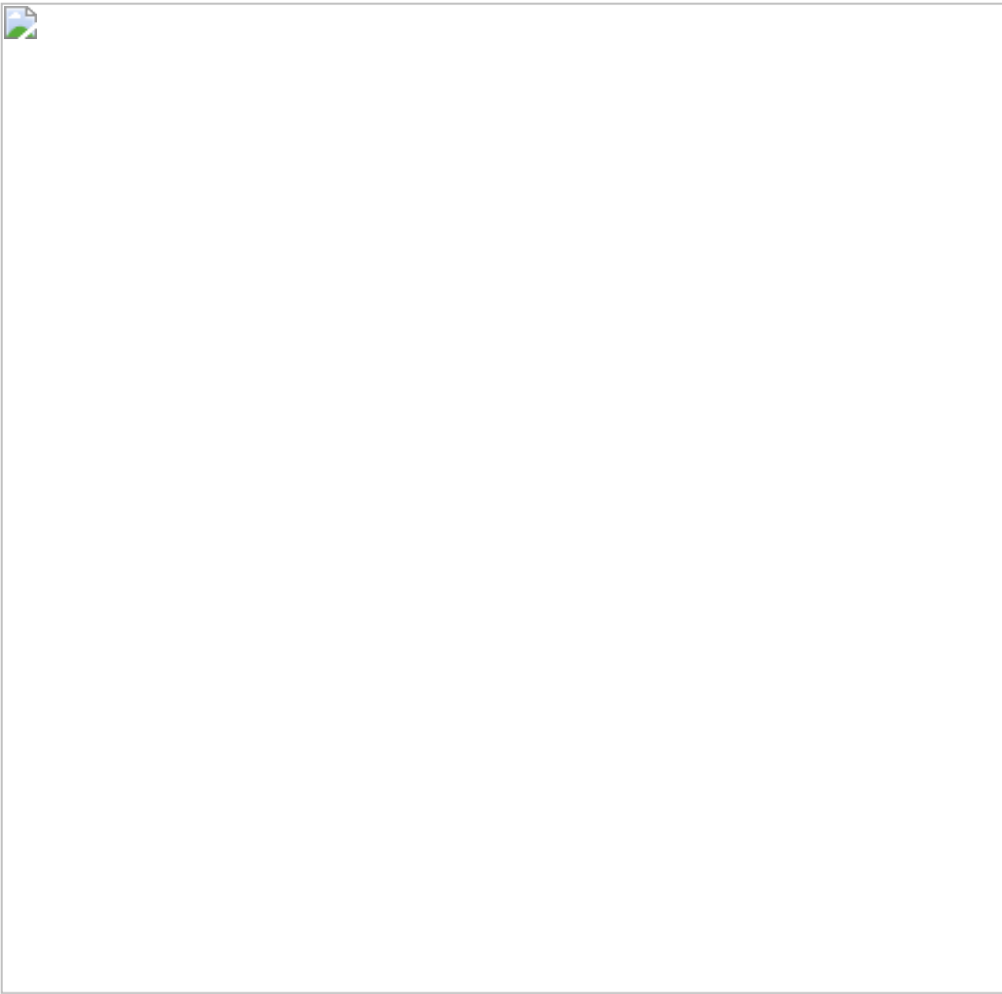
Involved Region or Country	North America
Condition	<p>Some customers may comment on any of the following complaints after an Over The Air (OTA) update:</p> <ul style="list-style-type: none"> - The radio will remain on for up to 11 minutes after RAP is canceled. - No Crank due to a dead battery. Vehicle will start and run after the battery is charged. - Intermittently at start up the radio display may momentarily display "Important Update Download Resuming". Example shown below (1). - When checking the Vehicle Update screen, it will show OTA failure, or an OTA available that will not complete. Examples shown below (2 and 3). <p>NOTE: These messages will indicate which OTA is being downloaded examples: N222379480, N22236683, N222386380, N22236410, N22236365, N222382220. Not all OTA campaign numbers will show up in Global Warranty under Required Field Actions.</p>
Cause	The cause of these concerns could be an OTA is stuck in a pending or download state.



Correction:

If you have a vehicle that has these symptoms, please perform the following to reset the OTA and clear the messages:

1. Verify the battery status and if it is low or dead, then disconnect and charge the vehicle battery by accessing the connections in the Figure below (If the IBS sensor is disconnected from the battery a 4+ hr IBS relearn will need to be performed). Then test for a good battery and 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.

NOTE: Ultium High Voltage "Battery Negative Cable Disconnection and Connection" see Service Information procedure.

NOTE: Battery State of Charge SOC must be above 70% for the OTA to prompt the install button. If you receive a "Conditions Not Ideal" or "Conditions Not Met" message, please refer to SI for Battery SOC% relearn process.

2. Go into vehicle settings and verify under "Vehicle Updates" that it shows an OTA available. Record the campaign number that is shown.

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.

3. Move the vehicle to a location that has a known good cellular connection. Then turn the ignition off, exit the vehicle with the key/fob, close all doors and lock the vehicle.

4. Contact TAC by creating a DCM case and reference this PI number PIT5966 in the TAC case along with any other pertinent information including the previously recorded campaign number. For Canadian dealerships, please call TAC to create a case for assistance.

5. TAC will send your VIN to engineering to have an OTA refresh performed. TAC will send a confirmation message back indicating the refresh has been requested.

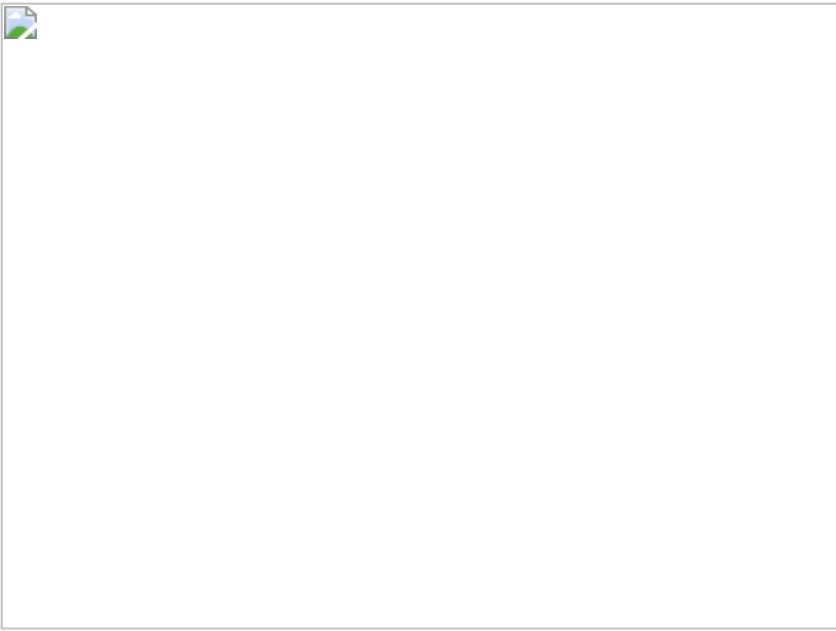
6. Once the confirmation message has been received back from TAC, allow the vehicle to remain undisturbed until a refresh complete confirmation is received from GM TAC. This may take up to 2 business hours.

7. After receiving confirmation that the OTA refresh has successfully completed, start the vehicle and go into vehicle settings and go into the "Vehicle Update" Tab and select any OTA's that come up as available, examples shown below (4). **NOTE:** This is only an example showing your software is up to date and the version or dates will vary.

In some cases there will be an OTA to accept and when selected it may just clear from the vehicle as the update was previously installed.

8. Next, confirm there are no excessive parasitic battery draws.

9. If no further issues are found, then before releasing the vehicle back to the customer, complete any open safety recalls.



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
*3487878	Clear OTA Update Message	.6 Hr.
* This is a unique labor operation for bulletin use only.		

Version History

Version	5
Modified	12/22/2022 - Created. 01/13/2023 - Update to the Warranty Section 06/14/2023 - Update to cover all OTA failures 10/02/2023 - Updated OTA Handling process 08/30/2024 - Updated to edit admin details.