



Recall Bulletin



F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Rear Hatch Separation in Crash

MODELS: 2011-2012 Chevrolet Corvette Coupe

This bulletin is being revised to include a copy of the customer letter. Please discard all copies of bulletin 11258, issued September 2011.

CONDITION

General Motors has decided that certain 2011-2012 model year Chevrolet Corvette Coupe vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 206, Door Locks and Door Retention Components, for rear door retention in a crash. The rear hatch hinges on these vehicles may not meet the load requirements specified in the Safety Standard, which may allow the rear hatch to separate from the vehicle in a crash.

CORRECTION

Dealers are to replace both rear hatch hinges.

VEHICLES INVOLVED

Involved are **certain** 2011-12 model year Chevrolet Corvette Coupes.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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.

PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
20986700	HINGE ASM-R/CMPT LWDO	2

SERVICE PROCEDURE



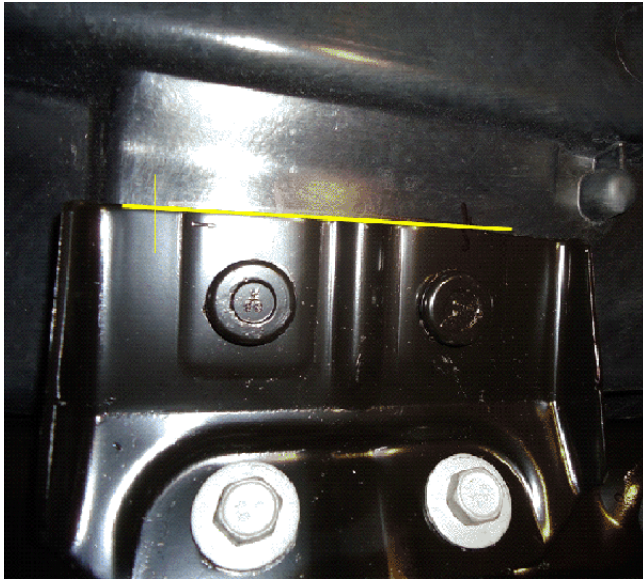
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1. Place three layers of 51mm (2 in) wide masking tape on the edge of the roof bow.
2. Place three layers of 51mm (2 in) wide masking tape on the left and right quarter panels.



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3. Place a shop cloth over the left and right rear quarter panels.
4. Remove interior roof bow trim. Refer to *Rear Roof Bow Trim Panel* in SI.



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Mark the retainer plate both vertically and horizontally as shown in illustration.

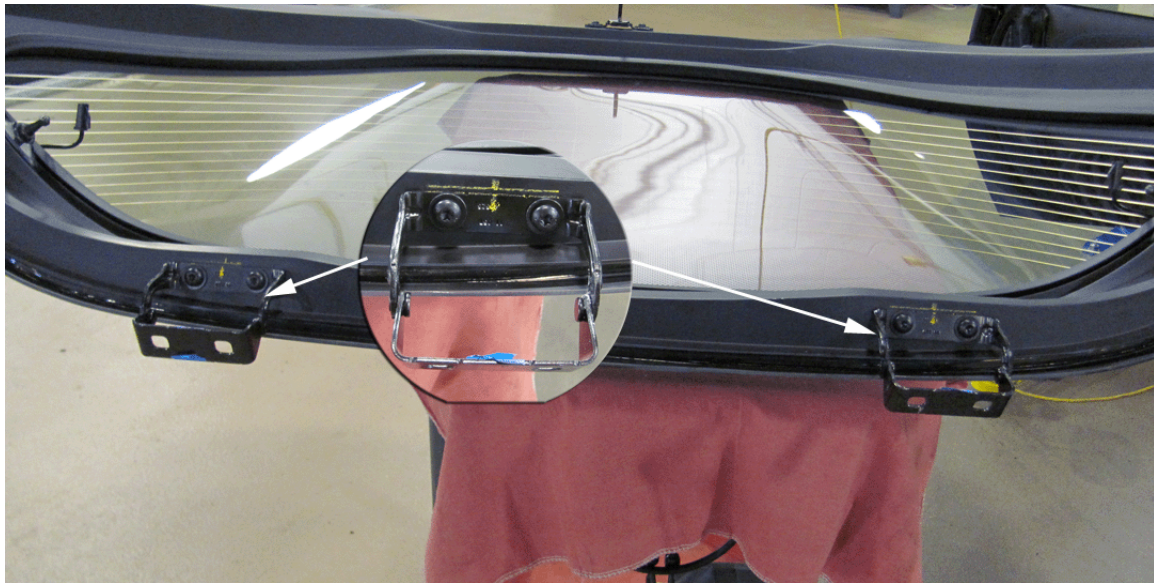
5. Mark the position of the hinge retainer plates with a China marker or tape.
6. Remove bolts from hinge retainer plates.
7. Use a suitable prop rod to hold the hatch open.
8. Unplug the rear defog wire from the hatch strut.
9. Remove hatch strut rods.



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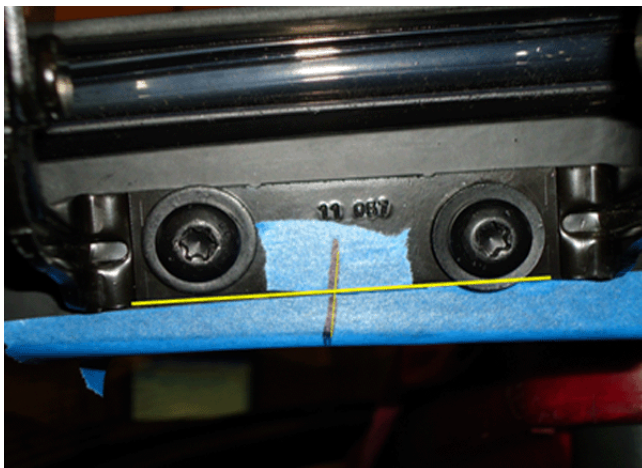
The hatch is removed for illustration purposes. Mark the hinge location both vertically and horizontally as shown in illustration.

10. With the help of an assistant, raise hatch to gain room to mark the hinge location with tape on the body and tape on the hinge. This is very important in order to align the hinges for reassembly of the hatch.
11. Remove the nuts securing the hatch to the body side of the hinge.



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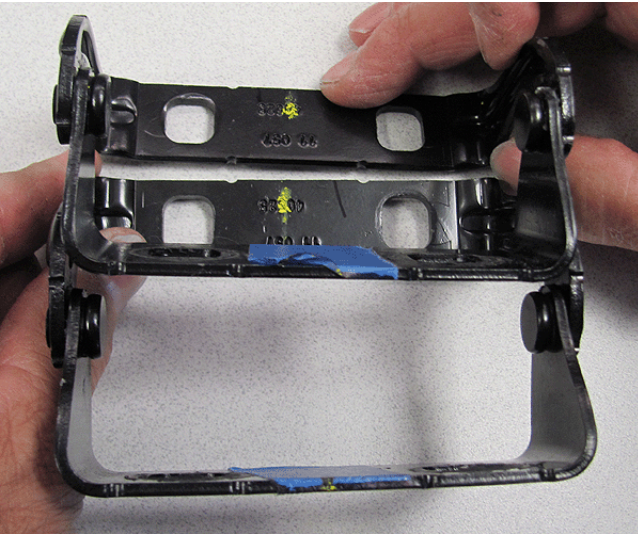
12. With the help of an assistant, remove the hatch and place the hatch on a clean padded surface.



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Mark the hinge on the hatch both vertically and horizontally.

13. Mark the location of the hinge on the hatch with tape or China marker on the hatch and on the hinge. This is very important in order to align the hinges for hatch reassembly.
14. Remove the old hinges.



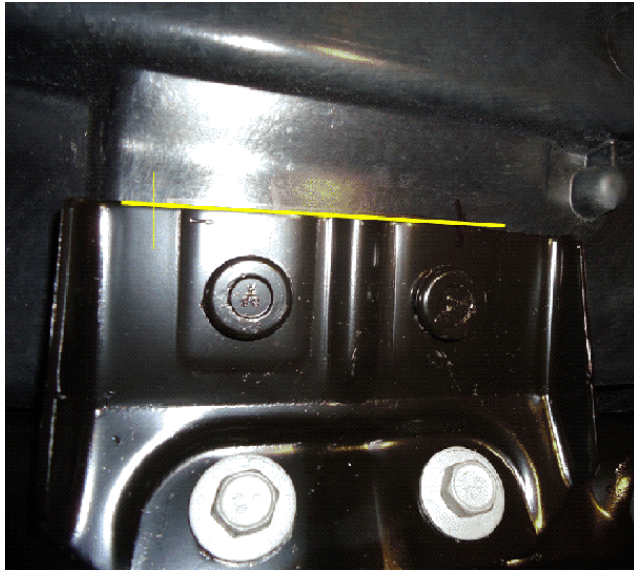
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15. Transfer alignment marks to the new hinges. Align the old and new hinges as shown in illustration to transfer the alignment marks.



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16. Install the new hinge on the hatch, align and tighten the hinges to 25 Nm (18 lb-ft).
17. Loosely install interior hinge retainer plates. Thread fasteners just enough to hold the hinge retainer plates in place, about two turns. Do not tighten fasteners. If the hinge plate is tightened too much, it will not allow the hatch side of the hinge to slide in place.
18. With the help of an assistant, place the hatch in the body opening and start hinge to body nuts.
19. Prop the hatch with a suitable support.



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20. Align the interior hinge plate with previous marks and tighten the hinge plate fasteners to 25 Nm (18 lb-ft).



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21. With the help of an assistant, hold the hatch up and align the hinge to the previous marks on the body side of hinge.
22. There are two fasteners per body side hinge. Tighten one fastener on each body side hinge. Loosely tighten the other body side hinge fastener.
23. Attach the struts.
24. Connect the rear defog wire to the hatch strut.
25. Ensure hatch is properly aligned. Open and close the hatch to ensure proper hatch operation.
26. Tighten all four body side hinge fasteners to 25 Nm (18 lb-ft).
27. Install interior roof bow trim. Refer to *Rear Roof Bow Trim Panel* in SI.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2482	Replace Rear Hatch Hinges	1.0

CUSTOMER NOTIFICATION

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

DEALER RECALL RESPONSIBILITY – For US (US States, Territories, and Possessions)

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.

This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.

DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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 recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



October 2011

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that certain 2011-2012 model year Chevrolet Corvette Coupe vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 206, Door Locks and Door Retention Components. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in recall 11258.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The rear hatch hinges on your vehicle may not meet the load requirements specified in the Safety Standard, which may allow the rear hatch to separate from the vehicle in a crash and increase the potential for injury.

What will we do?

Your Chevrolet dealer will replace both rear hatch hinges. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour.

If your vehicle is within the New Vehicle Limited Warranty, your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have 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)
Chevrolet	1-800-630-2438	1-800-833-2438
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 11V491.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jim Moloney
General Director,
Customer and Relationship Services

GM Recall #11258