

Frequently Asked Questions (FAQs) for Safety Recall N242441390 Seatbelt Retractor May Lock

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) General Motors has decided that a defect which relates to motor vehicle safety may exist in certain 2020 – 2025 model year Chevrolet Corvette vehicles.

Q2) What is the issue or condition?

A2) 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.

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

A3) If the seatbelt becomes locked in the stowed position, an occupant attempting to use the seatbelt will notice that the belt webbing is locked and cannot be extracted from the retractor.

Q4) What is the remedy/repair?

A4) Dealers will replace the driver and/or passenger seatbelt retractors.

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

A5) Occupants who travel without a properly functioning seatbelt have an increased risk of injury if the vehicle is involved in a crash.

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, 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 recall?

A9) Customers who own a vehicle involved in this recall will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <http://www.nhtsa.gov>.

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.