



# Service Bulletin

File in Section: 08 - Body and Accessories

Bulletin No.: 09-08-44-019A

Date: January, 2013

## TECHNICAL

**Subject:** Intermittent Navigation or Radio Screen Blank After Vehicle Starts, Radio Controls May Not Function

**Models:** 2007-2009 Chevrolet Corvette  
Equipped with Navigation Radio RPO U3U

**Attention:** The Dealership will have 15 days to complete the software update and return the "loaner" disc to GM Brand Quality. If it is not returned within the specified time period, the Dealership will be charged.

This bulletin is being revised to make the Subject more concise, update the information in the Correction section and add an Attention statement to inform the technician that they have 15 days to complete the software update and return the disc to GM Brand Quality. Please discard Corporate Bulletin Number 09-08-44-019 (Section 08 - Body and Accessories).

### Condition

Some customers may comment that when starting the vehicle, the navigation or radio screen stays blank. The technician may notice that restarting the vehicle may result in the radio operating properly.

### Cause

This condition may be caused by a radio software timing anomaly.

### Correction

**Important:** DO NOT replace the navigation radio for this condition.

**Notice:** Wearing latex gloves is recommended while performing the software update in order to avoid fingerprints on the disc and the radio.

Update the radio audio software with the disc using the following procedure:

1. Technicians are to contact Technical Assistance (TAC) when this condition exists in order to obtain a "loaner" copy of the radio audio software update disc.
2. TAC will record all of the necessary case information and send an electronic copy to GM Brand Quality for the "loaner" disc.

**Notice:** The update CANNOT be performed with the ignition in the accessory mode.

3. Turn ON the ignition, or start the engine.

**Notice:** After the Corvette logo appears on the radio screen, there is a delay before the radio controls will function. This is a normal condition while the radio comes online.

4. Press the Eject button at the bottom center of the radio bezel to open the front panel.
5. Press the DVD button next to the bottom slot to eject the navigation radio map disc. Remove and carefully set aside the map disc.  
⇒ If the map disc is not loaded in the radio, you will only hear the DVD eject mechanism operate but a disc will not eject. **Wait** for the mechanism to stop running before proceeding to the next step.

**Notice:** DO NOT turn off power to the radio while the software is loading.

6. Insert the "loaner" copy of the radio audio software update disc into the bottom DVD slot.

**Notice:** The radio display will turn off while the software is loading.

7. **WAIT** four to five minutes for the software update to complete. **WHEN** the software update is complete, the radio will reboot and the Corvette logo will appear.
8. Press the DVD button next to the bottom slot to eject the disc. Remove the disc and return it within the specified time period to GM Brand Quality.
9. Insert the customer's navigation radio map disc into the bottom slot. Touch the "I agree" screen button.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9714*	Update Navigation Radio Software	0.4 hr

\*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

