



Preliminary Information

PIT5652A Clock Shows Dashes And Cannot Be Set After Battery Disconnect

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	STS	2005 - 2011	All	All	All	All
Cadillac	DTS	2006 - 2011	All	All	All	All
Chevrolet	Avalanche	2007 - 2011	All	All	All	All
Chevrolet	Corvette	2006 - 2012	All	All	All	All
Chevrolet	Silverado	2007 - 2011	All	All	All	All
Chevrolet	Suburban	2007 - 2011	All	All	All	All
Chevrolet	Tahoe	2007 - 2011	All	All	All	All
GMC	Sierra	2007 - 2011	All	All	All	All
GMC	Yukon	2007 - 2011	All	All	All	All
GMC	Yukon XL	2007 - 2011	All	All	All	All
GMC	Denali	2007 - 2011	All	All	All	All
Hummer	H2	2008 - 2009	All	All	All	All

Involved Region or Country:	North America
Additional RPO/s:	U3R, U3U, U3Z, USR, UUK, UUL, UVB, YQ4
Condition:	A customer may comment that after the vehicle battery was disconnected or replaced that the clock no longer displays on the radio, or displays dashes. The technician may also find that the clock cannot be set through the radio menu.
Cause:	Engineering is currently investigating the cause of the concern

Correction:

Please follow the latest version of [PIT3830](#) before continuing with this PI.

If this concern is encountered on Truck radio RPO's U3R, U3U, USR, UUK, UUL, UVB, please contact TAC US (1-877-446-8227), TAC CA English (1-800-263-7740), or

TAC CA French (1-800-263-7960) for further direction and a possible temporary repair.

If this concern is encountered on Cadillac/Corvette radio RPO's U3U, U3Z or YQ4, There is not a temporary fix at this time. Please apologize to the customer and advise that engineering is investigating the concern.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is currently evaluating this concern. This PI will be updated with additional details as they become available.

Version History

Version	2
Modified	01-16-2019 - Created on 02/08/2019 - Updated to include TAC Canada information.



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