



Service Bulletin

Bulletin No.: PIT5966E

Date: May, 2025

PRELIMINARY INFORMATION

Subject: OTA Failure or Download Will Not Complete

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
All	All	2021 - 2026		All	All	All	All

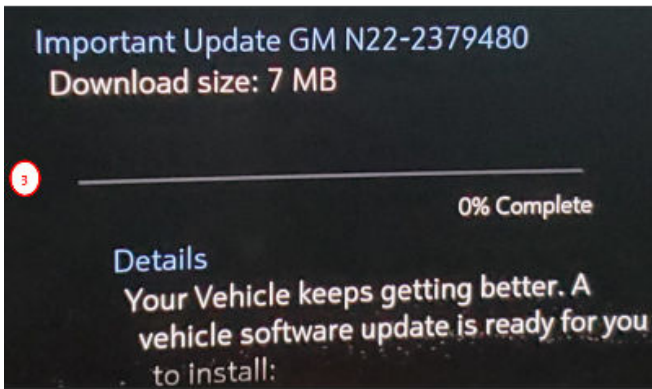
Involved Region or Country	North America
Condition	<p>Some customers may comment on any of the following complaints after an Over The Air (OTA) update:</p> <ul style="list-style-type: none"> - The radio will remain on for up to 11 minutes after RAP is canceled. - Loss of super cruise, "Super Cruise Unavailable", message. - 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.



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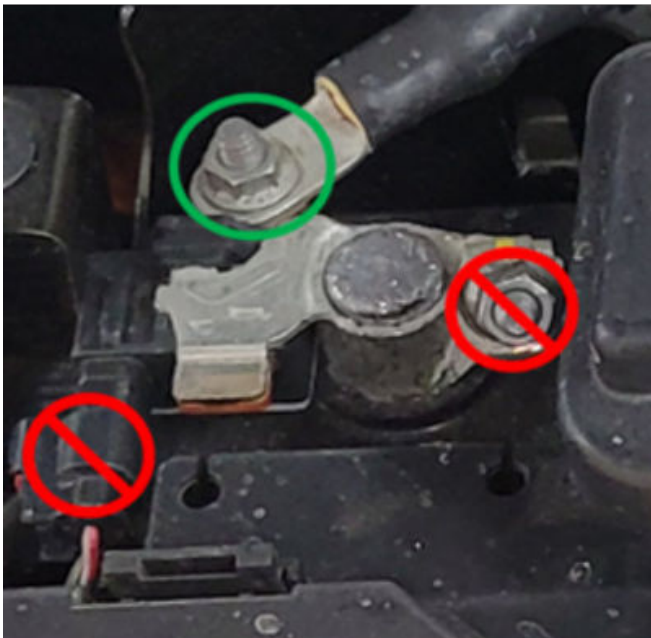


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Correction

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. State of charge required for OTA updates is 70%, see 23-NA-125 for more information.



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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.



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

Note: If "Check for Updates" or "Updates and History" is greyed out, it means there is an OTA package onboard, but conditions are not met. See 23-NA-125 for the full list of conditions required for OTA.



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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. Let the vehicle go to sleep, then reenter the vehicle and navigate to the Settings > Updates menu and reattempt the OTA install, if possible. If OTA completes successfully, stop here. If not, and further assistance is required, continue to step 4.
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 and status of the Onstar LED. Please attach a photo of the failure screen to the case. For Canadian dealerships, please call TAC to create a case for assistance.
5. TAC will send your VIN to the OTA diagnostics group for review. TAC will send a confirmation message back indicating that the OTA group is reviewing your case. Allow the vehicle to remain undisturbed during this time as GM may need to send data to the vehicle. Please allow up to 2 business hours for feedback.
6. After following direction from TAC, 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.
7. Next, confirm there are no excessive parasitic battery draws.
8. If no further issues are found, then before releasing the vehicle back to the customer, complete any open safety recalls.



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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	6
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. 05/22/2025 - Updated to add 25 & 26 model years and update correction info and edit admin details

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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