

2020 Corvette: Service Bulletin: #N202308320: Customer Satisfaction Program - Radio Display Inoperative Except For Backup Camera - (Oct 1, 2020)

#N202308320: Customer Satisfaction Program - Radio Display Inoperative Except For Backup Camera - (Oct 1, 2020)

Subject: N202308320 — Radio Display Inoperative Except For Backup Camera

Models: 2020 Cadillac CT4
2020 Cadillac CT5
2020 Chevrolet Corvette

Release Date: October 2020

Revision: 00

Attention: All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

This program is in effect until October 31, 2022.

<i>Make</i>	<i>Model</i>	<i>Model Year</i>	<i>RPO</i>	<i>Description</i>
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		<i>From</i>	<i>To</i>		
Cadillac	CT4	2020	2020	IOT	Infotainment 3 Premium
Cadillac	CT5				System W/
Chevrolet	Corvette				Navigation

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition

Certain 2020 model year Cadillac CT4, CT5, and Chevrolet Corvette vehicles, equipped with the Cadillac User Experience with embedded navigation or the Infotainment 3 premium system w/navigation (RPO IOT), may have a condition where the radio display is non-functional except for the backup camera. The embedded Multi-Media Controller (eMMC) firmware contains a defect that could cause a continuous rebooting condition. Rebooting will continue even after shutdown, resulting in a battery drain for the affected vehicle, and possibly a dead battery and a no-start condition.

Correction

Dealers will replace the radio receiver.

Parts Information

Quantity	Part Name	Part No.
1	Radio Receiver	84865578

The parts required for this program are on restriction and need to be obtained

from an Electronic Service Center (ESC). Please refer to your “involved vehicles listing” before ordering parts. These parts will be on Order Writing control and all orders placed through GMCCA will cancel.

Service Procedure

Replace the radio receiver. Refer to *Radio Replacement* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers’ possession and subject to this program *must* be held and inspected/repared per the service procedure of this bulletin *before* customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers’ inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through October 31, 2022. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this

bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through October 31, 2022, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the *PROMPT COMPLETION* of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation — For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual

for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

October 2020

This notice applies to your vehicle, *VIN*:

Dear General Motors Customer:

We have learned that your 2020 model year Cadillac CT4, CT5, or Chevrolet Corvette may have a condition where the radio display is non-functional except for the backup camera.

Your satisfaction with your Cadillac CT4, CT5, or Chevrolet Corvette is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the radio receiver. This service will be performed for you at *no charge until October 31, 2022*. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

<i>Division</i>	<i>Number</i>	<i>Text Telephones (TTY)</i>
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor

Global Executive Director

Customer Experience Operations

N202308320

Online URL:

<https://www.corvetteactioncenter.com/tech/knowledgebase/article/2020-corvette-service-bulletin-n202308320-customer-satisfaction-program-radio-display-inoperative-except-for-backup-camera-oct-1-2020-1449.html>