



Service Bulletin

INFORMATION

Subject: Clock Does Not Maintain Time Correctly at Times

This Bulletin replaces PIC6096B. Please discard PIC6096B.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Sonic, Spark, Trax	2015	2015				

Involved Region or Country	North America, South America
Additional Options (RPOs)	Vehicles equipped with RADIO – AM/FM STEREO, SEEK/SCAN, ETR, CLOCK DSP, MP3/WMA, USB, AUX/IN, WIRELESS INTERFACE (RPO UF7)
Condition	Some customers may comment that the clock does not maintain time correctly at times. The symptoms can include the clock jumping ahead or behind.

Service Procedure

If this concern is received, check all modules for DTCs and check for a red OnStar LED. If any concerns are noted, repair as necessary and re-evaluate clock operation.

Note: DTC B101D-3C stored in the OnStar module has been known to cause similar concerns in the past.

If no DTCs are present and the OnStar LED is green, 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.

Note: 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 disabled, the customer 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 the basic plan (mobile app, etc.), and explain why it is important to accept TCPS at onstar.com (in Canada, onstar.ca) within 30 days to retain the service.

For Fleet Vehicles, it will be necessary for the fleet manager/coordinator to accept the User Terms and Conditions and Privacy Statement (TCPS) on behalf of their company through the e-signature process. Please email fleetsupport@onstar.com for the link. If the fleet manager will not accept the terms and conditions for OnStar use then they can opt to temporarily accept the terms and conditions in order to receive the latest Over the Air update for a VIN. A signature is also required and the form can be obtained from fleetsupport@onstar.com.

Version	1
Modified	

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 this information.



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