



**Bulletin No.:** PIT6232

**Published date:** 09/26/2024

## Preliminary Information

### PIT6232 OTA Update Fails to Complete Install

#### Models

<b>Brand:</b>	<b>Model:</b>	<b>Model Years:</b>	<b>VIN:</b> from to	<b>Engine:</b>	<b>Transmissions:</b>
Chevrolet	Colorado	2024	All All	All	All
GMC	Canyon	2024	All All	All	All

<b>Involved Region or Country</b>	<b>North America</b>
<b>Condition</b>	<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"> <li>• The radio will remain on for up to 11 minutes after RAP is canceled.</li> <li>• No Crank due to a dead battery. Vehicle will start and run after the battery is charged.</li> </ul>
<b>Cause</b>	The cause of these concerns could be an OTA stuck in a pending or download state.

#### Correction:

If you have a vehicle that exhibits these symptoms, please perform the following:

1. Go into vehicle settings and verify under "Vehicle Updates" that there is an OTA update available.
2. Ensure the battery is fully charged before attempting OTA install. In order to initiate OTA install, it is crucial that Battery State of Charge (SOC) exceeds 70%. Failure to do so will result in an inability to complete step 4.
3. Move the vehicle to a location that has a known good cellular connection.
4. With the vehicle keyed on, go into vehicle settings, and go into the "Vehicle Update" Tab and initiate any available updates. If there is no option to install the OTA, the option is greyed out, or the update fails to install, refer to step 5. Otherwise, skip to step 6.
5. Reprogram the K56 Serial Data Gateway Module. Refer to *K56 Serial Data Gateway Module: Programming and Setup in SI*.

6. The vehicle has up-to-date software. If the "Vehicle Updates" menu continues to display messaging that an update is available, this message will clear after multiple ignition cycles. This may take several weeks-time depending on the customers driving habits.
7. Confirm there are no excessive parasitic battery draws from the radio. If there is, refer to bulletin: # [24-NA-136](#).
8. If no further issues are found, complete any open safety recalls before releasing the vehicle to the customer.

### **Version History**

<b>Version</b>	<b>1</b>
<b>Modified</b>	<b>09/06/2024 - Created on.</b>

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