



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Clock Inaccurate Intermittently

**Models:** 2015 Buick Encore, Verano

2015 Chevrolet Camaro

2015 Chevrolet, Cruze, Equinox, Malibu, Orlando (Canada Only), SS

2015 GMC Terrain

Equipped with RPO UFU, UP9, UFW, or UFF

*This PI was superseded to update Recommendation/Instructions. Please discard PIC6105C.*

### 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

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
2. Check for a red OnStar LED.
3. Ensure that the customer's concern does not relate to the normal characteristic described in the latest version of PIC5839.
4. 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 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.
5. 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 1-4 above and re-evaluate the concern.

If the OnStar unit status is disabled, diagnose/repair any concerns noted in steps 1-4 above and explain to the customer that there is an over the air update available for the OnStar system that may repair this as well but they will have to contact OnStar and accept terms and conditions for a free 5 year basic plan. This will complete the reactivation and push an over the air update to the vehicle that is designed to 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 and none of the other suggestions above repair the concern, 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 alternative correction is available for customers who do not accept terms and conditions.

If the suggestions above do not repair this concern on a NON-Navigation radio in the USA that has a disabled OnStar unit status and your dealership is within a 4 hour drive of Troy, Michigan, please answer all questions below and contact the GM Technical Assistance Center (GM TAC) to review direction before attempting additional 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.

How often is the clock incorrect?

Is the clock incorrect only after an ignition cycle, or does it change while driving?

Does the concern happen when the clock is set to manual mode as well as automatic?

How far off is the time when this happens?

Does the radio have the latest calibrations?

Are there any codes in the vehicle?

Was the OnStar LED (not mirror LED) on when the vehicle came in? If so, what color is it?

Did you do a VCIM setup with SPS? (Don't if you haven't)

When pressing the Blue OnStar button do you get the message: "Hello and welcome to OnStar. Your OnStar account is currently inactive. Please push the blue OnStar button again to activate your account, learn more about OnStar services, or speak to an OnStar Advisor."

Does the vehicle connect to OnStar on a blue button press?

Does OnStar have the correct location if you connect?

Would the customer allow us to reopen a closed OnStar account for testing, if needed?

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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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