

# Safety Recall

## N242441392 Right Side Seatbelt Retractor May Lock



**Release Date:** September 2024

**Revision:** 03

**Revision Description:** This bulletin is being revised to update the parts table. Please discard all previous copies of bulletin N242441392.

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery June 6, 2024, or August 9, 2024. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

**Dealer Notification Instructions.** Because this recall involves parts also sold over-the-counter, dealers must search their sales records for over-the-counter sales and provide the recall notice to the purchaser. For recalled equipment/parts sold as a dealer-installed option at the time of vehicle purchase; these VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system and GM will send notification to these customers.

Please search your part-sales records for over-the-counter sales of the recalled part (85660495, 85557291, 85557288) and communicate to the purchaser of record the recall notice attached to this bulletin. If the purchaser is a body shop, independent repair shop, or other third-party automotive repair or distribution business, dealers are to notify the purchaser and provide a copy of the recall notice. In either case, the communication of the recall notice attached to this bulletin should be done as soon as reasonably possible.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Corvette	2020	2025		

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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2020 – 2025 model year Chevrolet Corvette vehicles. These vehicles may contain a driver and/or passenger seatbelt retractor that, under certain conditions, can become locked in a stowed position and unavailable as an occupant restraint. Occupants who travel without a properly functioning seatbelt have an increased risk of injury if the vehicle is involved in a crash.
<b>Correction</b>	Dealers will replace the RH seatbelt retractor.

### Parts

Quantity	Part Name	Part No.
1	RETRACTOR KIT, F/SEAT BELT RH	85557288
1	RETRACTOR KIT, F/SEAT BELT RH	85557289
1	RETRACTOR KIT, F/SEAT BELT RH	85557290
1	RETRACTOR KIT, F/SEAT BELT RH	85557291
1	RETRACTOR KIT, F/SEAT BELT RH	85557292
1	RETRACTOR KIT, F/SEAT BELT RH	85557293
1	RETRACTOR KIT, F/SEAT BELT RH	85660495
1	RETRACTOR, F/SEAT BELT RH	85635741
1	RETRACTOR, F/SEAT BELT RH	85635744
1	RETRACTOR, F/SEAT BELT RH	85635745
1	RETRACTOR, F/SEAT BELT RH	85635756
1	RETRACTOR, F/SEAT BELT RH	85635759
1	RETRACTOR, F/SEAT BELT RH	85635734
1	RETRACTOR, F/SEAT BELT RH	85635737
1	RETRACTOR, F/SEAT BELT RH	85635742
1	RETRACTOR, F/SEAT BELT RH	85635735
1	RETRACTOR KIT, F/SEAT BELT RH	85557288

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Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Seat Belt Retractor to order.

**Reminder:** Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

### Warranty Information

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107484	Replace Front Seat Retractor Side Belt Replacement Coupe Convertible	1.1 0.6	ZFAT	N/A
9107590	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**
9107591	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

Note: To avoid having to “H” route the floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

For vehicles that are NOT listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107619*	Replace Front Seat Retractor Side Belt Replacement Coupe Convertible	1.1 0.6	ZREG	N/A

\* Because the VIN is not loaded into IVH, the warranty transaction MUST be H-routed for wholesale authorization.

### Floor Plan Reimbursement – NEW INVENTORY ONLY

\*\* **USA & Canada Dealers Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (June 6, 2024) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 86 days).

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2024 Chevrolet Corvette Stingray	\$28.01	\$20.80
2024 Chevrolet Corvette Z06	\$44.37	\$30.50
2025 Chevrolet Corvette Stingray	N/A	N/A
2025 Chevrolet Corvette Z06	N/A	N/A

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA & Canada Only** - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

**Important: The WCAP ZSET transaction labor code, 9800133, provided in the dealer message sent on June 20, 2024 (USA) or June 20, 2024 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\* **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (June 6, 2024) to the date the inspection or repair closed the recall bulletin (not to exceed 86 days).

Vehicle	Working Capital Assistance Program Reimbursement Amount	
	USA	Canada
2020 Chevrolet Corvette (Stop Delivery Date 8/9/24)	\$20.67	N/A

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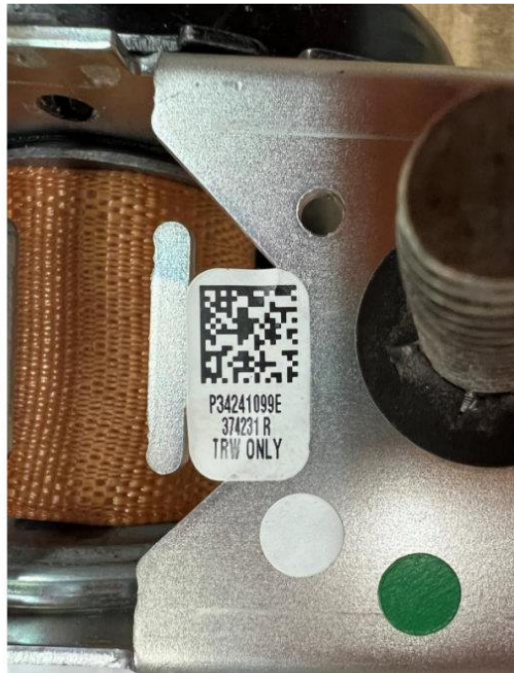


2021 Chevrolet Corvette (Stop Delivery Date 8/9/24)	\$23.00	N/A
2022 Chevrolet Corvette (Stop Delivery Date 8/9/24)	\$24.83	\$44.10
2023 Chevrolet Corvette (Stop Delivery Date 8/9/24)	\$26.33	\$47.10
2023 Chevrolet Corvette Z06 (Stop Delivery Date 8/9/24)	\$44.17	\$77.17
2024 Chevrolet Corvette Stingray (Stop Delivery Date 6/6/24)	\$37.02	\$51.65
2024 Chevrolet Corvette Z06 (Stop Delivery Date 6/6/24)	\$67.40	\$82.40

### Service Procedure

All Users must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs, 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 any service manual and the laws that apply to you, you must follow those applicable laws.

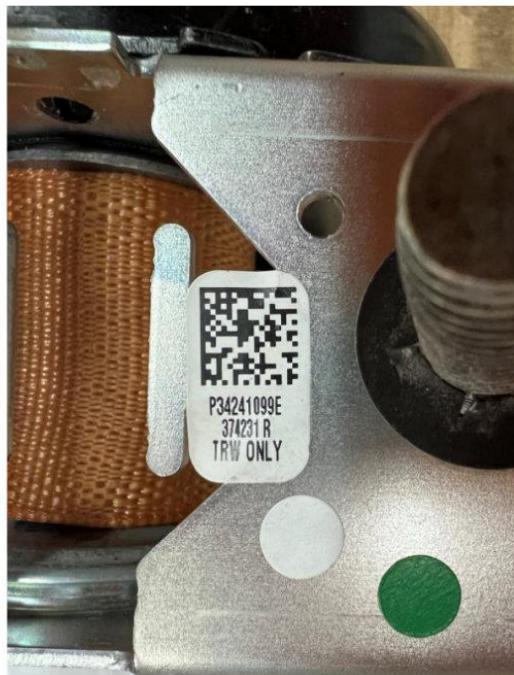
**Important: DO NOT install the replacement Seatbelt Retractor if they fail one or both inspections below.**



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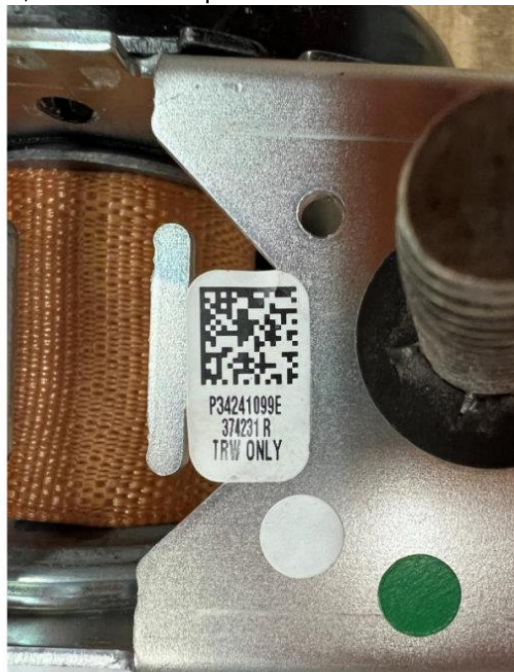
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1. Inspect the NEW Seatbelt Retractor label located on the bottom of the Seatbelt Retractor.
  - If the 4<sup>th</sup> and 5<sup>th</sup> digits are “23” AND the 1st and 2nd digits range between “35”-“52”, , The part is BAD and MUST be scrapped. DO NOT INSTALL ON VEHICLE. Reference the Scrap Instructions below. Re-order a replacement Seatbelt Retractor and repeat inspection.
  - If the 4<sup>th</sup> and 5<sup>th</sup> digits are “23” AND the 1st and 2nd digits DO NOT range between “35”-“52” proceed to Step 3.
  - If the 4<sup>th</sup> and 5<sup>th</sup> digits are “24”, Proceed to Step 2.



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2. Continue to inspect the NEW Seatbelt Retractor label located on the bottom of them retractor.
  - If the 4th and 5th digits are “24” AND the 1st and 2nd digits are “01”, “”, The part is BAD and MUST be scrapped. DO NOT INSTALL ON VEHICLE. Reference the Scrap Instructions below. Re-order a replacement Seatbelt Retractor and repeat inspection.
  - If the 4th and 5th digits are “24” AND the 1st and 2nd digits are NOT “01” proceed to Step 3.
3. Replace the RH Front Seat Belt Retractor. Refer to *Front Seat Belt Retractor Replacement* in SI. If convertible, refer to *Front Seat Belt Retractor Replacement - Right Side (Convertible)* in SI.
4. Scrap all replacement Seat Belt Retractors that failed inspection steps 1 and/or 2 AND the used Seatbelt Retractor. Refer to the Scrap instructions below.

#### SCRAP INSTRUCTIONS

- Scrap the USED Seatbelt Retractor removed from vehicle. Refer to *Pretensioner Handling and Scrapping* in SI.
- For replacement Service Parts that failed the above inspections, follow instructions below:

Email, fax, or mail a return application (PC659 Form) to your Administrative Parts Distribution Center and indicate:

- 1) Type of Return - Check box 12 titled "Special Return"
- 2) Comments Column - "Reference GM Return Bulletin GCUS-9-16323"
- 3) All part numbers can go on one PC659 form.
- 4) The PC78 return paperwork will indicate field scrap. Sign paperwork and return paperwork to your administrative parts distribution center for credit.
- 5) Scrap parts. Refer to *Pretensioner Handling and Scrapping* in SI.

#### SCRAP INSTRUCTIONS CANADA ONLY

- Scrap the USED Seatbelt Retractors removed from vehicle. Refer to *Pretensioner Handling and Scrapping* in SI.
- For Replacement Service Parts that failed the above inspections, follow instructions below:
  1. Email a separate Application to Return (PC 659C) to your Servicing PDC. Attention: Return Goods and indicate:
  2. Type of Return - Check "12" – (Special Product Returns)
  3. Please reference Bulletin number N242441392 in the comments field .
  4. Scrap parts. Refer to *Pretensioner Handling and Scrapping* in SI.

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### **Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)**

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

### **Dealer Responsibility – All**

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this recall 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open recall and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### **Dealer Reports – For USA & Export**

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

### **Courtesy Transportation – For USA & Canada**

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### **Customer Notification**

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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USA & Canada – For dealer-installed accessory sales, General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin). For dealer over-the-counter sales, GM dealers will notify customers based on dealer sales-record data.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these 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 tools, equipment, 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 your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

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# IMPORTANT SAFETY RECALL

September 2024

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 2020-2025 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

- Your vehicle is involved in GM recall N242441392.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

These vehicles may contain a driver and/or passenger seatbelt retractor that, under certain conditions, can become locked in a stowed position and unavailable as an occupant restraint. Occupants who travel without a properly functioning seatbelt have an increased risk of injury if the vehicle is involved in a crash.

### What will we do?

Your GM dealer will replace the passenger seatbelt retractor. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

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

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number
Chevrolet	1-800-222-1020
Puerto Rico – English	1-866-467-9700
Puerto Rico – Español	1-866-467-9700
Virgin Islands	1-866-467-9700

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.nhtsa.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 24V418.

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

Regina A. Carto

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Vice President  
Global Product Safety and Systems

GM Recall: N242441392