



IMPORTANT SAFETY RECALL

September 2020

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

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

General Motors has decided that certain 2020 Chevrolet Corvette vehicles fail to conform to Federal Motor Vehicle Safety Standard 401, "interior trunk release". 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.

IMPORTANT

- Your vehicle is involved in GM recall N202309350.
- A software update is available for your vehicle that can be performed remotely with wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, follow the in-vehicle radio prompts or schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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.

What will we do?

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 the applicable terms and conditions may have already received the update with wireless over-the-air technology and will not have to bring their vehicle to a dealership. GM began prompting owners through the vehicle's radio screen on August 6th, 2020. Any owner having received this update through over the air (OTA) technology will not have to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

What should you do?

The software update can be performed remotely using wireless over-the-air technology. If you've already accepted the update, no further action is necessary. If you have not accepted the update, you will be notified that the update is available by in-vehicle prompts from the radio display.

The software download and installation occurs as a two-step process. First, you will be asked to accept the download of the software update package. The vehicle must be parked to accept the download, but you will be able to use your vehicle normally during the download. Once it is complete, you will then be asked to accept the installation of the software update. During installation, your vehicle must be parked. The software update may reset certain vehicle settings or preferences.

The software installation will take up to 15 minutes to complete and will begin after you accept the installation and follow the on-screen instructions while your vehicle is parked. You do not need to remain in your vehicle during the software installation. Please take note that your vehicle will not be operational during the software installation process.

IMPORTANT: You do not need to remain in your vehicle during the software installation. The vehicle cannot be driven during the software install process (up to 15 minutes). The vehicle must be parked at a safe and secure location with the ignition in the OFF position.

Upon your next ignition cycle after the installation completes, your vehicle's radio will display a confirmation message that the update was successful. If you receive a message that the installation cannot continue or did not complete successfully, the installation process may retry after your next ignition cycle. If the problem persists, contact your GM dealer to arrange a service appointment as soon as possible.

You can also decline the update by selecting the "Learn More" button, and then "Details" and then the "Decline Update" option. If you decline the update, contact your GM dealer to arrange a service appointment as soon as possible.

If you need to bring your vehicle to the dealer, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately an hour.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the Corvette Concierge at (866) 424-3892 8 AM-7 PM EST, M-F.

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 20V461.

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

Maryann Combs
Vice President
Global Vehicle Safety

GM Recall: N202309350