



Service Bulletin

File in Section: -

Bulletin No.: PIC5839

Date: April, 2013

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Clock Does Not Update When Entering into a Different Time Zone

Models: 2013 Cadillac ATS, SRX, XTS

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

Condition/Concern

A customer may comment that the clock does not automatically update when they cross into a different time zone with the clock auto set feature enabled.

Recommendation/Instructions

The auto set feature obtains the clock information from the cellular network. It may take up to six minutes for the clock to update or until the OnStar system connects to the next cellular tower. In rare instances, an ignition cycle may need to be performed in order for the correct time to be displayed.

Customer Information

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.

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.