



Service Bulletin

PRELIMINARY INFORMATION

Subject: Clock Inaccurate Intermittently

Models: 2014-2016 Buick Encore, Verano
2014-2015 Chevrolet Camaro
2014-2016 Chevrolet, Cruze, Equinox, Malibu, Orlando (Canada Only), SS
2014-2016 GMC Terrain
Equipped with RPO UFU, UP9, UFW, or UFF

This PI was superseded to update Recommendation/Instructions. Please discard PIC6105B.

Condition/Concern

Some customers may state that the clock time will change unwanted and become inaccurate. This concern will usually happen after an ignition cycle and may be corrected after driving for a short time, or by performing another key cycle.

Recommendation/Instructions

Ensure that the clock is set to "Automatic Clock Update" by pressing the clock in the upper right corner of the screen and making sure the box has a check in it. Take the vehicle outside in a clear area for ten minutes to see if the clock updates to the correct time after gaining a good cellular and GPS signal. If the time updates correctly, the system is working as designed and release the vehicle to the customer.

If this concern is encountered on a NON-Navigation radio and your dealership is within 4 hours of Troy, Michigan, determine if the OnStar account is active or inactive and if there is a B101D-3C stored in the OnStar module. If the account is inactive and there is not a B101D-3C stored in the OnStar module, please contact the GM Technical Assistance Center (GM TAC) to review direction before attempting repairs, power cycling the module, clearing codes, or disconnecting the battery.

For dealers outside of this area or for navigation radio models, please continue to diagnose and repair as necessary.

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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