



# Service Bulletin

Bulletin No.: 19-NA-262

Date: November, 2019

## TECHNICAL

**Subject: Clock Shows Dashes and Cannot be Set After Battery Disconnect**

**This bulletin replaces PIT5652E. Please discard PIT5652E.**

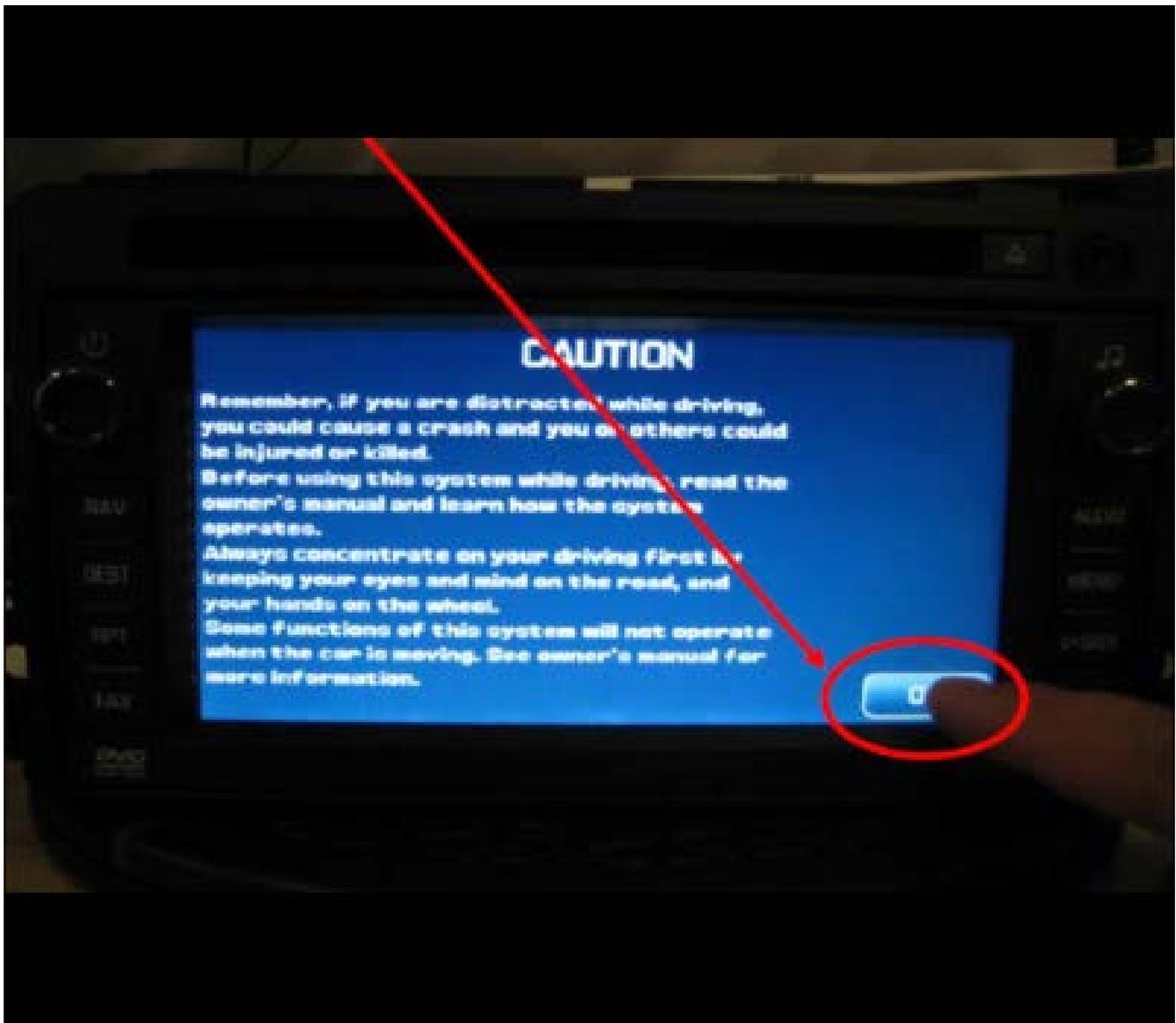
| Brand:    | Model:     | Model Year: |      | VIN: |    | Engine: | Transmission: |
|-----------|------------|-------------|------|------|----|---------|---------------|
|           |            | from        | to   | from | to |         |               |
| Cadillac  | DTS        | 2006        | 2011 |      |    | All     | All           |
|           | STS        | 2005        | 2011 |      |    |         |               |
| Chevrolet | Avalanche  | 2007        | 2011 |      |    |         |               |
|           | Corvette   | 2005        | 2010 |      |    |         |               |
|           | Silverado  | 2007        | 2011 |      |    |         |               |
|           | Suburban   |             |      |      |    |         |               |
| Tahoe     |            |             |      |      |    |         |               |
| GMC       | Sierra     | 2007        | 2011 |      |    |         |               |
|           | Yukon      |             |      |      |    |         |               |
|           | Yukon XL   |             |      |      |    |         |               |
| HUMMER    | H2         | 2008        | 2009 |      |    |         |               |
| Pontiac   | Grand Prix | 2004        | 2009 |      |    |         |               |
| Saab      | 9-5        | 2005        | 2009 |      |    |         |               |

|                                   |  |
|-----------------------------------|--|
| <b>Involved Region or Country</b> | North America  |
| <b>Additional Options (RPOs)</b>  | Equipped with Infotainment system RPO U3R, U3U, US4, UUK, UUL, UVB, UYS or YQ4   |
| <b>Condition</b>                  | Some customers may comment that after the vehicle battery was disconnected or replaced, 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.  |
| <b>Cause</b>                      | The cause of the condition may be an internal software issue in which the GPS system week counter rolled over to zero, creating the issue.   |
| <b>Correction</b>                 | Refer to the latest version of PIT3830 before continuing with the Service Procedure. If the concern remains after reviewing PIT3830, then proceed to the proper program and RPO below and follow the steps.<br><br><b>Note:</b> There is no manual clock set fix or software update correction for the following programs: 2005-2007 Cadillac STS with RPO YQ4, 2008-2009 HUMMER H2 with RPO UVB or UUK, 2004-2009 Pontiac Grand Prix with RPO US4, 2005-2009 Saab 9-5 with RPO U3U. Please apologize to the customer for this inconvenience and inform them that the clock will return on its own on August 16, 2020. |

### Service Procedure

**Truck, SUV, or Cadillac DTS radios with RPOs U3R, U3U, UUK, UUL, or UVB**

1. Turn the vehicle and radio on.
2. If the "CAUTION" screen is displayed, press "OK."



5440780

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



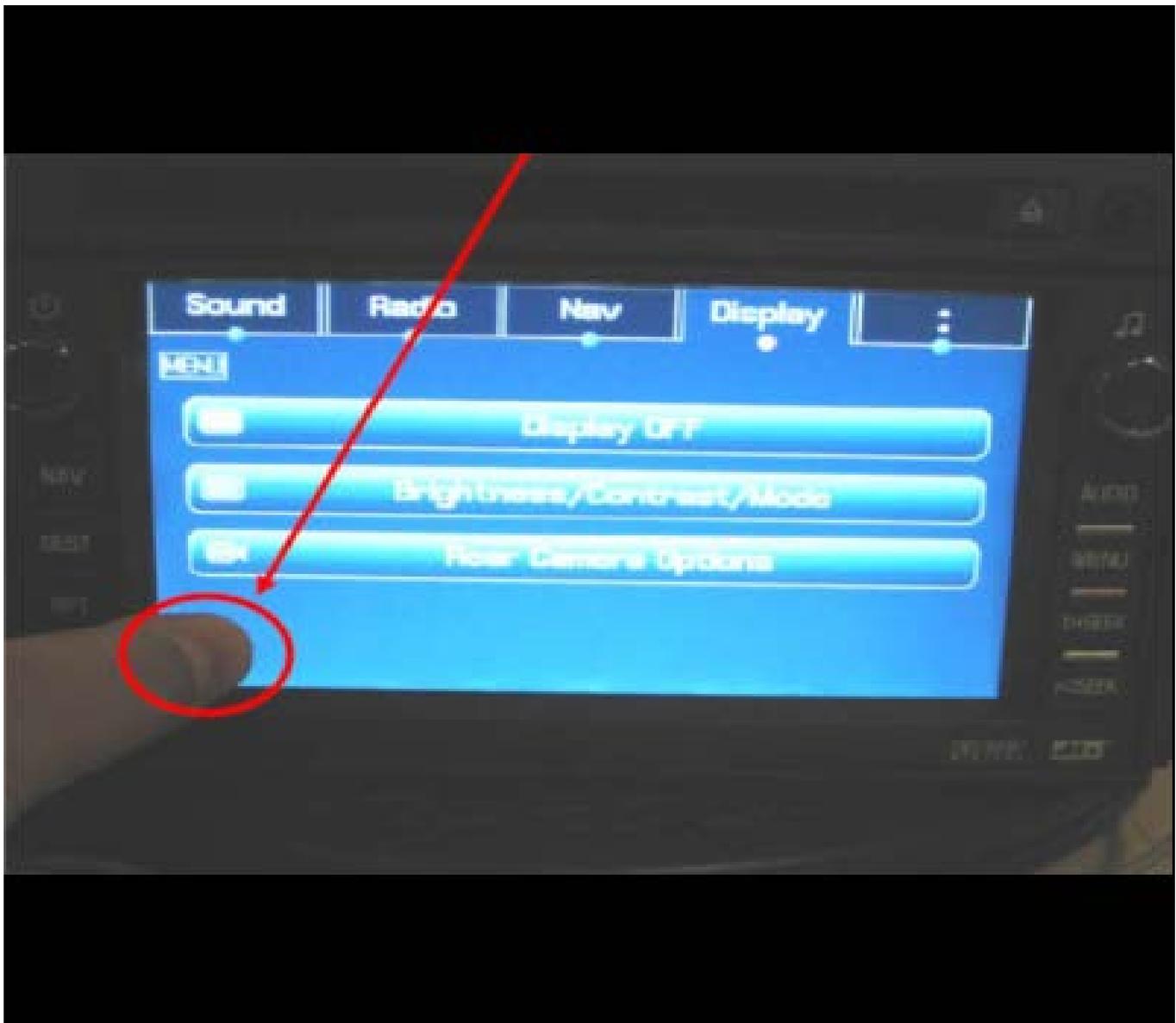
5440779

4. At the top of the display, press the “Display” soft key.



5440777

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).



5440774

6. When the screen to Enter PIN Code appears, enter "660" (Other codes that may work if the next page icon is missing are 295660, 3657, 9448, 1791, 1765, 1756, 3366, 296645).

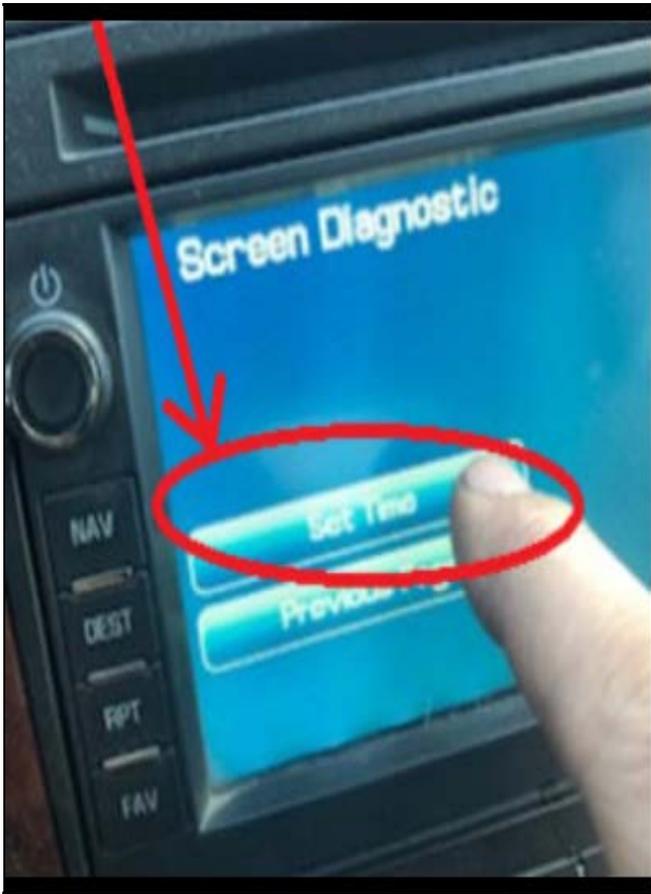


5440762

7. Select "Next Page" from the "Screen Diagnostic" page.



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 the previous screen.



5440776

11. To completely exit the diagnostic menu mode, turn the ignition off and allow the vehicle to go to sleep to exit Retained Accessory Power mode for up to five minutes. After five minutes have passed, turn the vehicle on and the correct clock should display.

#### Corvette radio with RPO U3U

1. For navigation radio in Corvette with RPO U3U, go to website
2. Burn the LOADING.KWI to the root of a CD-R or DVD-R (CD-RW has not been tested). Other files can be on the CD, but it is not advised.
  - Root
  - —> LOADING.KWI
3. Make sure the vehicle is outside and the engine is running.
4. On the radio display, press the Open/Close Faceplate Key (A).
5. Eject the map disc by pressing DVD Map Database Eject Key (B). Insert the Software Update Disc in the DVD Map Database Slot (C).
6. The update will start automatically. You will see a progress bar on the screen. The update takes about 2 minutes. The vehicle logo will be seen once the update is completed.



5440759

7. Eject the update disc and insert the map disc into the DVD Map Database Slot.
8. The software update procedure is completed.

#### Cadillac STS radio with RPO YQ4

1. The website depends on the model year of the Cadillac STS.
  - 1.A.
    - A. For navigation radio in 2008 STS with RPO YQ4, go to website
  - 1.B.
    - B. For navigation radio in 2009-2011 STS with RPO YQ4, go to website
2. Burn the LOADING.KWI to the root of a CD-R or DVD-R (CD-RW has not been tested). Other files can be on the CD, but it is not advised.
  - Root
  - —> LOADING.KWI
3. Make sure the vehicle is outside and the engine is running.
4. Eject the map disc by pressing DVD Map Database Eject Key (A). Insert the Software Update Disc in the DVD Map Database Slot (B).
5. The update will start automatically. You will see a progress bar on the screen. The update takes about 5 minutes. The vehicle logo will be seen once the update is completed.



5440769

6. Eject the update disc and insert the map disc into the DVD Map Database Slot.
7. The software update procedure is completed.

|                 |  |
|-----------------|--|
| <b>Version</b>  | 2  |
| <b>Modified</b> | Released November 15, 2019<br>November 22, 2019 – Added a Supersede statement, updated the Model Years for STS, added the GMC Yukon XL, HUMMER H2, Pontiac Grand Prix, Saab 9-5 Models, updated the Involved Region or Country section and added a Note to the Correction section. |

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.



WE SUPPORT VOLUNTARY  
TECHNICIAN  
CERTIFICATION