

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5532  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 1, 2020

Subject: N202308320 - Customer Satisfaction Program  
Radio Display Inoperative Except For Backup Camera

Models: 2020 Cadillac CT4 & CT5  
2020 Chevrolet Corvette  
Equipped with Infotainment 3 Premium System W/Navigation  
(RPO IOT)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202308320 today. The total number of U.S. vehicles involved is approximately 401. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin late-October 2020.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 2, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N202308320 Radio Display Inoperative Except For Backup Camera



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.**

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

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.

<b>Condition</b>	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.
<b>Correction</b>	Dealers will replace the radio receiver.

### Parts

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.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105311	Replace Radio: Corvette CT 4 CT 5 ADD: USB Programming	.8 1.0 .7 .3	ZFAT	N/A

### 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

# Customer Satisfaction Program

## N202308320 Radio Display Inoperative Except For Backup Camera



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 with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### 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 program 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.

---

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

## N202308320 Radio Display Inoperative Except For Backup Camera



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 concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9994	
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