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				

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with Infotainment system RPO U3R, U3U, US4, UUK, UUL, UVB, UYS or YQ4
Condition	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.
Cause	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.
Correction	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. **Note:** 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.
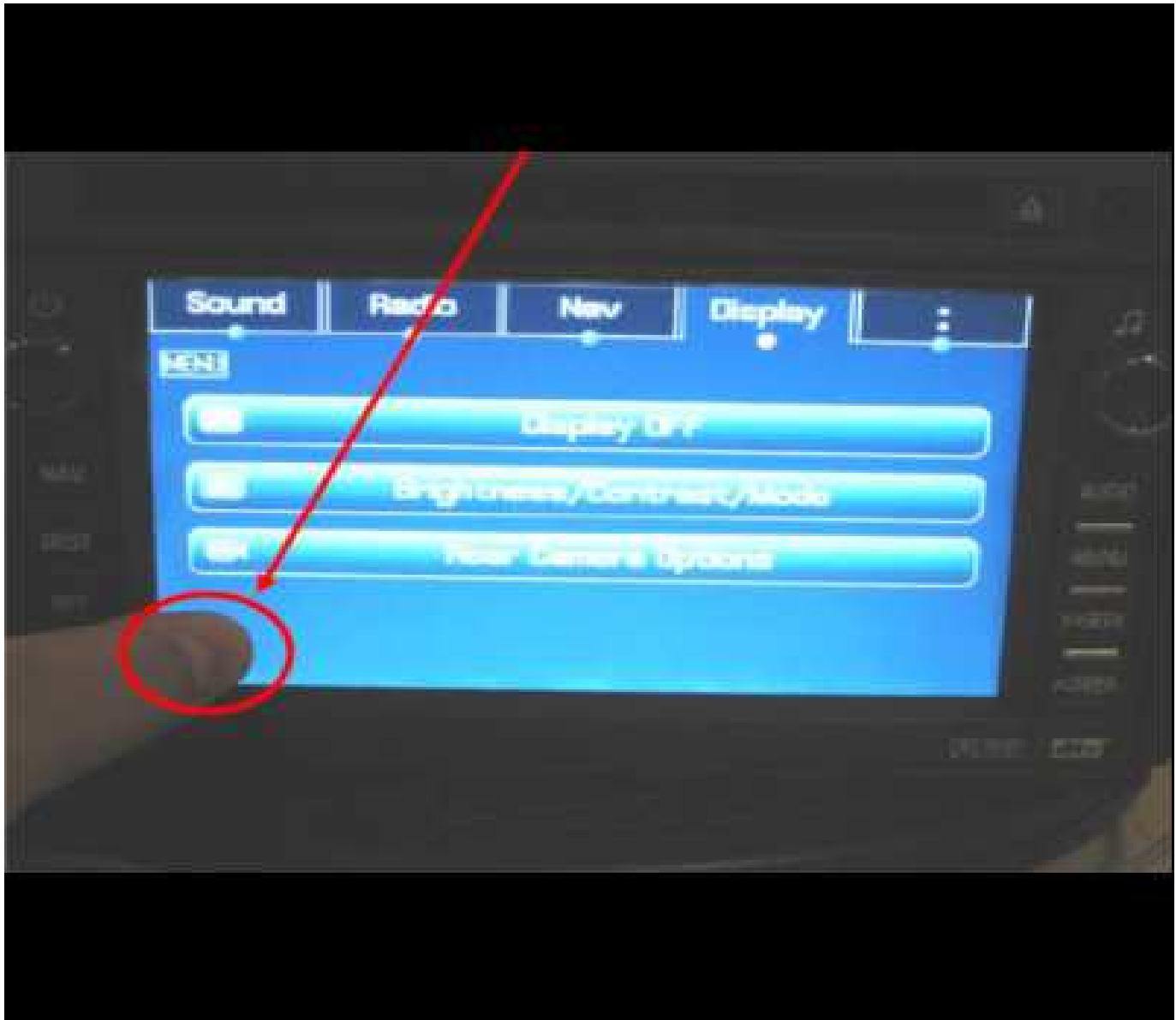2. If the "CAUTION" screen is displayed, press "OK."

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

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

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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).
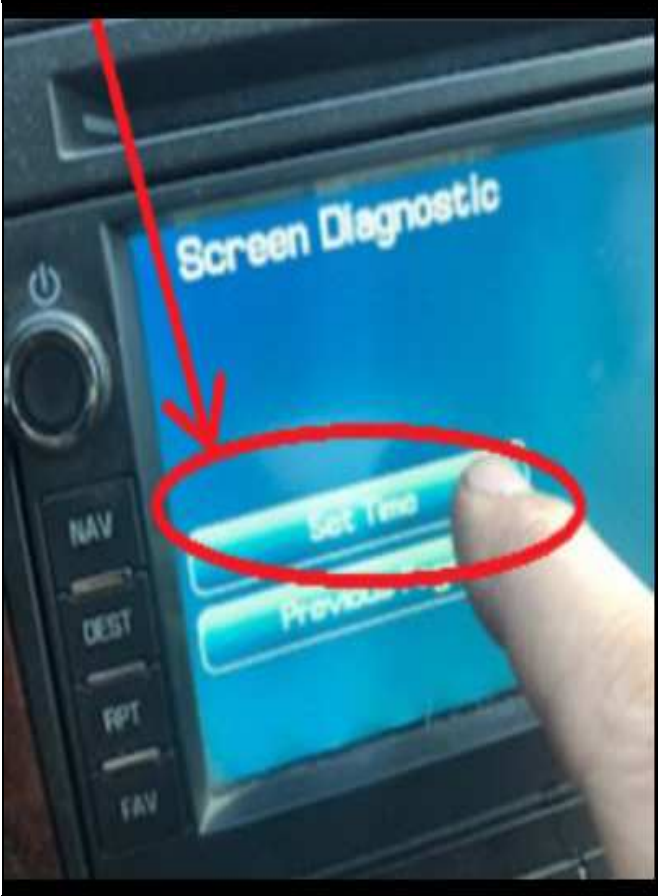

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6. When the screen to Enter PIN Code appears, enter "660" (Other codes that may work if the next page icon is missing are 295660, 3657, 9448, 1791, 1765, 1756, 3366, 296645).

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

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8. Select "Set Time."

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

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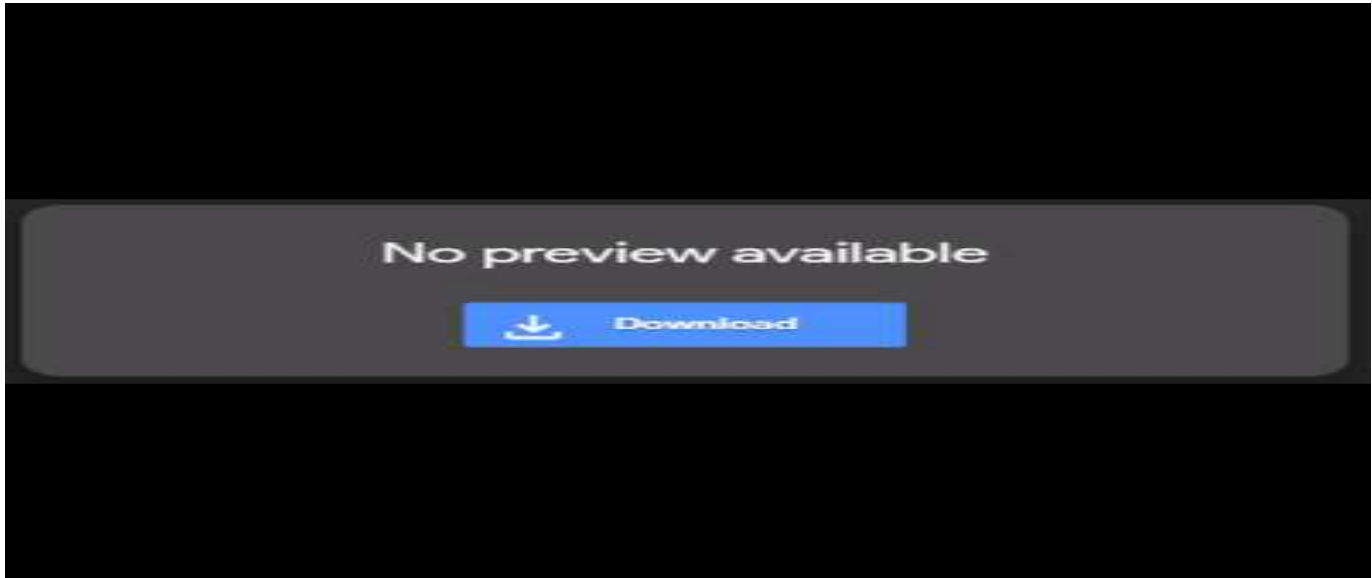10. Press "Back" to return to the previous screen.

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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.
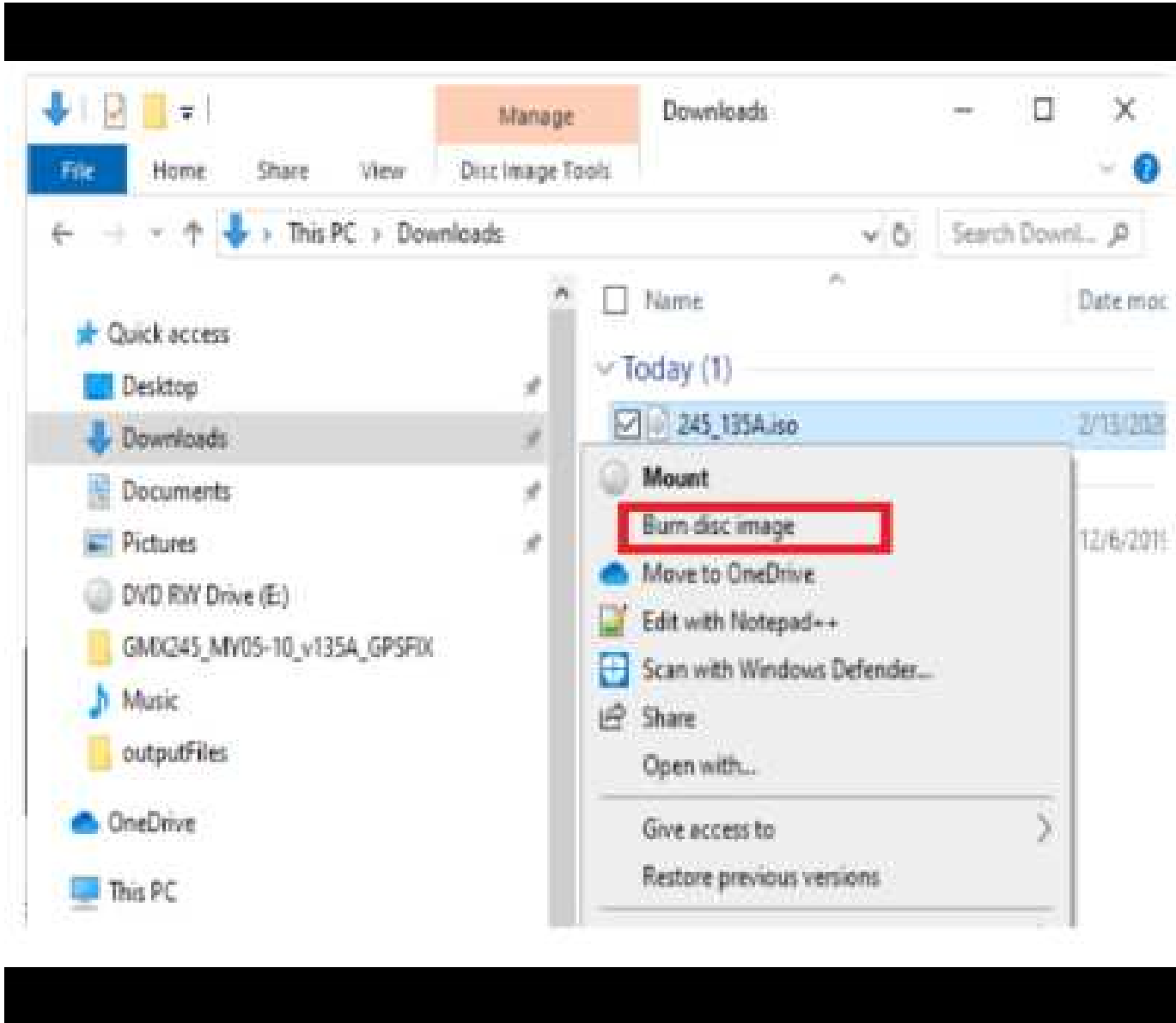
Corvette Radio with RPO U3U

Important: A personal computer with a CD/DVD burner is required.

1. For a navigation radio in a Corvette with RPO U3U, go to the website https://drive.google.com/file/d/16eg6eStwaPBszzuOgbABqgf96ueMTpYK/view?usp=sharing.

2. Click on Download.

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3. **A**. If using Internet Explorer, select Save As and Save the file to the Downloads folder.

   B. If using Google Chrome, after download is complete, go to downloaded file in the lower left corner, click the up arrow and select "Show in folder."

4. Find the newly saved file "245_135A.iso" and right click on it.

5. Select "Burn disc image."

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6. Select the Disc burner and the select Burn.

Windows Disc Image Burner

Disc image file:　245_135A.iso

Disc burner:

Status

A disc burner wasn't found. Make sure that a burner is installed properly, and you have the appropriate permissions to burn a disc.

☐ Verify disc after burning

Burn　　Cancel

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7. After 5 minutes, the disc will be completed.
8. Make sure the vehicle is outside and the engine is running.
9. On the radio display, press the Open/Close Faceplate Key (A).
10. Eject the map disc by pressing DVD Map Database Eject Key (B). Insert the Software Update Disc in the DVD Map Database Slot (C).

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11. 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.
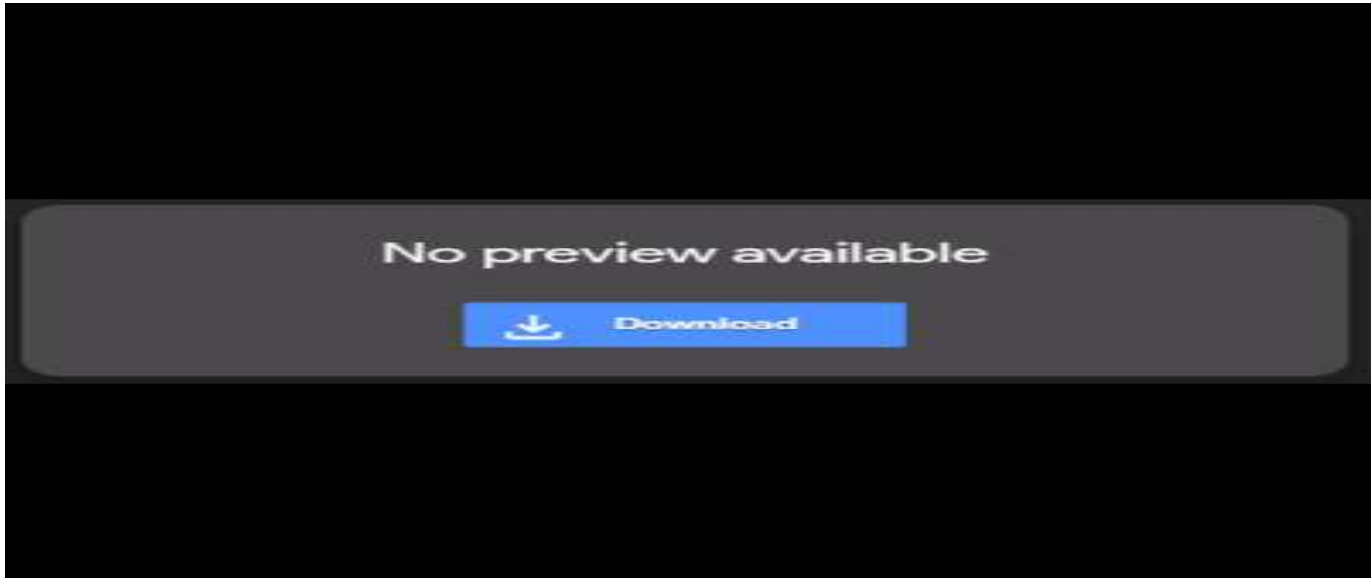
Note: If the update does not start, verify the radio part number in the vehicle is the correct part number for the model year, make, and model involved.

12. Eject the update disc and insert the map disc into the DVD Map Database Slot (C).

13. The software update procedure is completed.
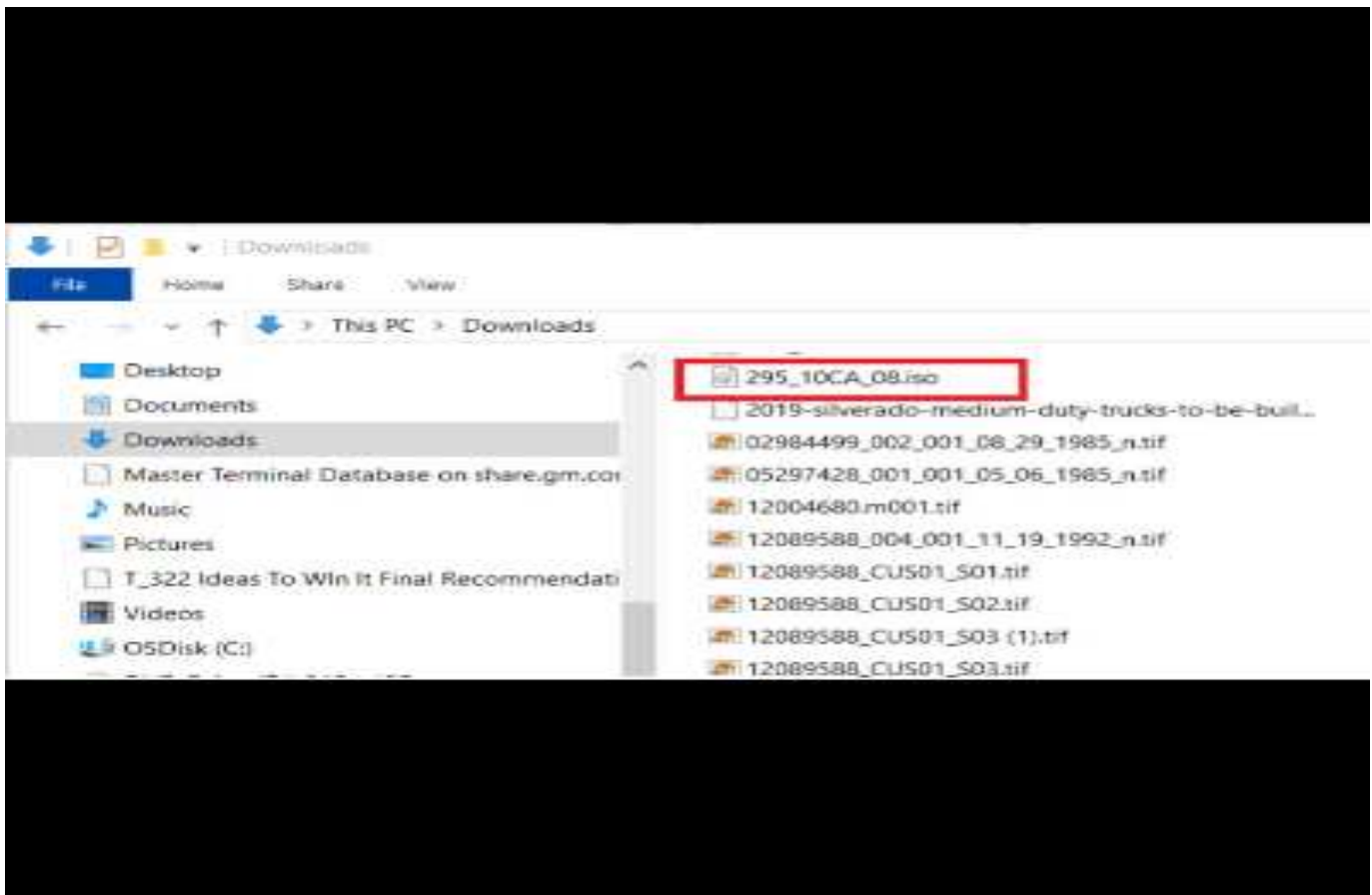
2008 Cadillac STS Radio with RPO YQ4

Important: A personal computer with a CD/DVD burner is required.

1. For a 2008 Cadillac, go to the website https://drive.google.com/file/d/1Vf4HkzTgA62tctiYL28kGf3L10e-H5hH/view?usp=sharing

2. Click on Download.

No preview available

⬇ Download

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3. **A**. If using Internet Explorer, select Save As and Save the file to the Downloads folder.

   B. If using Google Chrome, after download is complete, go to downloaded file in the lower left corner, click the up arrow and select "Show in folder."

4. Find the newly saved file "295_10CA_08.iso" and right click on it.

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5. After right clicking on the file name, select "Burn disc image."

6. Select the Disc burner and then select Burn.

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7. After 5 minutes, the disc will be completed.

8. Make sure the vehicle is outside and the engine is running.

9. Eject the map disc by pressing DVD Map Database Eject Key (A). Insert the Software Update Disc in the DVD Map Database Slot (B).

WARNING

Please insert a MAP DVD.

A   B

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10. 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.
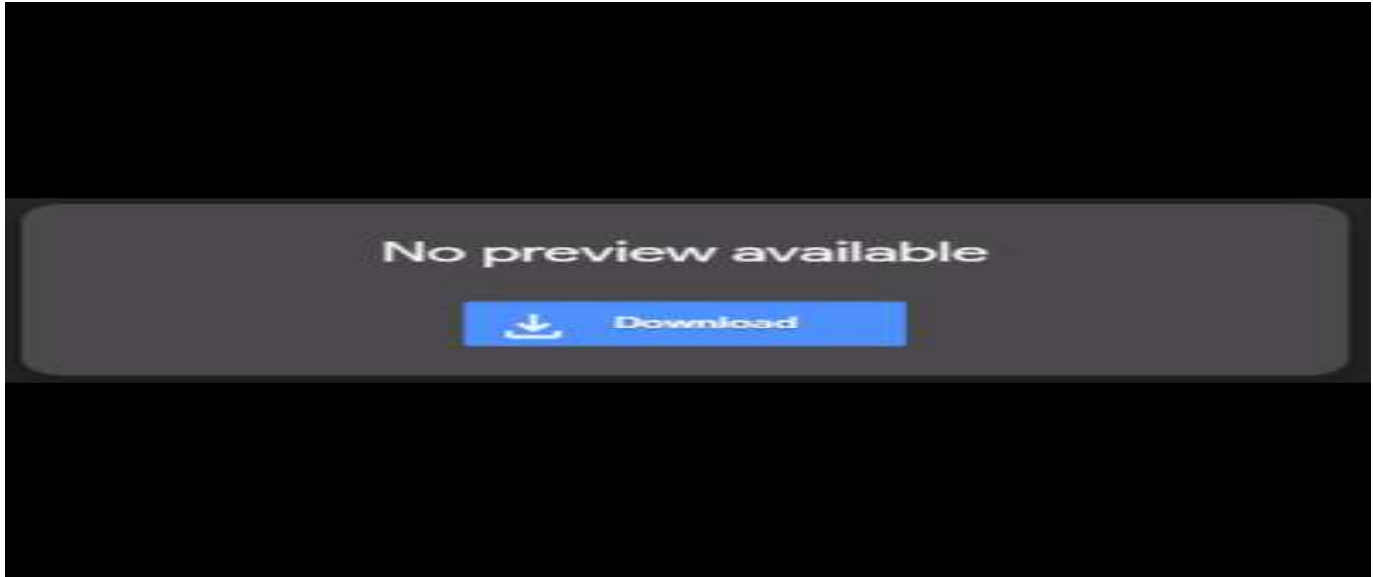
Note: If the update does not start, verify the radio part number in the vehicle is the correct part number for the model year, make, and model involved.

11. Eject the update disc and insert the map disc into the DVD Map Database Slot (B).

12. The software update procedure is completed.
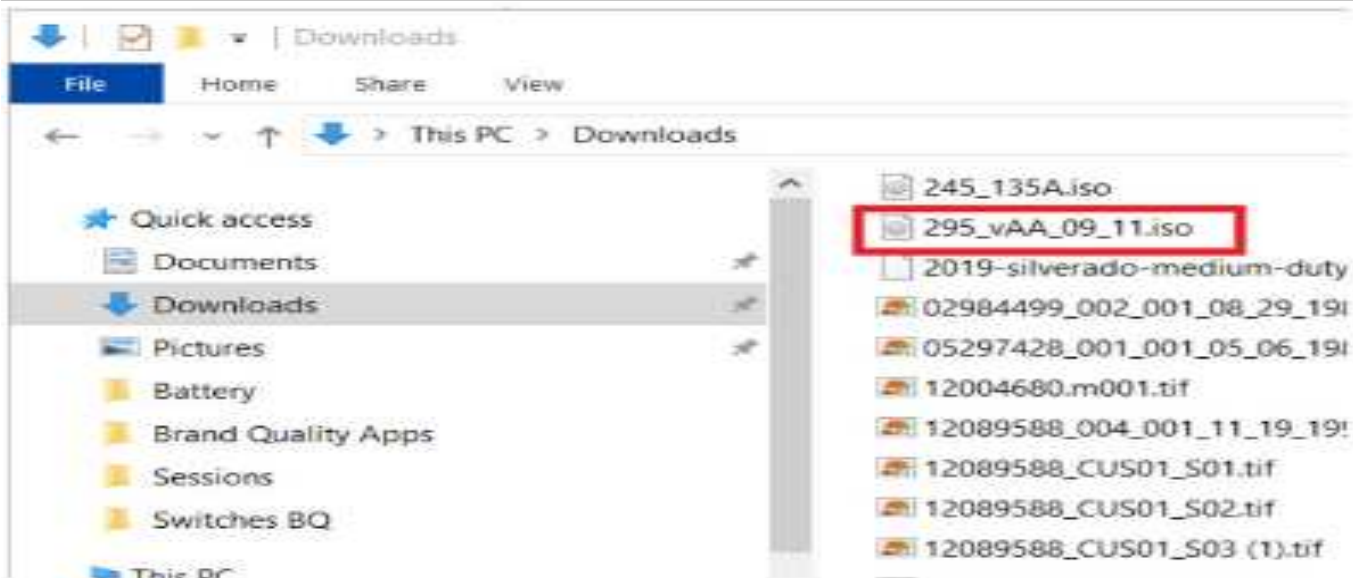
2009-2011 Cadillac STS Radio with RPO YQ4

Important: A personal computer with a CD/DVD burner is required.

1. Go to the website https://drive.google.com/file/d/1geu1NjhNPfLDkf-Z7A5WdyouYimdAPmD/view?usp=sharing.

2. Click on Download.

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3. **A**. If using Internet Explorer, select Save As and Save the file to the Downloads folder.

   B. If using Google Chrome, after download is complete, go to downloaded file in the lower left corner, click the up arrow and select "Show in folder."

4. Find the newly saved file "295_vAA_09_11.iso" and right click on it.

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5. After right clicking on the file name, select "Burn disc image."

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6. Select the Disc burner and then select Burn.

7. After 5 minutes, the disc will be completed.

8. Make sure the vehicle is outside and the engine is running.

9. Eject the map disc by pressing DVD Map Database Eject Key (A). Insert the Software Update Disc in the DVD Map Database Slot (B).

5440769

10. 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.

Note: If the update does not start, verify the radio part number in the vehicle is the correct part number for the model year, make, and model involved.

11. Eject the update disc and insert the map disc into the DVD Map Database Slot (B).

12. The software update procedure is completed.

Version	4
Modified	Released November 15, 2019
	Revised 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.
	Revised May 18, 2020 – Updated the procedure under Corvette Radio with RPO U3U and added/updated procedures for Cadillac STS Radio with RPO YQ4.
	Revised July 26, 2022 – Updated website links for Chevrolet Corvette and Cadillac STS.