



Service Bulletin

PRELIMINARY INFORMATION

Subject: Clock Does Not Maintain Time Correctly at Times

Models: 2015 Chevrolet Sonic, Spark, Trax
Equipped with radio RPO UF7

This PI was superseded to update Recommendation/Instructions. Please discard PIC6096A

Condition/Concern

Some customers may comment that the clock does not maintain time correctly at times. The symptoms can include the clock jumping ahead or behind.

Recommendation/Instructions

If this complaint is received, perform the following steps as necessary:

1. Check all modules for DTCs. Please note that DTC B101D-3C stored in the OnStar module has been known to cause similar concerns in the past.
2. Check for a red OnStar LED.
3. Do a blue button press for the OnStar system, advise the OnStar advisor that you are a GM dealer technician working on the vehicle, and advise that you need to check the GPS accuracy as part of your diagnosis. If an account deactivated message is heard on the first blue button press, a second blue button press may be necessary to connect you to an OnStar advisor.
4. Before disconnecting with the OnStar advisor, also advise that you need to know whether the OnStar "unit status" is listed as "disabled" as part of your diagnosis.

If the OnStar unit status is NOT disabled, diagnose/repair any concerns noted in steps 1-3 and reprogram the radio with the latest TIS2webUSB & SPS calibrations. These calibrations are designed to address clock accuracy concerns that may be encountered as a result of a radio concern.

If the OnStar unit status is disabled, diagnose/repair any concerns noted in steps 1-3 and reprogram the radio with the latest TIS2webUSB & SPS calibrations. While these calibrations are designed to address clock accuracy concerns that may be encountered as a result of a radio concern, it is unlikely that this alone will repair the clock accuracy concern if the OnStar unit status is disabled. As a result, the customer should also be advised that engineering is developing a repair to address the disabled OnStar unit status and a related service bulletin will be released with repair information as soon as it becomes available. The concern can be repaired if they contact OnStar and accept terms and conditions for a free 5 year basic plan which will complete the reactivation and fix the concern. If the customer would like to repair the concern by doing this, they should do a blue button press for the OnStar system and ask to be transferred to the "Special Events Team" due to their "Radio Clock Display Issue". If an account deactivated message is heard on the first blue button press, a second blue button press may be necessary to connect to an OnStar advisor. The Special Events Team will go through reactivation steps, explain the features of the free 5 year plan (remotelink app, etc.), and explain why it is important to accept TCPS at onstar.com within 30 days to retain the service. If the customer does NOT accept terms and conditions because they do not want OnStar service, advise that engineering is currently evaluating other methods to repair this concern if the unit status is listed as disabled and the customer does not wish to reactivate. This PI will be updated with additional details once an alternate correction is available.

Customer Information

If the customer does NOT accept terms and conditions because they do not want OnStar service, 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.

Additional SI Keywords

intermittent intermittently

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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