

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

September 2020

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2020 model year Chevrolet Corvette vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- **No action** is required on your part.
- The repair for recall N202311160 is a software update that we sent remotely to your vehicle using wireless over-the-air technology. Our records indicate that it was successfully installed on your vehicle.

### Why is your vehicle being recalled?

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.

### What was done?

Employing wireless over-the-air technology, GM updated the software in your vehicle's Body Control Module (BCM) to limit vehicle speed to 26 mph when the hood is not completely closed and latched. The software update also provided a Driver Information Center 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. GM began prompting owners through the vehicle's radio screen on August 25th, 2020. Any owner having received this update through over-the-air (OTA) technology will not have to bring their vehicle to a dealership. Alternatively, owners had the option to have the updates performed at a GM dealer at no charge.

### What should you do?

No further action is required on your part.

Owners are encouraged to check their VIN online for any open recalls by visiting the GM Recall Center at [my.gm.com/recalls](http://my.gm.com/recalls) or the NHTSA site, [safercar.gov](http://safercar.gov).

### Do you need reimbursement?

If you have already incurred expenses for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

### Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V489.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall: N202311160