



Preliminary Information

PIT5915B No Crank Due To Dead or Low Battery (N212351590)

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Suburban	2022	All	All	All	All
Chevrolet	Tahoe	2022	All	All	All	All
GMC	Yukon Models	2022	All	All	All	All

Involved Region or Country	North America
Condition	Some customers may experience a no crank due to a low or dead battery.
Cause	The cause of this concern could be a failed Over The Air (OTA) update.



Correction:

Please read the following procedure one time to get familiar with the steps prior to performing the procedure below.

Charge the battery and test using the GR8 or DCBS to make sure the battery is good. After the battery is recovered, check the radio/infotainment update menu for a pending update. If the update shows download paused, example shown above, then the dead battery was the result of the OTA event failing in the Serial Data Gateway Module (SDGM).

To recover the SDGM: (Read all instructions before starting the procedure)

Getting a VCI:

Contact Techline Customer Support (TCSC) @ 1-800-828-6860 to setup a case. VIN of the vehicle will be needed and reference this PI number: PIT5915A.

TCSC will provide a programming VCI number.

*TCSC may require up to 24 hours to respond with a VCI number.

Note: On the next steps makes sure the MDI is hard wired to your computer and not connected wireless.

Part 1: VCI Programming:

From Techline Connect SPS2 select the K219 Lighting Control Module then VCI.

Enter the VCI provided.

Once the calibration selection screen appears, turn the ignition OFF and then remove the F12DR CGM/OnStar fuse from the X51 right side fuse block for 30 seconds

Note: On the next step, best practice is to have your lap top on the passengers seat or have a helper at your desktop to click continue button as soon as the fuse is re-installed.

You only have a 5-10 second window to perform this step or you may get a Techline Error code of E4491 and E4423.

Reinstall the fuse then immediately hit the continue button with VCI programming

On the next pop up screen hit "Finish Twice.

Record the warranty claim code number

Part 2: Regular SPS Programming:

Turn the ignition on (Service Mode)

From Techline Connect SPS2 select K56 Serial Data Gateway Module 'Programming'

When the calibration screen appears, turn ignition "OFF".

Turn the ignition off, remove the F12DR CGM/OnStar fuse from the X51 right side fuse block for 30 seconds

Note: On the next step, best practice is to have your lap top on the passengers seat or have a helper at your desktop to click continue button as soon as the fuse is re-installed.

You only have a 5-10 second window to perform this step or you may get a Techline Error code of E4491 and E4423.

Reinstall the fuse then immediately hit the continue button.

Next a pop up power to confirm the power mode will appear and you will select " Finish " twice.

SPS will start programming and this may take more time than usual. Let it continue until completes or gives you an error code

Record the warranty claim code number

Check for DTC's U1961 and U1962, If codes are current, perform the Serial Data Authentication Configuration by selecting the button in the lower right hand corner on the controller program screen

All programming steps are now completed.

Post Programming

Verify there is not an excessive battery current drain. The vehicle may take 10-15 minutes before it will power down.

*See Battery Electrical Drain/Parasitic Load Test in SI.

Note: The Vehicle "Update Paused" message may still appear. You may try selecting the check for updates button and the message may go away after the vehicle checks for updates.

If the message still appears, this message will be cleared with a future OTA update and should be disregarded by the customer.

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
2888708	Draw Test and Charge Battery and reprogramming SDGM with SPS	2.0 Hrs.

Version History

Version	3
Modified	05/06/2022 - Created on. 05/20/2022- Update PI to change correction procedure. 05/27/2022- Update PI to change correction procedure.



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