

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



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 a defect, which relates to motor vehicle safety, exists in certain 2020 model year Chevrolet Corvette vehicles. As a result, GM is conducting a safety 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 safety recall N202311160.
- 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 dealer. If you are unsure if this update has been performed, contact your dealer or Chevrolet customer assistance to check if recall N202311160 has been closed for your VIN.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

If drivers ignore the vehicle's visual and audible warnings that the front trunk lid is open, they can drive the vehicle in that condition at speed, which could increase the likelihood that the wind force is sufficient to inadvertently flip open the hood. If the hood is open (i.e., the primary and secondary latches are not engaged) while driving at speed, the hood could flip open and obstruct the driver's forward view, increasing the risk of a crash.

What will we do?

Employing wireless over-the-air technology, GM will update the software in your vehicle's Body Control Module (BCM) to limit vehicle speed to 26 mph when the hood is not completely closed and latched. The software update will also provide a Driver Information Center message indicating that the top speed is limited to 26 mph. In addition, the operation of the hood release on the key fob will be modified to reduce the likelihood of inadvertent hood release actuations. The interior door trim switch and release button located inside the front trunk compartment are also modified to require a longer press-time. 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 25th, 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.

Owners are encouraged to check their VIN online for any open recalls by visiting the GM Recall Center at my.gm.com/recalls or the NHTSA site, safercar.gov.

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 occur 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 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 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.

Did you already pay for this repair?

If you have already incurred expenses for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

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
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 20V489.

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 L. Combs
Vice President
Global Vehicle Safety

Enclosure
GM Recall: N202311160