

2020 - 2021 Corvette - Service Update Bulletin: #N212327740: Service Update - HVAC Condensate Drain Hose Not Fully Installed - (Mar 10, 2021)

#N212327740: Service Update - HVAC Condensate Drain Hose Not Fully Installed - (Mar 10, 2021)

Subject: N212327740 — HVAC Condensate
Drain Hose Not Fully Installed

Models: 2020 – 2021 Chevrolet Corvette

Release Date: March 2021 **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.

<i>Make</i>	<i>Model</i>	<i>Model Year</i>	<i>RPO</i>	<i>Description</i>
		<i>From</i>	<i>To</i>	
Chevrolet	Corvette	2020	2021	

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

On certain 2020-2021 model year Chevrolet Corvette vehicles, the HVAC condensate drain hose may not be fully installed and may result in a water leak.

Correction

Dealers are to fully install the HVAC condensate drain hose.

Parts Information

No parts are required for this repair.

Service Procedure

Note: If there is any water damage or wetness due to a disconnected evaporator case drain tube, open a separate warranty line and perform repairs as necessary. Refer to *Floor Carpet Drying* and/or *Odor Correction* in SI as appropriate.

1. Remove the Front Floor Rear Console Side Trim Panel – Right Side. Refer to *Front Floor Rear Console Side Trim Panel – Right Side* in SI.



2. Pull back the carpet in the location shown to gain access to the A/C Evaporator Drain Tube.



3. The drain tube may be partially or fully disconnected from the body sheet metal as shown.
 - If the drain tube end is fully disconnected, reinsert the drain tube end into the body sheet metal and press firmly to be sure it is securely fastened.
 - If the drain tube end appears to be correctly seated in the body sheet metal, press firmly on it to confirm that it is securely fastened.
 - Shift the carpet back to the original location.
 - Reinstall the Front Floor Rear Console Side Trim Panel – Right Side. Refer to *Front Floor Rear Console Side Trim Panel – Right Side* in SI.

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/repaired 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.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the *PROMPT COMPLETION* of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

Online URL:

<https://www.corvetteactioncenter.com/tech/knowledgebase/article/2020-2021-corvette-service-update-bulletin-n212327740-service-update-hvac-condensate-drain-hose-not-fully-installed-mar-10-2021-1497.html>