



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Clock Does Not Update Or Slow To Update

Models: 2014 Buick Encore, LaCrosse, Regal, Verano Equipped with RPO UFU, UHQ, I04, I05 or I06
2013-2014 Cadillac ATS, SRX, XTS Equipped with RPO I05, I06, RAO, UA3, or UY4
2014 Cadillac CTS (A body), ELR
2015 Cadillac ELR, Escalade with Gen 9 Equipped with RPO I04, I05 or I06
2014 Chevrolet Corvette, Cruze, Equinox, Impala (1 body), Malibu, Orlando, Silverado (LD), SS, VOLT Equipped with RPO I04, I05, I06, UFU, UHQ, RAO, or UY4
2014-2015 Chevrolet Camaro Equipped with RPO UFU or UHQ
2015 Chevrolet Suburban, Tahoe, Silverado (HD) with Gen 9 Equipped with RPO I04, I05 or I06
2014 GMC Sierra (LD), Terrain Equipped with RPO UFU, UHQ, I04, I05 or I06
2015 GMC Sierra (HD), Yukon with Gen 9 Equipped with RPO I04, I05 or I06

This PI was superseded to update models list. Please discard PIC5839A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may comment the clock is slow to update while driving. This may occur with the clock auto set feature enabled. The clock receives information from the local cellular providers. As you travel, the clock will update with the current time based on what the cellular provider is transmitting. The clock information is sent by the OnStar module via the Low Speed GMLAN every six minutes by the OnStar module. In certain situations, it may take longer for the time to update due to the cellular network not providing the updated time. For example, when driving from one time zone to another, the tower connected to the vehicle is a "neighbor" to another in a different time zone. This may cause a delay in providing the updated time. In rare instances, an ignition cycle may need to be performed in order for the correct time to be displayed.

Recommendation/Instructions

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. Please share this information with the customer, including a copy of this message.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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