



Service Bulletin

Bulletin No.: 19-NA-016

Date: February, 2019

TECHNICAL

Subject: Instrument Cluster Clock Inaccurate - Does Not Match Radio Clock

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Regal	2018	2018			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Infotainment System IOS or IOT
Condition	Some customers may comment that the clock in the Instrument Cluster Driver Information Center (DIC) does not match the radio clock, and that the DIC clock is inaccurate by several hours.
Cause	The cause of the condition may be that a software anomaly in the radio is sending Greenwich Mean Time (GMT) to the instrument cluster.
Correction	Reprogram radio software via USB File Transfer.

Service Procedure

Note: To view the full software number necessary to identify whether the bulletin applies, you **MUST** touch the lower-case "i" next to Build Number. Simply viewing the Build Number without touching the "i" will not show the number necessary to identify the radio software level.

1. Inspect the radio to determine its current software level. Go to Home>Settings>About>Build Number, then touch the lower-case "i" next to the Build Number.
 - 1.1. If the software version is 21.175 or greater, this bulletin does not apply.
 - 1.2. If the software version shown is less than 21.175, update the radio software. Refer to *A11 Radio: Programming and Setup* in SI.

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
3481098*	Update Radio Software for Cluster Clock Display	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released January 30, 2019

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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