

Product Safety Recall

N202311160 Drivers May Overlook Open Hood Alerts



Release Date: August 2020

Revision: 00

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.

Vehicles involved in this recall were placed on stop delivery August 18, 2020. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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 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 repairs.

| 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 a defect which relates to motor vehicle safety exists in certain 2020 model-year Chevrolet Corvette vehicles. 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. |
| Correction | GM will update the software in the vehicles' 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 DIC 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 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 service at a GM dealer to receive these software updates. |

Parts

No parts are required for this repair.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|---|------------|-------------|----------|
| 9105129* | Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration | 0.2 | ZFAT | N/A |
| 9105130* | Body Control Module Reprogramming with SPS | 0.5 | | N/A |
| 9105280 | Customer Reimbursement Approved - For USA and Canada dealers only | N/A | | ** |
| 9105281 | Customer Reimbursement Denied – For USA dealers only | N/A | | *** |

*** 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

Product Safety Recall

N202311160 Drivers May Overlook Open Hood Alerts



“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.

Warranty Claim Code Information Retrieval

If the 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.

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

**For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

***Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Note: Carefully read and follow the instructions below.

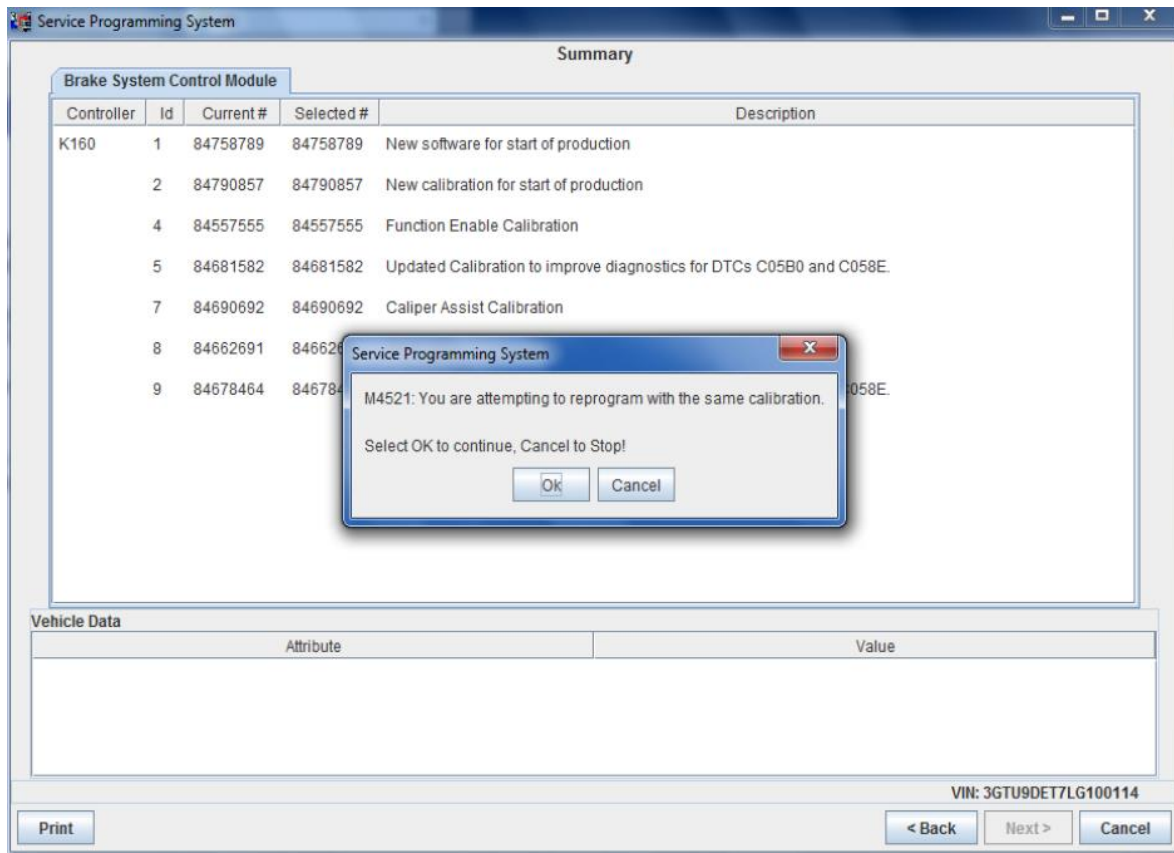
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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 12V 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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Product Safety Recall

N202311160 Drivers May Overlook Open Hood Alerts



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Important: TIS2WEB and Techline Connect screens shown above.

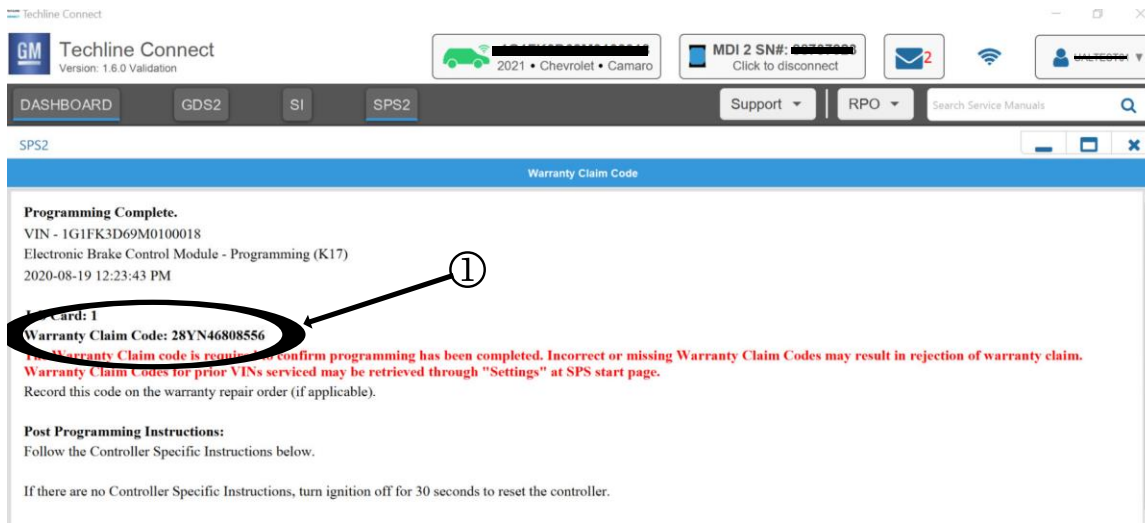
Important: If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer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

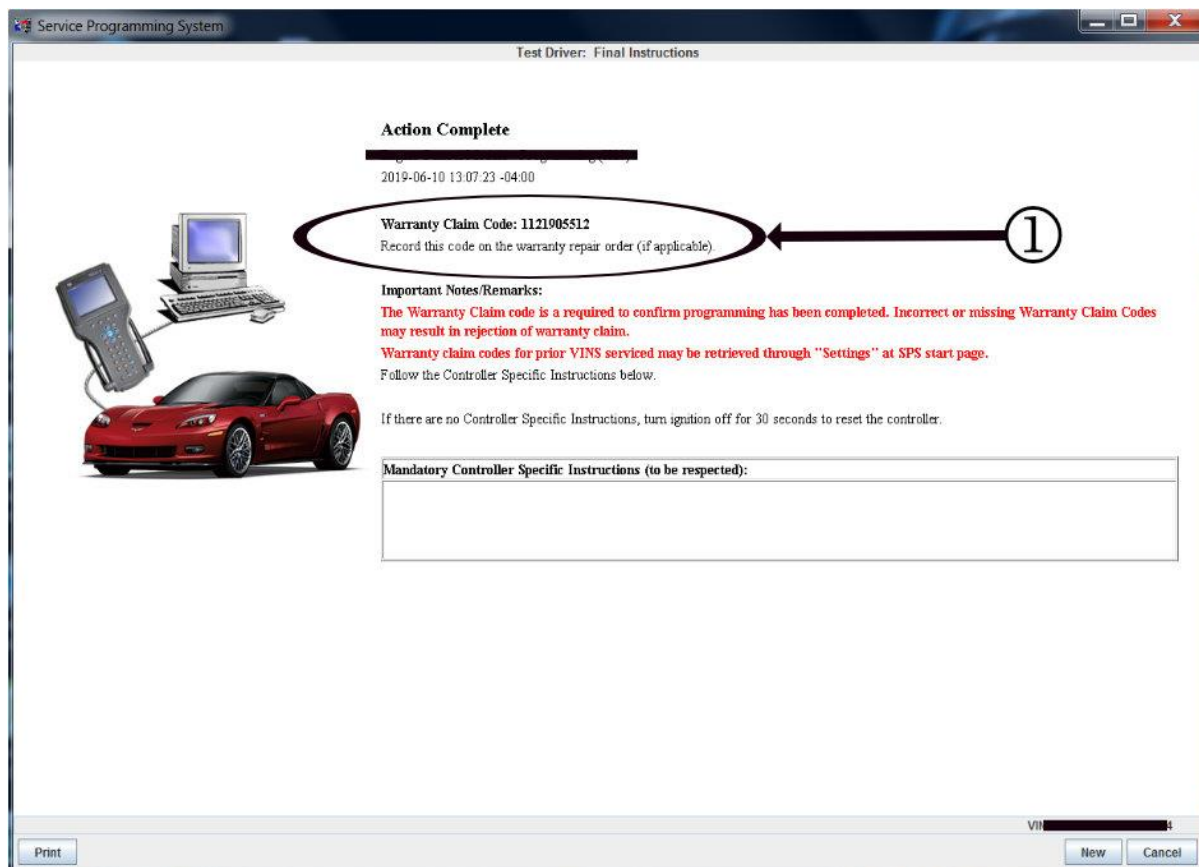
1. Reprogram the body control module. Refer to *K9 Body Control Module: Programming and Setup* in SI.

Product Safety Recall

N202311160 Drivers May Overlook Open Hood Alerts



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

Product Safety Recall

N202311160 Drivers May Overlook Open Hood Alerts



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. 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.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Product Safety Recall

N202311160 Drivers May Overlook Open Hood Alerts



Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2021. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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.



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