



Service Bulletin

Bulletin No.: 17-NA-165

Date: November, 2019

INFORMATION

Subject: Clock Inaccurate Intermittently

This bulletin replaces PIC6096B, PIC6105C and bulletin 17-NA-164. Please discard previous documents.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore	2015	2015			All	All
	Verano						
Chevrolet	Malibu	2015	2015			All	All
	Cruze						
	Equinox						
	Camaro						
	Orlando (Canada Only)						
	Sonic						
	SS						
	Spark						
	Trax						
GMC	Terrain	2015	2015			All	All

Involved Region or Country	United States, Canada, Mexico, South America, N.A. Export Regions
Additional Options (RPOs)	Equipped with Audio System RPO UF7, UFU, UP9, UFW, or UFF
Condition	Some customers may state that the clock does not maintain time correctly and that the time will change unwanted (jumping ahead or behind) and become inaccurate. This concern will usually happen after an ignition cycle and may be corrected after driving for a short time, or by performing another key cycle.

<p>Correction</p>	<p>If this concern is encountered, check all modules for DTCs and check for a red OnStar LED. Also ensure that the customer's concern does not relate to the normal characteristic described in the latest version of PIC5839. If any concerns are noted, repair as necessary and re-evaluate clock operation.</p> <p>Please note that 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. 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.</p> <p>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 "Provisioning 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 Provisioning Team will go through reactivation steps, explain the features of 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.</p> <p>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.</p>
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Parts Information

No parts are needed for this condition.

Version	2
Modified	November 01, 2019 – Added Models from bulletin 17–NA-164 and updated the Condition and Correction sections.

