

2020 Corvette: Recall Notice: #N202309350: Non-Compliance - Interior Trunk Release Button Inoperative Ten Minutes After Power Off

#N202309350: Non-Compliance - Interior Trunk Release Button Inoperative Ten Minutes After Power Off - (Aug 6, 2020)

Subject: N202309350 — Interior Trunk
Release Button Inoperative Ten
Minutes After Power Off

Models: 2020 Chevrolet Corvette

Release Date: August 2020

Revision: 00

Attention:

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this non-compliance bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. Due to the fact that vehicles will be closed in IVH through successful OTA programming, *dealers should always check the status in IVH before performing any vehicle repairs.*

<i>Make</i>	<i>Model</i>	<i>Model Year</i>		<i>RPO</i>	<i>Description</i>
		<i>From</i>	<i>To</i>		
Chevrolet	Corvette	2020	2020		

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

General Motors has decided that certain 2020 model year Chevrolet Corvette vehicles fail to conform to S4.1 of Federal/Canada Motor Vehicle Safety Standard (F/CMVSS) No. 401, "Interior Trunk Release." These vehicles are designed to enter a low-power "sleep" mode ten minutes after powering off. The trunk lid release button located inside the front trunk compartment may not function while the vehicle is in this sleep mode, as required by FMVSS 401. If the trunk lid is left open, a small person who climbs inside the front trunk compartment and closes the trunk lid while inside may not be able to get out without assistance, increasing the risk of injury.

Correction

GM will update the software in the vehicles' Body Control Module (BCM) to lower the voltage required to wake the vehicle from the low power "sleep" mode. This will allow the interior trunk release button to function while the vehicle is in that mode. Owners who have accepted applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

Parts Information

No parts are required for this repair.

Warranty Information

<i>Labor Operation</i>	<i>Description</i>	<i>Labor Time</i>	<i>Trans. Type</i>	<i>Net Item</i>
9105125*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105126*	Body Control Module Reprogramming with SPS	0.5		

Important: *To avoid warranty transaction rejections, carefully read and follow the instructions below:

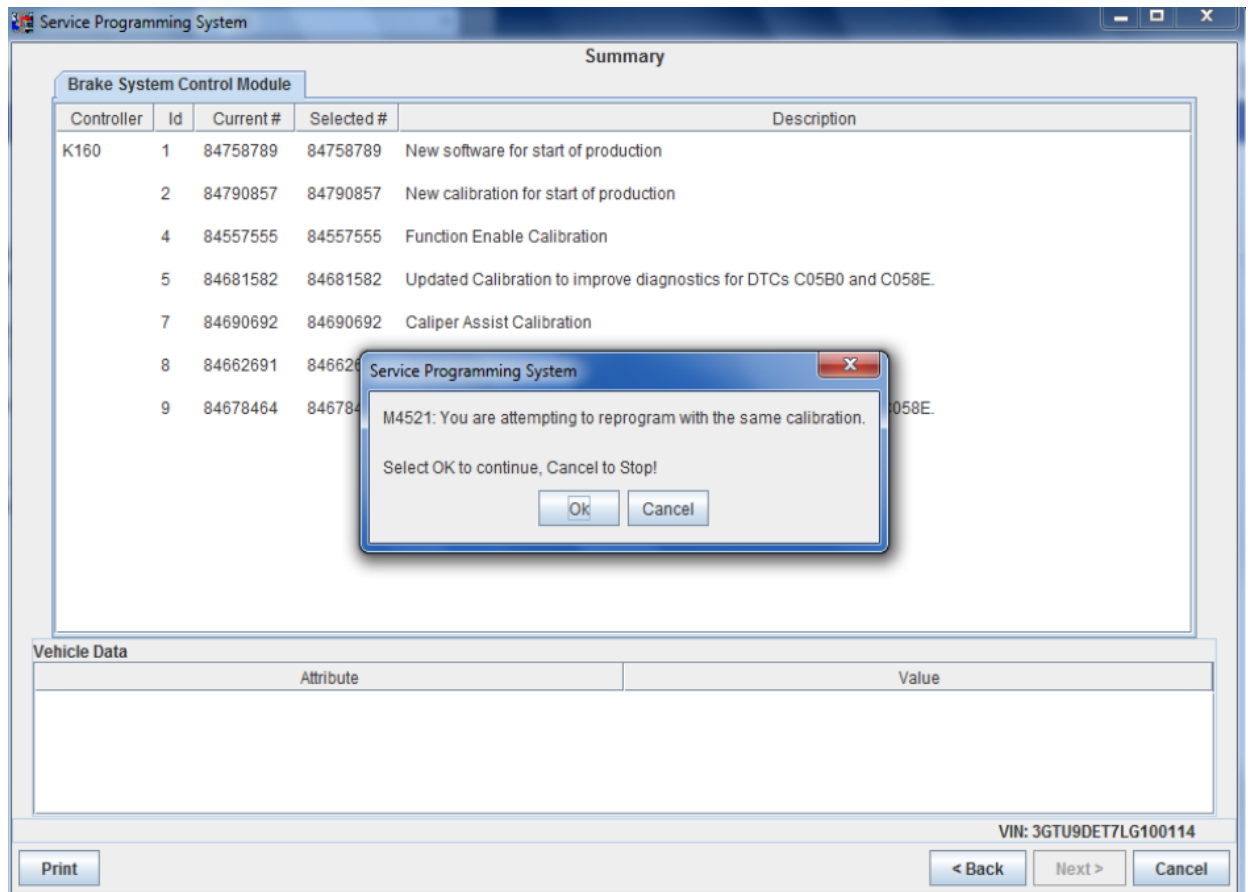
- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

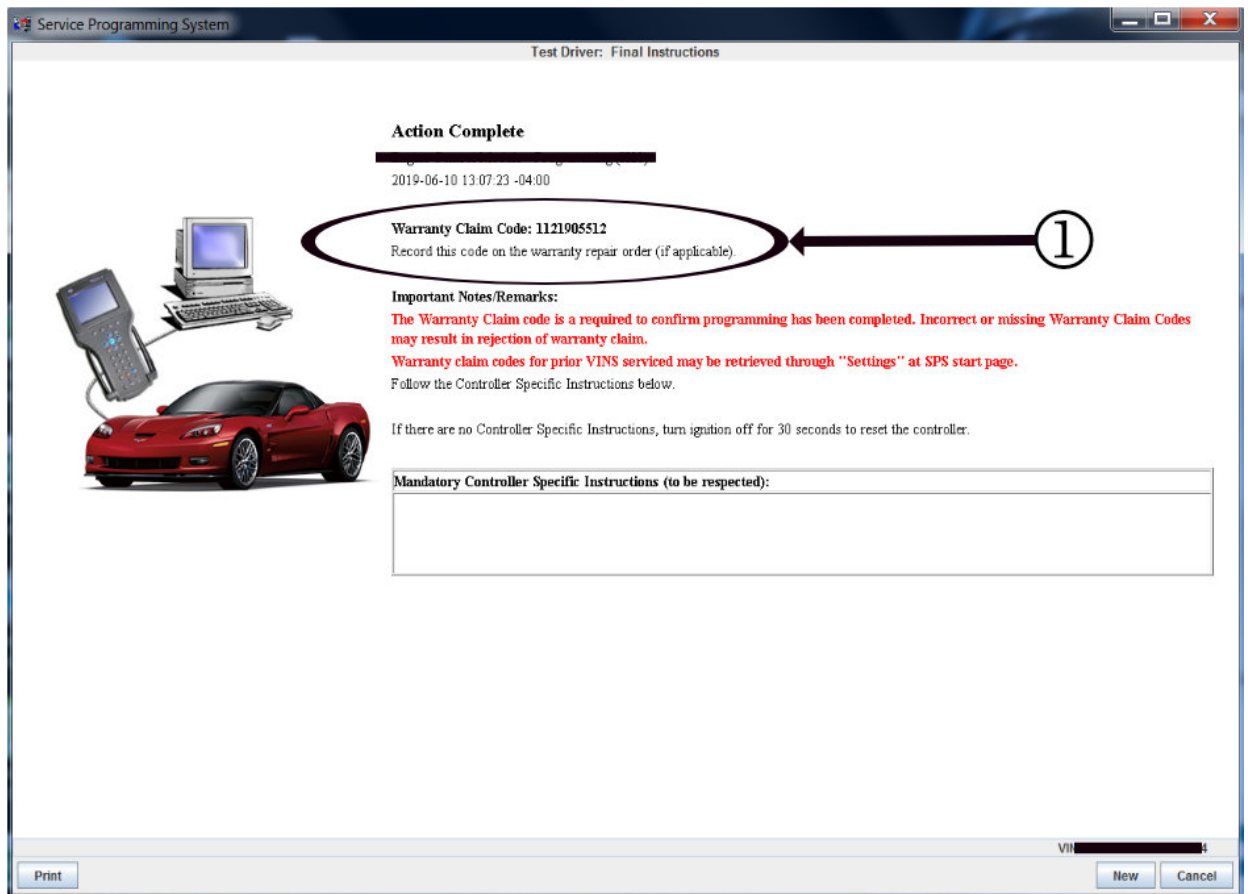


Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included in the near future.

Important: If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service

Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the body control module. Refer to *K9 Body Control Module: Programming and Setup* in SI.



Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included in the near future.

Important: To avoid warranty transaction rejections, you *MUST* record the warranty

claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 for the location of the WCC on the SPS screen.

1. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility — For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility — All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall *must* be held and inspected/repaired 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 recall at no charge to customers,

regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, 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 recall 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 recall.

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.

Export - Letters will be sent to known owners of record located within areas covered by the

US National Traffic and Motor Vehicle Safety Act. .

Online URL: <https://www.corvetteactioncenter.com/tech/knowledgebase/article/2020-corvette-recall-notice-n202309350-non-compliance-interior-trunk-release-button-inoperative-ten-minutes-after-power-off-1432.html>