



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Radio clock resets to 12:00

**Attention:**

| Brand:    | Model:        | Model Year: |      | VIN: |     | Engine: | Transmission: |
|-----------|---------------|-------------|------|------|-----|---------|---------------|
|           |               | from        | to   | from | to  |         |               |
| Chevrolet | Cruze, Malibu | 2016        | 2016 | All  | All | All     | All           |

|                                   |  |
|-----------------------------------|--|
| <b>Involved Region or Country</b> | North America and N.A. Export Regions  |
| <b>Additional RPO/s:</b>          | Equipped with IOA radio  |
| <b>Condition</b>                  | Customer may comment that at times when the vehicle is started the clock will be reset to 12:00 and the date will be 1/1/1970. |
| <b>Cause</b>                      | This may be due to an anomaly in the software.   |

### Service Procedure

Customer may comment that at times when the vehicle is started the clock will be reset to 12:00 and the date will be 1/1/1970.

Please scan the vehicle for codes, if radio related codes are found please diagnose accordingly. If no codes are found please do not replace and parts at this time, the PI will be updated once a resolution is available.

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

### Warranty Information

| Labor Operation | Description   | Labor Time |
|-----------------|---|------------|
| 3480428*        | Check For Diagnostic Trouble Codes and Evaluate Clock     | 0.2 hr     |
|                 | * This is a unique labor operation for bulletin use only. |            |

|                 |   |
|-----------------|---|
| <b>Version</b>  | 1 |
| <b>Modified</b> |   |

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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