

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

*This bulletin replaces PIT5652E. Please discard all copies of PIT5652.*

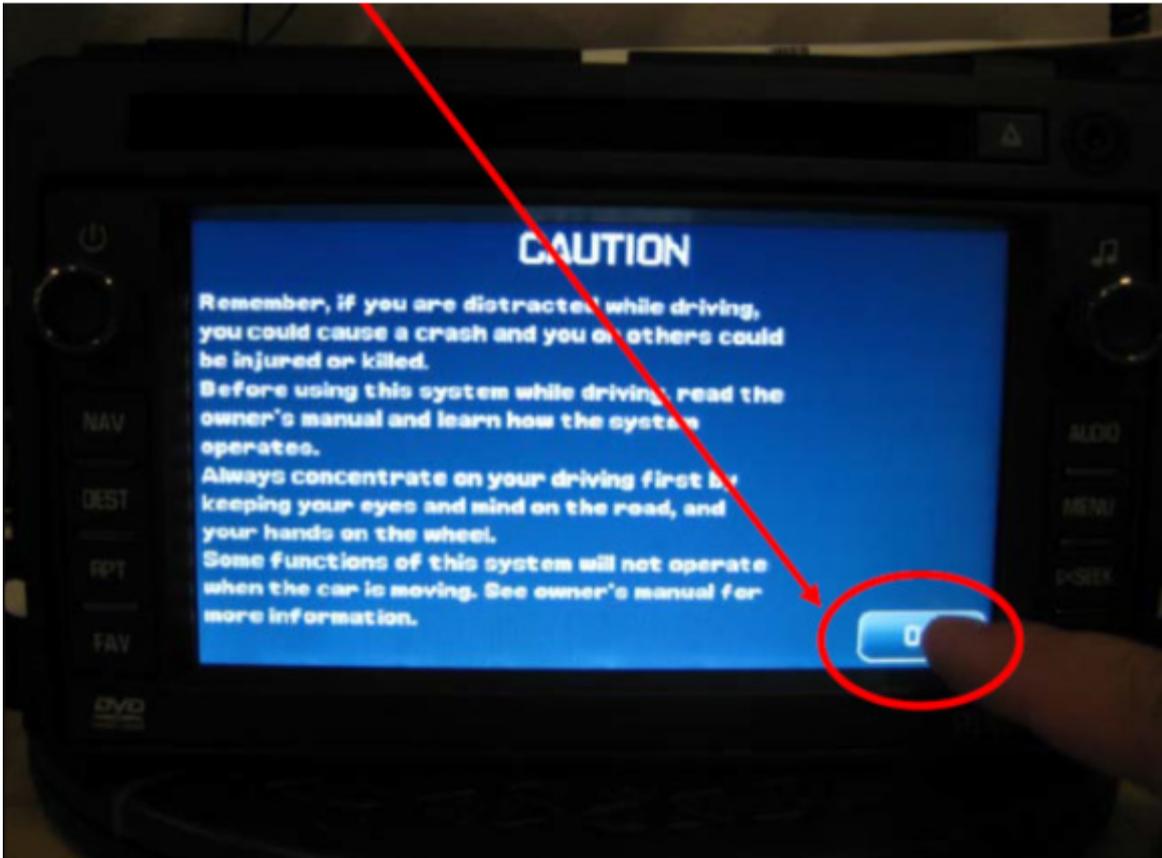
Brand:	Model:	Model Year:		VIN:		En-gine:	Transmis-sion:
		from	to	from	to		
Cadillac	DTS	2006	2011			All	All
	STS	2008	2011				
Chevro-let	Avalanche	2007	2011				
	Corvette	2005	2010				
	Silverado	2007	2011				
	Subur-ban						
	Tahoe						
GMC	Sierra	2007	2011				
	Yukon						

<b>Involved Region or Country</b>	North America, N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with Infotainment 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 RPO below and follow the steps.

### 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.



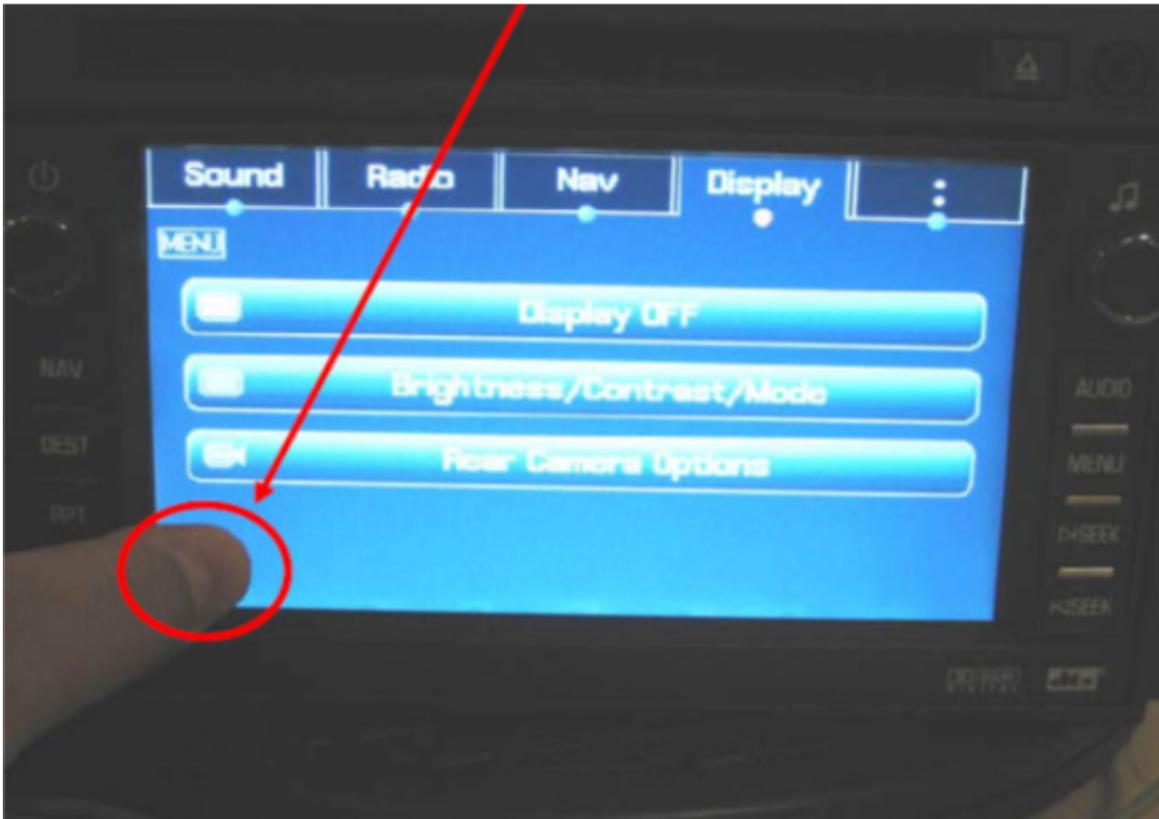
5440779

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).



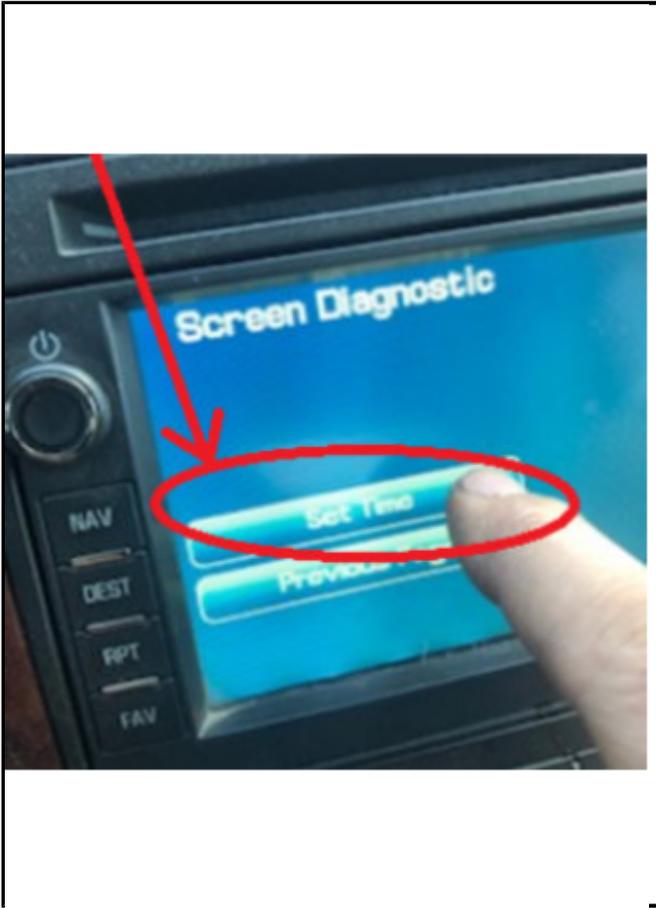
5440762

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



5440775

8. Select "Set Time."



5440781

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



5440764

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 [https://tis2web.akamai.gm.com/radio/corvette\\_gps\\_my\\_05\\_10\\_fix.zip](https://tis2web.akamai.gm.com/radio/corvette_gps_my_05_10_fix.zip)
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).

- 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

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

### Cadillac STS radio with RPO YQ4

- The website depends on the model year of the Cadillac STS.
  - For navigation radio in 2008 STS with RPO YQ4, go to website [https://tis2web.akamai.gm.com/radio/STS\\_GPS\\_MY\\_08\\_Fix.zip](https://tis2web.akamai.gm.com/radio/STS_GPS_MY_08_Fix.zip)
  - For navigation radio in 2009-2011 STS with RPO YQ4, go to website [https://tis2web.akamai.gm.com/radio/STS\\_GPS\\_MY\\_09\\_11\\_Fix.zip](https://tis2web.akamai.gm.com/radio/STS_GPS_MY_09_11_Fix.zip)
- 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
- Make sure the vehicle is outside and the engine is running.
- Eject the map disc by pressing DVD Map Database Eject Key (A). Insert the Software Update Disc in the DVD Map Database Slot (B).
- 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.
- Eject the update disc and insert the map disc into the DVD Map Database Slot.



5440769

7. The software update procedure is completed.

<b>Ver- sion</b>	1
<b>Modi- fied</b>	Released November XX, 2019