

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5482
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 18, 2020

Subject: N202311160 - Safety Recall
Drivers May Overlook Open Hood Alerts

Models: 2020 Chevrolet Corvette

To: All General Motors Dealers

General Motors is releasing Safety Recall N202311160 today. The total number of U.S. vehicles involved is approximately 6,653. Please see the attached bulletin for details.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated August 18, 2020 or sooner. The remedy involves a software update which will be downloaded to the affected vehicles through an over the air (OTA) programming event beginning the evening of August 18th. Vehicles successfully programmed on August 18th through OTA will show as "closed" status in IVH on Wednesday morning, August 19th at approximately 7:30am (EST). A list of involved vehicles in dealer new inventory NOT successfully programmed via OTA will be provided to the affected dealers on Wednesday, August 19th. Dealers can and should perform this bulletin on any vehicle with an "open" status in IVH. Due to the fact that vehicles will continue to be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repairs.

END OF MESSAGE
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