

F/CMVSS Noncompliance Recall

N202309350 Interior Trunk Release Button Inoperative Ten Minutes After Power Off



Release Date: September 2020

Revision: 01

Revision Description: This bulletin is being revised to update the service procedure and to add the customer letter. Please discard all previous copies of N202309350.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Involved vehicles will be repaired either through dealer repairs as described in this bulletin or through over the air (OTA) programming. Dealers can and should perform the procedure in this non-compliance bulletin on any vehicle with an "open" status on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management system. Due to the fact that vehicles will be closed in IVH through successful OTA programming, dealers should always check the status in IVH before performing any vehicle repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Corvette	2020	2020		

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	General Motors has decided that certain 2020 model year Chevrolet Corvette vehicles fail to conform to S4.1 of Federal/Canada Motor Vehicle Safety Standard (F/CMVSS) No. 401, "Interior Trunk Release." 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.
Correction	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 applicable terms and conditions will have the opportunity to accept these software changes using wireless over-the-air (OTA) technology without having to bring their vehicle to a dealership. Alternatively, owners may schedule to have the updates performed at a GM dealer.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105125*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105126*	Body Control Module Reprogramming with SPS	0.5		

* **Important:** To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

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Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS/TLC on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Note: Carefully read and follow the instructions below.

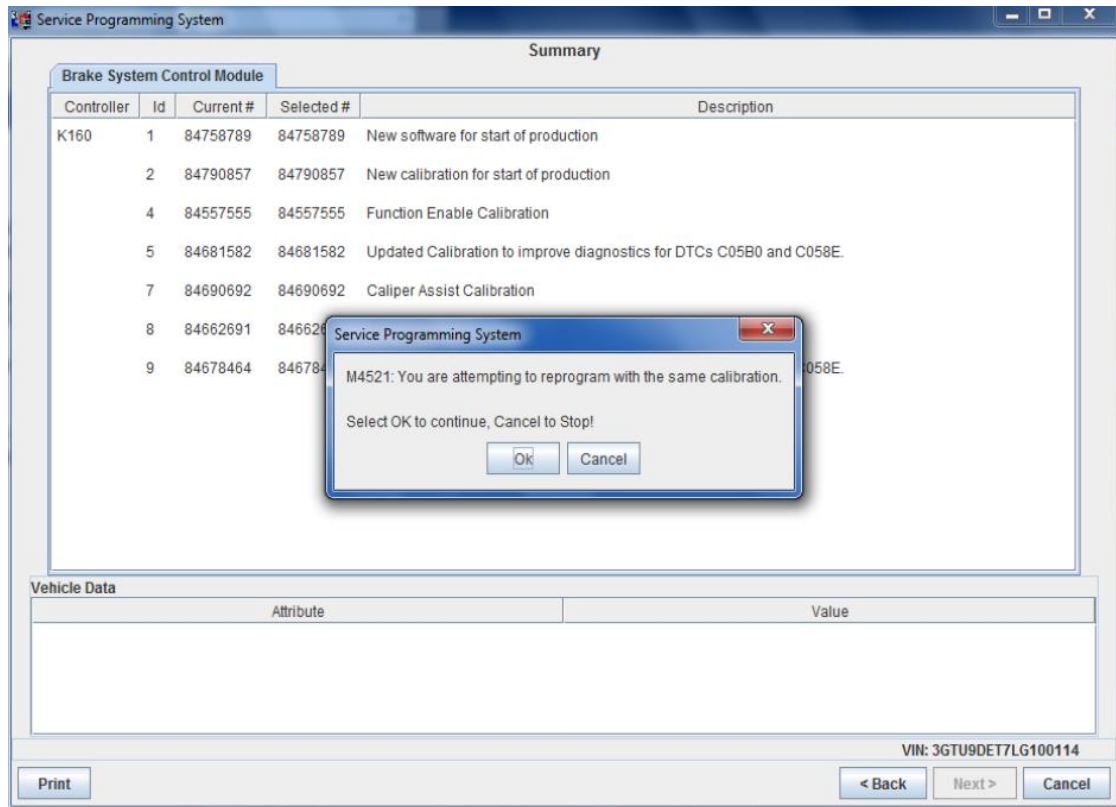
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Ensure the ignition is turned OFF, load on the vehicle's battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc. may affect the download process.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797 Electronic Brake Diagnostic Calibration
K17	4	84820801	84820801 Function Enable Calibration
K17	5	84820808	84820808 Driver mode brake calibration
K17	6	84820819	84820819 Tire Pressure Calibration
K17	7	84820825	84820825 Caliper Assist Calibration

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Important: TIS2WEB and Techline Connect screens shown above.

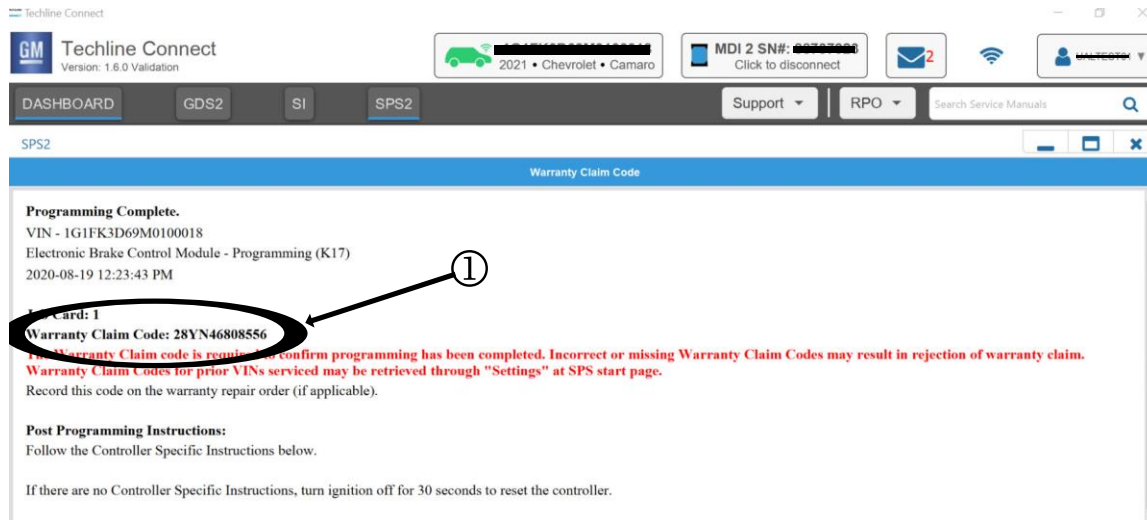
Important: If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

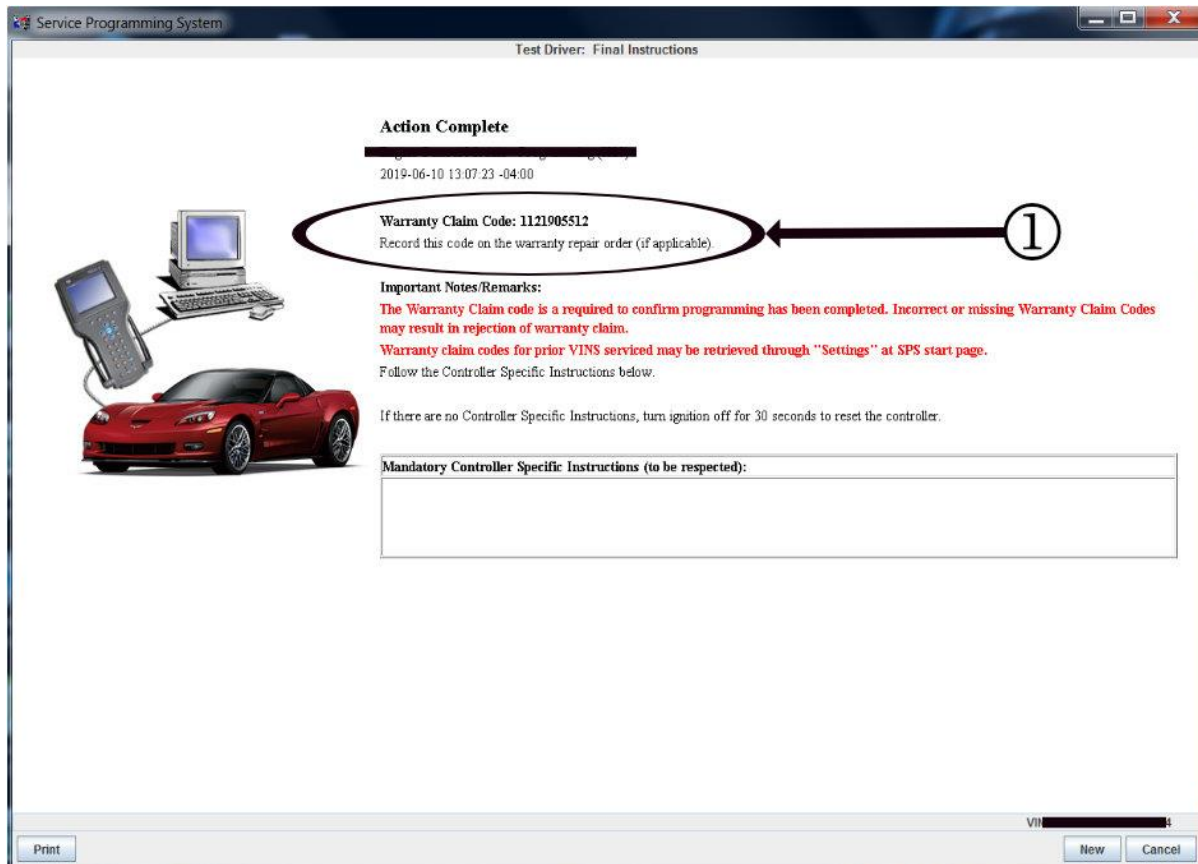
1. Reprogram the body control module. Refer to *K9 Body Control Module: Programming and Setup* in SI.

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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- Record SPS Warranty Claim Code on job card for warranty transaction submission.
- After the BCM (body control module) has been updated, drive the vehicle to relearn the tire pressure monitor sensors. If the vehicle is not driven, the IPC will show "dashes" instead of the actual tire pressure.
- Inform the customer that the key FOB operation has been updated. To open the hood using the key FOB, press and release the button followed by pressing and holding to open.

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Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 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 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 with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. 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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

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Customer Notification

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

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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

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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 model year 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 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.

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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 <DIV_DLR> 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.

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 L. Combs
Vice President
Global Vehicle Safety

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