

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5382
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 28, 2020

Subject: N202302840 - Service Update
Door Paint Chipping

Models: 2020 Chevrolet Corvette

To: All General Motors Dealers

General Motors is releasing Service Update N202302840 today. The total number of U.S. vehicles involved is approximately 3,185. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 29, 2020. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N202302840 Door Paint Chipping



Release Date: April 2020

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

| 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 | Certain 2020 model year Chevrolet Corvette vehicles may have a fender mounting bolt that is too long, and could come in contact with the door. |
| Correction | Dealers will inspect and replace the fender mounting bolt if necessary. |

Parts

| Quantity | Part Name | Part No. |
|----------|---------------------|----------|
| 2 | Bolt – Front Fender | 11570497 |

For U.S. and Canada: An initial supply of all parts from the 11570497 required to complete this recall will be pre-shipped to all impacted VINs that dealers of record have on their lot or in transit to their lot. This pre-shipment is scheduled to begin and conclude the week of April 27, 2020. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to and during the pre-ship will be cancelled. **A quantity limiter may be in effect.**

Important: For customer owned vehicles only, place the VIN # in the notes field of the order. If there is no VIN in the notes field or your VIN is not on the VIN Pop for this Recall your order will be cancelled. All orders will be reviewed prior to being filled. **Customer owned vehicles should not be ordered until they are schedule for service, this is not a shelf stock item.**

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9105082 | Inspect Left and Right Fender Mtg Bolt Length (thread count) | 0.2 | ZFAT | N/A |
| | Add: Replace One Fender Fastener | 0.4 | | |
| | Add: Replace Both Fender Fasteners | 0.8 | | |

Service Procedure

- Carefully open the left front door inspecting for any contact with the fender fastener. This fastener is located just below the door check strap area.
- Locate the threaded portion of the fender mounting bolt where it exits the nut.
- Count the number of threads showing.

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- If less than 1 full thread is showing, no further action is required.

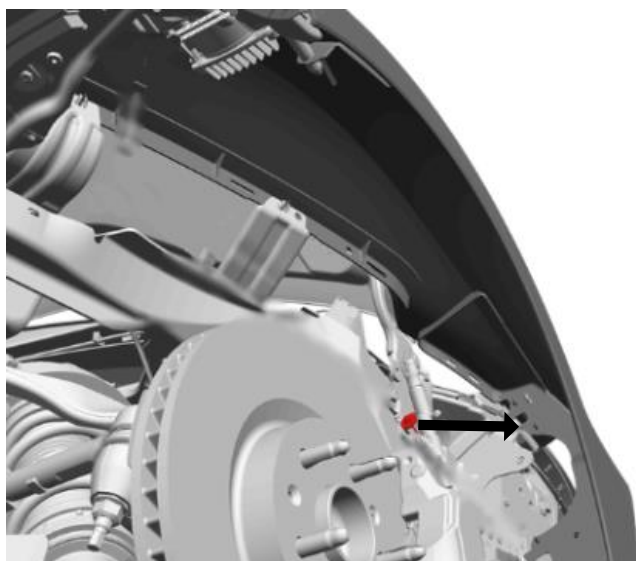


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- If more than 2 threads are showing, proceed to step # 4.
4. Partially remove the wheelhouse liner to access the rear fender mounting fasteners. *Refer to Front Wheelhouse Liner Replacement in SI.*

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5. Locate and remove the center fender to body fastener as shown.
6. Install the shorter service fastener. Tighten **9 Nm (80 lb in)**.
7. Reinstall the wheelhouse liner. Refer to *Front Wheelhouse Liner Replacement* in SI.
8. Repeat steps 1-7 on the right side of the vehicle.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared 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.

