

2011 - 2012 Corvette: Campaign: #11258A - Rear Hatch Separation in Crash

#11258A: F/CMVSS Noncompliance - Rear Hatch Separation in Crash - (Oct 7, 2011)

Subject: 11258A - Rear Hatch Separation in Crash

Models: 2011 - 2012 Chevrolet Corvette Coupe (built between January 24, 2011 - September 1, 2011)

This bulletin is being revised to include a copy of the customer letter. Please discard all copies of bulletin 11258, issued September 2011.

Condition

General Motors has decided that certain 2011 – 2012 model year Chevrolet Corvette Coupe vehicles fail to conform to Federal/Canada Motor Vehicle Safety Standard 206, Door Locks and Door Retention Components, for rear door retention in a crash. The rear hatch hinges on these vehicles may not meet the load requirements specified in the Safety Standard, which may allow the rear hatch to separate from the vehicle in a crash.

Correction

Dears are to replace both rear hatch hinges.

Vehicles Involved

Involved are *certain* 2011-12 model year Chevrolet Corvette Coupes.

Important: Dears are to confirm vehicle eligibility prior to beginning repairs

by using the Required Field Actions section in the Global Warranty system. Not all vehicles may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Parts Information

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number: 20986700

Description: Hinge Asm – R/Cmpt L/Wdo

Quantity/Vehicle: 2

Service Procedure

1. Place three layers of 51mm (2 in) wide masking tape on the edge of the roof bow.

2. Place three layers of 51mm (2 in) wide masking tape on the left and right quarter panels.
3. Place a shop cloth over the left and right rear quarter panels.
4. Remove interior roof bow trim. Refer to *Rear Roof Bow Trim Panel* in SI.
5. Mark the position of the hinge retainer plates with a China marker or tape.
6. Remove the bolts from hinge retainer plates.
7. Use a suitable prop rod to hold the hatch open.
8. Unplug the rear defog wire from the hatch strut.
9. Remove hatch strut rods. **The hatch is removed for illustration purposes. Mark the hinge location both vertically and horizontally as shown in illustration.**
10. With the help of an assistant, raise hatch to gain room to mark the hinge location with tape on the body and tape on the hinge. This is very important in order to align the hinges for reassembly of the hatch.
11. Remove the nuts securing the hatch to the body side off the hinge.
12. With the help of an assistant, remove the hatch and place the hatch on a clean padded surface. **Mark the hinge on the hatch both vertically and horizontally.**
13. Mark the location of the hinge on the hatch with tape or China marker on the hatch and on the hinge. This is very important in order to align the hinges for hatch reassembly.
14. Remove the old hinges.
15. Transfer alignment marks to the new hinges. Align the old and new hinges as shown in illustration to transfer the alignment marks.
16. Install the new hinge on the hatch, align and tighten the hinges to 25 Nm (18 lb ft).
17. Loosely install interior hinge retainer plates. Thread fasteners just enough to hold the hinge retainer plates in place, about two turns. Do not tighten fasteners. If the hinge plate is tightened too much, it will not allow the hatch side of the hinge to slide in place.
18. With the help of an assistant, place the hatch in the body opening and start hinge to body nuts.

19. Prop the hatch with a suitable support.
20. Align the interior hinge plate with previous marks and tighten the hinge plate fasteners to 25 Nm (18 lb ft).
21. With the help of an assistant, hold the hatch up and align the hinge to the previous marks on the body side of hinge.
22. There are two fasteners per body side hinge. Tighten one fastener on each body side hinge. Loosely tighten the other body side hinge fastener.
23. Attach the struts.
24. Connect the rear defog wire to the hatch strut.
25. Ensure hatch is properly aligned. Open and close the hatch to ensure proper hatch operation.
26. Tighten all four body side hinge fasteners to 25 Nm (18 lb ft).
27. Install interior roof bow trim. Refer to **Rear Roof Bow Trim Panel** in SI.

Courtesy Transportation

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

Customer Notification

General Motors will notify customers of this recall on their vehicles (see copy of customer letter included with this bulletin).

General Motors bulletins are intended for use by professional technicians, not

a "do-it-yourselfer". They are written to inform those technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions and know-how to do a job properly and safely. If a condition is described, do not assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See a General Motors dealer servicing your brand of General Motors vehicle for information on whether your vehicle may benefit from the information.

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