

Service Information

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#PIT5652: Clock Shows Dashes And Cannot Be Set After Battery Disconnect - (Jan 18, 2019)

Subject: Clock Shows Dashes And Cannot Be Set After Battery Disconnect

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	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
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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		2007-2011		All	All	All	All

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
	Yukon XL						
GMC	Denali	2007-2011		All	All	All	All
Hummer	H2	2008-2009		All	All	All	All

Involved Region or Country North America

Additional Options (RPO) 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 (1-877-446-8227) 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 1

Modified 01/16/2019 — Created on

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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