



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Clock Does Not Update or Slow to Update

Models: 2014-2015 Buick Encore, LaCrosse, Regal, Verano Equipped with RPO UFU, UHQ, IO3, IO4, IO5 or IO6
2013-2015 Cadillac ATS, SRX, XTS Equipped with RPO IO3, IO4, IO5, IO6, RAO, UA3, or UY4
2014-2015 Cadillac CTS (A body), ELR Equipped with RPO IO3, IO4, IO5, or IO6
2015 Cadillac Escalade Equipped with RPO IO3, IO4, IO5, or IO6
2014-2015 Chevrolet Camaro, Corvette, Cruze, Equinox, Impala (1 body), Malibu, Orlando, Silverado (LD), SS, VOLT Equipped with RPO IO3, IO4, IO5, IO6, UFU, UHQ, RAO, or UY4
2015 Chevrolet Suburban, Tahoe, Silverado (HD) Equipped with RPO IO3, IO4, IO5 or IO6
2014-2015 GMC Sierra (LD), Terrain Equipped with RPO UFU, UHQ, IO3, IO4, IO5 or IO6
2015 GMC Sierra (HD), Yukon with Gen 9 Equipped with RPO IO3, IO4, IO5 or IO6

This PI was superseded to update Models. Please discard PIC5839B.

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.

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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