



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-347

Date: November, 2018

TECHNICAL

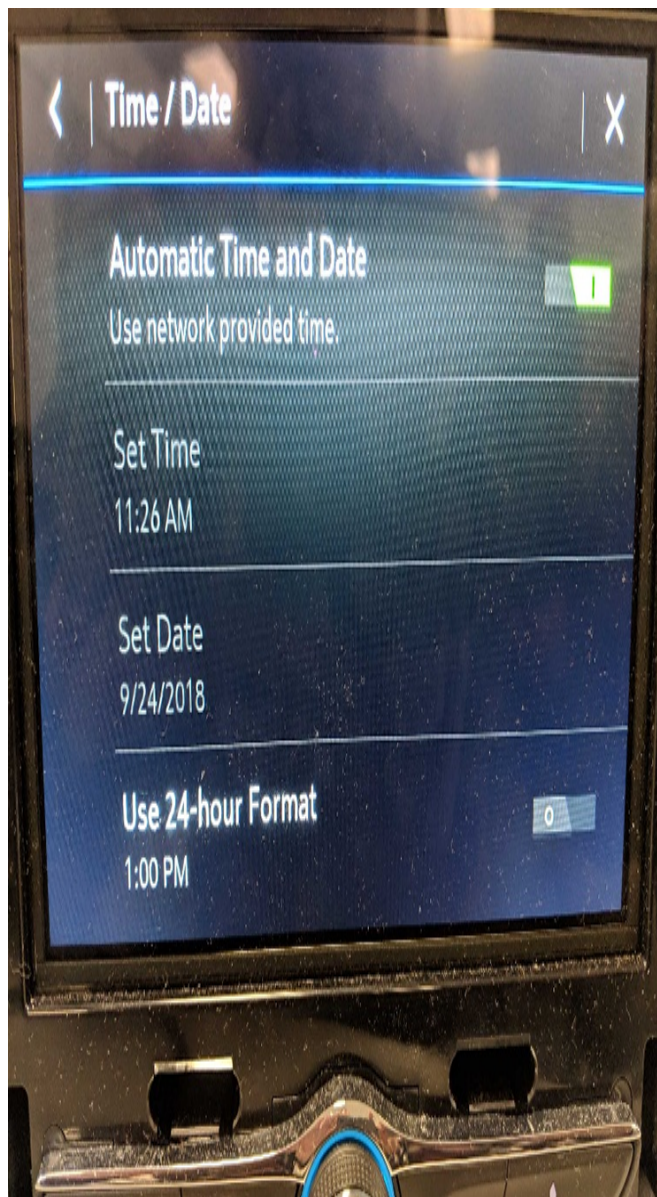
Subject: Unable to Adjust Clock Manually

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Sonic	2018	2018			All	All
	Trax						
GMC	Terrain	2018	2018				

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Infotainment system RPO IOR
Condition	Some customers may comment that they are unable to manually adjust the clock. This is typically noticed when time change is necessary for Daylight Saving Time. When entering the Time/Date menu, there is no option for Auto Update. Pressing the Set Time option highlights the option when touched, but does not open the menu to allow manual clock adjustment.
Cause	The cause of this condition may be that the manual clock adjustments can only occur when the Auto Update feature is disabled. This condition can occur when the clock Auto Update feature was previously enabled and the OnStar® account Terms & Conditions are later declined by the customer without first disabling the Auto Update. Once the system reports to the radio that OnStar Terms & Conditions are declined, the Auto Update option is removed from the Time/Date menu. A software anomaly allows the Auto Update option to remain enabled when the option is removed from the menu, preventing manual clock adjustments from occurring.
Correction	Disable the Auto Update feature in the radio Time/Date menu following the Service Procedure below.

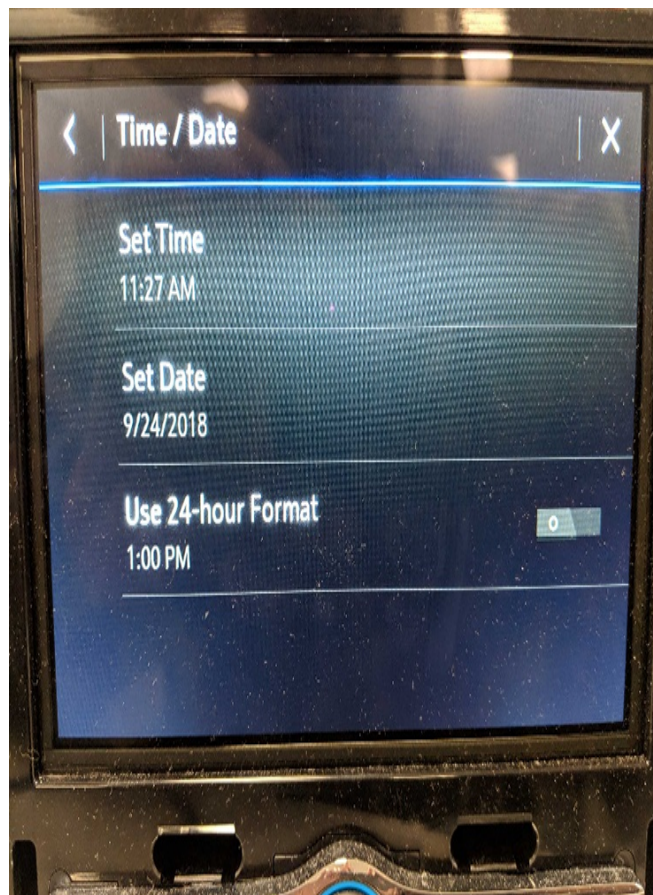
Note: If OnStar account Terms and Conditions are declined, the Auto Update option is removed from the Time/Date menu. A software anomaly allows the Auto Update option to remain enabled when the option is removed from the menu, preventing manual clock adjustments from occurring.

Menu displayed with OnStar Terms and Conditions accepted:



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Menu displayed with OnStar Terms & Conditions declined:



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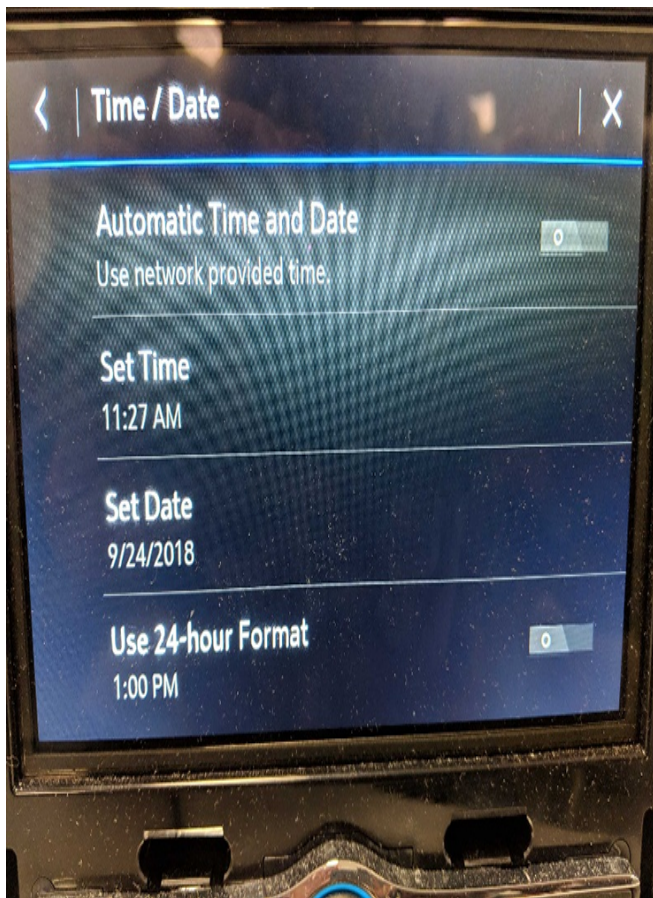
Service Procedure

Note: Do NOT replace any components for this condition. This condition ONLY applies to vehicles with IOR radio and an OnStar account with Terms & Conditions declined. If the vehicle has an active OnStar subscription, this Bulletin does NOT apply.

1. With ignition OFF, open and close the driver door to disable retained accessory power.
2. Disconnect the negative battery cable from the battery for 5 minutes.
3. Reconnect the negative battery cable to the battery.

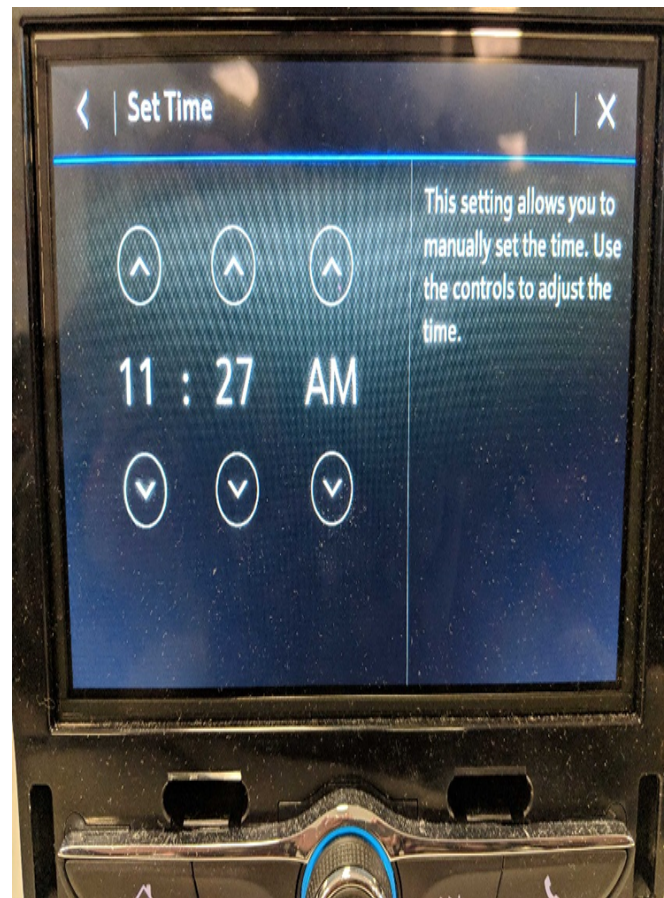
Note: This power cycle will only temporarily display the clock Auto Update feature in the Time/Date menu until the OnStar module again reports to the radio that Terms & Conditions were declined. It is important to perform the following step immediately following the battery cable reconnect.

4. Turn ignition ON and enter the Radio Settings, Time/Date menu.
5. Disable the Auto Update option.



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6. Set the clock to the proper time.



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Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3481068*	Disable Auto Update Clock Feature	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released November 14, 2018

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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