

2020 - 2021 Corvette: Recall: #N202321570: Customer Satisfaction Program - Incorrect Front Suspension Lift Reservoir Cap - Export Only - (Mar 8, 2021)

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Subject: N202321570 - Incorrect Front Suspension Lift Reservoir Cap - Export Only

Models: 2020 - 2021 Chevrolet Corvette

Release Date: March 2021

Revision: 00

Attention: This program is in effect until March 31, 2023.

| <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 | 2021 | | |

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 and 2021 model year Chevrolet Corvette vehicles, may have been built with an incorrect Front Suspension Lift Reservoir cap.

Correction Dealers are to replace the suspension fluid reservoir cap.

Parts Information

| Quantity | Part Name | Part No. |
|----------|----------------------------|----------|
| 1 | CAP-HYD SUSP FLUID RSVR | 85165040 |

Important: Due to limited initial parts availability, dealers are encouraged not to order these parts

for use as shelf stock.

It is estimated that there are only 149 involved vehicles that will require parts being replaced. *Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.*

Service Procedure

Warning: Refer to *Brake Fluid Irritant Warning in SI.*

Caution: Refer to *Brake Fluid Effects on Paint and Electrical Components Caution in SI.*

1. Remove the front compartment rear access panel. Refer to *Front Compartment Rear Access Cover Replacement in SI.*
2. Locate the hydraulic suspension fluid reservoir mounted on the passenger side of the compartment.

Note: *Note:* Clean the filler cap and surrounding area before removing the cap.



3. Remove the incorrect reservoir cap. Discard the cap.



4. Install the new service reservoir cap.
5. Reinstall the front compartment rear access panel. Refer to *Front Compartment Rear Access Cover 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/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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through March 31, 2023. 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 March 31, 2023, 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.

Customer Notification

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.

March 2021

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

We have learned that your 2020 or 2021 model year Chevrolet Corvette may have been built with an incorrect Front Suspension Lift Reservoir cap.

Your satisfaction with your 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 suspension reservoir cap. This service will be performed for you at *no charge until March 31, 2023*. 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> |
|-----------------------|----------------|------------------------------|
| 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 Corvette provides you many miles of enjoyable driving.

Neelie O'Connor

Global Executive Director

Customer Experience Operations

N202321570

Online URL:

<https://www.corvetteactioncenter.com/tech/knowledgebase/article/2020-2021-corvette-recall-n202321570-customer-satisfaction-program-incorrect-front-suspension-lift-reservoir-cap-export-only-mar-8-2021-1495.html>