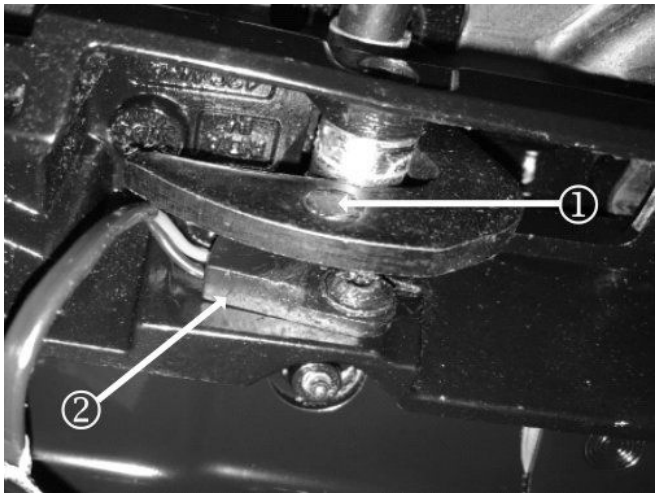
Service Bulletin

Bulletin No.: 21-NA-192
Date: October, 2024

TECHNICAL

Subject: Top Not Secure DIC Message, DTC B19E4 SYM64 May be Stored in History in Convertibles

Brand:	Model:	Model Year:		Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Corvette Convertible	2020	2025	—	—	All	All

Involved Region or Country	North America, Middle East, Palestine, Israel, Europe, Australia/New Zealand, Japan, Thailand, Philippines
Condition	Some customers may see the “Top Not Secure” message in the Driver Information Center when trying to close the top on a convertible model. Technicians may find DTC B19E4 SYM64 stored in history. Vehicle speed will be limited in this condition.
Cause	 5892481 **Note:** This hall effect sensor (2) is looking for the magnet (1) to be in alignment. It has an invisible hemispherical sensor zone. The cause of the condition is ultimately a misalignment of the roof alignment pin to the receiver in the header. This in turn causes a misalignment of the sensor to the magnet over time.
Correction	Follow the Service Procedure below to determine the best course for repair. The condition may require one or more adjustments to be made.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Service Procedure

Cycle the top a few times to see if the passenger side alignment pin is engaging smoothly into the receiver, or if it hits hard or occasionally stays on top of the header.

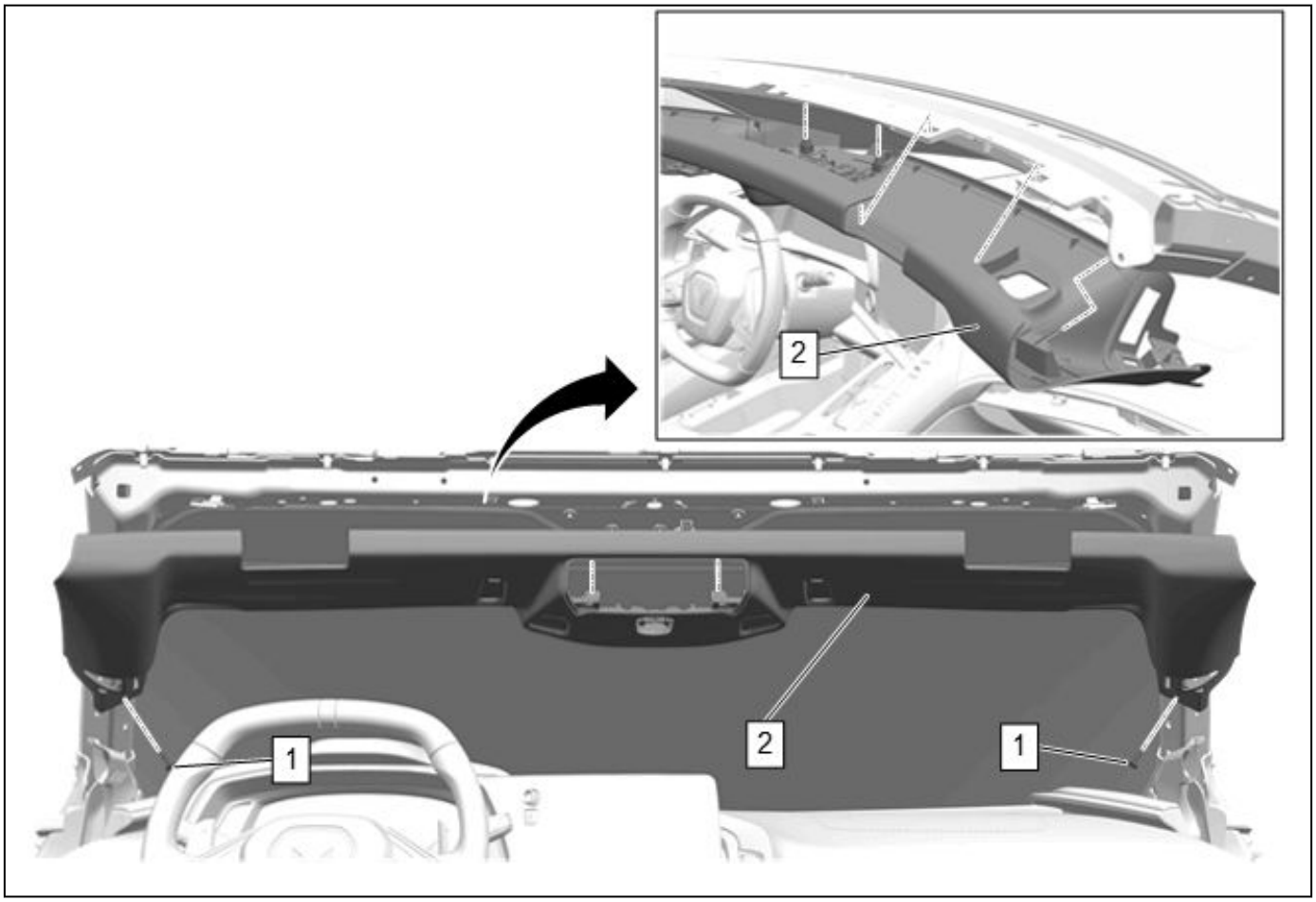
Example of smooth engagement:

Example of a hard closing top, which bounces or shifts slightly before falling into place:

Additional evidence of a hard-hitting top with poor pin alignment will be a broken pin tip:

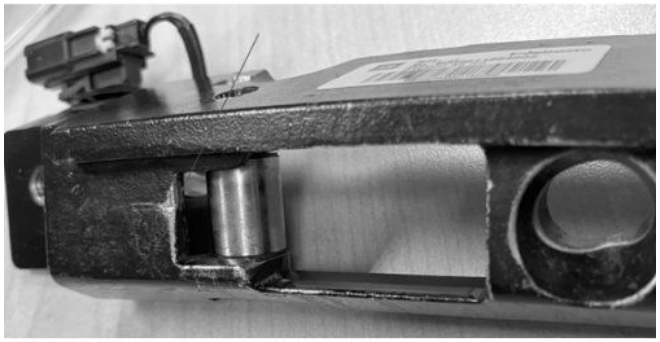
6741889

1. Remove the windshield upper garnish molding (2). Refer to *Windshield Upper Garnish Molding Replacement (Convertible)* in SI.



5389192

2. If there is smooth pin engagement and no broken pin, proceed to step number 6 for latch hook measurement.



6741891

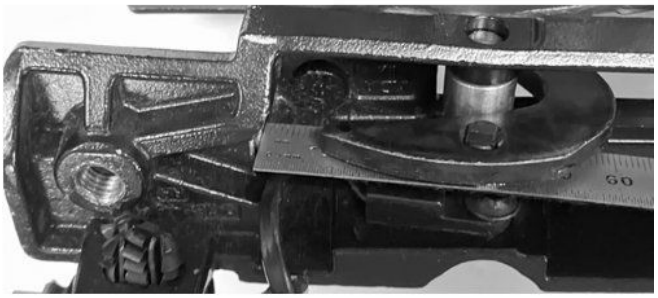
3. Locate the right side folding top front striker and check for a witness mark as shown in the image above with the red arrow. If there are signs of damage with missing paint, then it is likely the top will need an adjustment to the latch carrier plate. This procedure is described later in this document.

5892482

4. On the passenger side front striker, mark the location of the outboard bolt washer.

5892484

5. After loosening the 2 bolts, move the striker outboard 2 mm (0.08 in), attempting to keep the same forward/ backward positioning. Tighten the bolts to 22 N-m (16 lb ft).

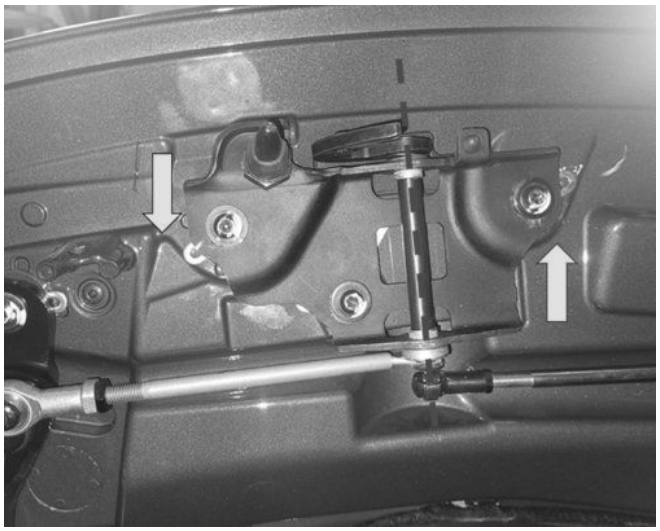


6741894

6. With the top closed, measure the distance from the tip of the latch hook to the nearby inboard vertical edge as shown in the image. You may need to pre-position your ruler if the hook automatically retracts and ask someone to operate the top so you can perform the measurement. The nominal position should be 5 mm when the magnet and hall-effect sensor are aligned. This will be the target position to achieve by performing the following adjustments.
7. Retract the top part way to gain easy access to the front roof panel and remove the headliner. Between top movements, turn off the ignition to conserve 12-volt battery power.

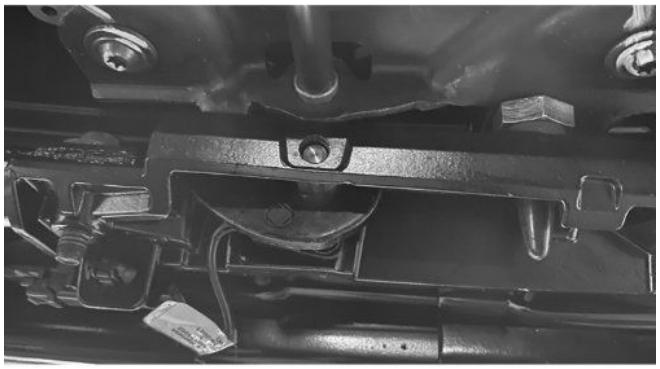
6509218

8. If the measurement was between 5 and 10 mm, adjust the threaded ball stud indicated in the image to make it longer. This will cause the hook to rotate further inboard. Add one full turn at a time and measure the hook again on each turn by closing the top. Do not exceed 4 turns on the threaded rod.



6741896

9. If the measurement was greater than 10 mm, locate the black carrier plate which contains the latch hook and alignment pin. Loosen the three fasteners and reposition the carrier plate relative to the roof panel. The goal is to have the alignment pin fall smoothly into the receiver and have the tip of the hook pre-positioned as shown in the image. Repeat as needed to achieve alignment. Try to minimize the air gap between magnet and the sensor. Tighten the fasteners to 10 N-m (89 lb in). This may take some patience. Component replacement is not necessary to achieve a functional top with this condition.



6741898

10. Once the top closes smoothly and the sensor and magnet in the hook are aligned, the adjustments are complete. Cycle the top a few times to confirm good operation. The completed mechanism with good magnet and pin alignment should look like this:
11. On the exterior, check for flushness of the roof panel to the windshield header. Make small adjustments to hook position if needed to adjust the roof height while maintaining adequate alignment between the sensor and the magnet. Reinstall all trim pieces.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
6086008*	Adjust the Folding Top Right Front Latch Striker	1.3 hrs
*This is a unique Labor Operation for bulletin use only.		

Version	5
Modified	Released August 23, 2021 Revised February 18, 2022 – Added the 2022 Model Year, a Date Breakpoint and Europe to Involved Region or Country section. Revised October 04, 2022 – Added the 2023 Model Year, removed date Breakpoint, added Australia/New Zealand to Involved Region or Country section and added an Important statement at start of Service Procedure. Revised December 22, 2023 – Added the 2024 Model Year and New Step 6. Revised October 02, 2024 – A significant revision based on additional learnings and feedback from the field which includes the new carrier plate adjustment.