Preliminary Information

PIT5652E Clock Shows Dashes And Cannot Be Set After Battery Disconnect

Models

Brand:	Model:	Model Years:	VIN: from	VIN: to	Engine:	Transmissions:
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	2005 - 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
Pontiac	Grand Prix	2004 - 2009	All	All	All	All
Saab	9-5	2005 - 2009	All	All	All	All

Involved Region or Country:	North America
Additional RPO/s:	U1A, U3R, U3U, U3Z, US4, USR, UUK, UUL, URB, 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:	**Internal software issue in which GPS system week counter rolled over to zero creating issue.**

Correction:

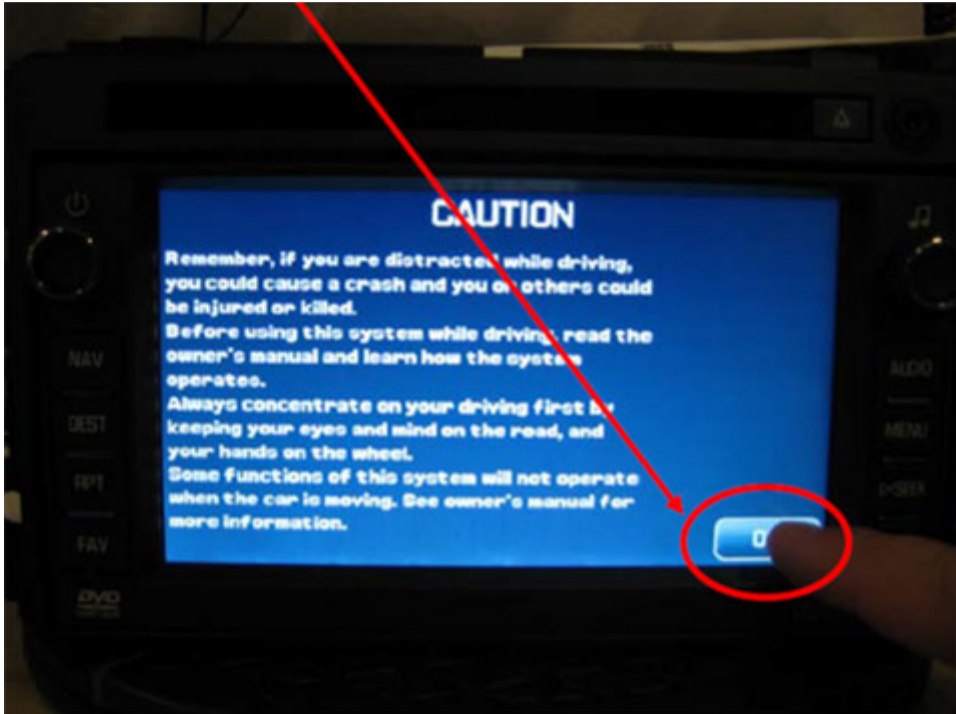Please follow the latest version of PIT3830 before continuing with this PI.

If this concern is encountered on Pontiac Grand Prix, Cadillac STS or Corvette radios with RPOs U3U, U3Z, URB, US4 or YQ4, the procedure in this PI does not apply. Engineering and supplier are currently investigating this issue on those vehicles and radios. Please apologize to the customer and advise that engineering is investigating the concern.

If this concern is encountered on Truck radios with RPOs U3R, U3U, USR, UUK, UUL, UVB, or a DTS with a U3R radio and it is determined that the

concern remains after reviewing PIT3830, please follow the below list of steps to access radio diagnostic screens to manually set the clock:

If this concern is encountered on radio RPO's U3R, USR, UUK, UUL, UVB, please perform the following steps to set the clock through the radio diagnostics screen.

1. Turn vehicle and radio on

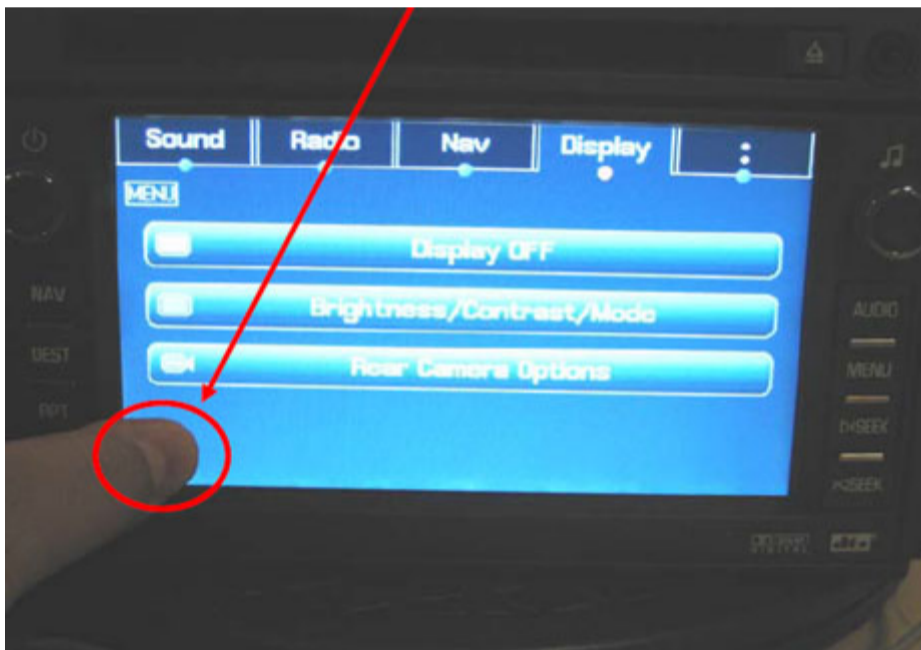2. If the "Caution" screen is displayed, press "OK"

3. Press the Hard button "Menu" on the right side of the radio

4. At the top of the display, press the "display" soft key

5. In the lower left of the next screen press and hold in the lower left of the screen for 5-10 seconds (there will not be a button shown, the button is hidden)
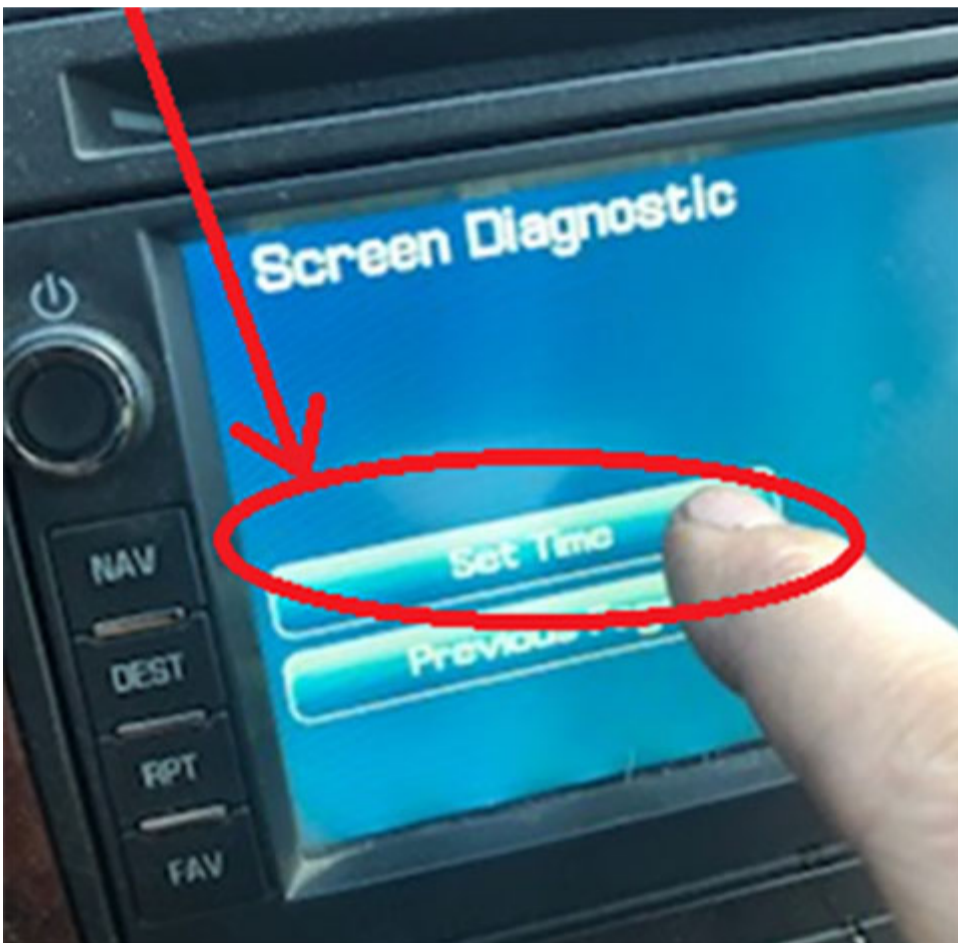

6. When the screen pops up asking for a pin, enter "660" (Other codes that may work if the next page icon is missing are 295660, 3657, 9448, 1791, 1765, 1756, 3366, 296645)

7. Select next page from below the list

8. Select "Set time"

9. Enter the current date and time then select "set" from the lower right of display

10. Press "back" to return to previous screen

In order to get out of the diagnostic mode the vehicle will need to be turned off and RAP cancelled for a minimum of 5 min. After the 5 minutes has passed the dealer should be able to turn the vehicle on and the clock should display.

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	5
Modified	01-16-2019 - Created on 02/08/2019 - Updated to include TAC Canada information 04/23/2019 - Updated to move instructions from admin details to front page 04/30/2019 - Updated to add U3R for DTS, and URB for Corvette 05/15/2019 - Updated to change verbiage under correction from "this PI does not apply" to " the procedure in this PI does not apply" 06/04/2019 - Updated to add the Pontiac Grand Prix Radio RPO US4

GENERAL MOTORS