



# Preliminary Information

## PIC5839D Normal Characteristic - Clock Does Not Update or Slow to Update

### Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
All	All	2013 - 2018	All *See Note	All *See Note	All	All

Equipped with RPO IO3, IO4, IO5, IO6, IOA, IOB, IOR, IOS, IOT, IOU, RAO, UA3, UFU, UHQ, UY4

### Supersession Statement:

This PI was superseded to update Models, model years, and radio options. Please discard PIC5839C.

### 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.

### Recommendations / 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.

