

## **Frequently Asked Questions (FAQs) for Safety Recall N202311160 Drivers May Overlook Open Hood Alerts**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

**Q1) Which vehicles are involved?**

A1) 2020 Chevrolet Corvette

**Q2) What is the issue or condition?**

A2) 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

A3) When the hood is not completely closed and latched, the driver receives the following warnings and alerts:

- The hood-ajar icon on the instrument panel is illuminated and the driver information center (DIC) displays a message that the hood is open;
- An initial audible chime will sound once;
- When the vehicle is in drive and moving above 3 mph, a persistent chime plays; and,
- The DIC currently displays a message that indicates the vehicle speed is limited to 82 mph (this will be changed to 26 mph with the software remedy described below).

**Q4) What is the remedy/repair?**

A4) 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.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

A5) 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.

**Q6) Does the customer have to pay for this remedy/repair?**

A6) No, this inspection/repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

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**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

A8) If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.