

Frequently Asked Questions (FAQs) for NonCompliance Recall N202309350 Interior Trunk Release Button Inoperative Ten Minutes After Power Off

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 certain 2020 model year Chevrolet Corvette vehicles fail to conform to S4.1 of Federal Motor Vehicle Safety Standard (FMVSS) 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.

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

A3) None

Q4) What is the remedy/repair?

A4) 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.

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

A5) 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.

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.

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

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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.