



# Preliminary Information

## PIC6338D Service Parts Restriction - ZR1 Carbon Fiber Body Parts and Ground Effects

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Corvette ZR1	2019	All	All	LT5	All

Involved Region or Country	North America, Germany, Saudi Arabia
Condition	<p>The 2019 Corvette ZR1 is one of General Motors quickest, fastest, and most capable vehicles ever produced.</p> <p>In order to help achieve such levels of performance, the vehicle's design and manufacturing processes utilize many lightweight materials throughout the vehicle. This aides in reducing the overall mass of the vehicle.</p> <p>Traditional vehicles use parts and components made of steel, aluminum, and plastic.</p> <p>The Corvette ZR1 also employs extensive use of carbon fiber throughout its construction.</p> <p>This material is very strong and very lightweight, making it an ideal material to use.</p>
Cause	<p>Due to the limited parts availability for these exterior carbon fiber ZR1 body parts, GM has placed a parts restriction on the following items: hoods, front splitters (lower air dam), splitter extensions (end caps), fender vents, rocker moldings (RPO ZLZ only), engine covers, and rear spoilers (both street and track versions).</p>

Correction:

For any carbon fiber related issues, whether it be a warranty issue, a customer pay situation, an insurance claim, or even a general quality issue with a carbon fiber component, there will be several steps required in order to handle the situation correctly and efficiently.

First, obtain all the needed information from the customer about the situation and assemble all of this information in an e-mail.

Then, take several high quality photos of the damaged part(s) in question.

Refer to bulletin [23-NA-103](#) for examples of submitting acceptable photographs.

Be certain to comment if the dealership has attempted any repairs to the component in question.

This includes both service work, or any body shop attempts at improving the appearance of the component in question.

Attach all the photos to the e-mail, and put "Carbon Fiber Parts Restriction" in the subject line. In the body of the e-mail, please list the VIN, the Part Number(s) being requested, the dealership's BAC code, and the dealership's parts code (if it's different from the dealership's BAC code).

Finally, send it to the Corvette Brand Quality Manager, Lane Rezek. His e-mail address is [lane.rezek@gm.com](mailto:lane.rezek@gm.com)

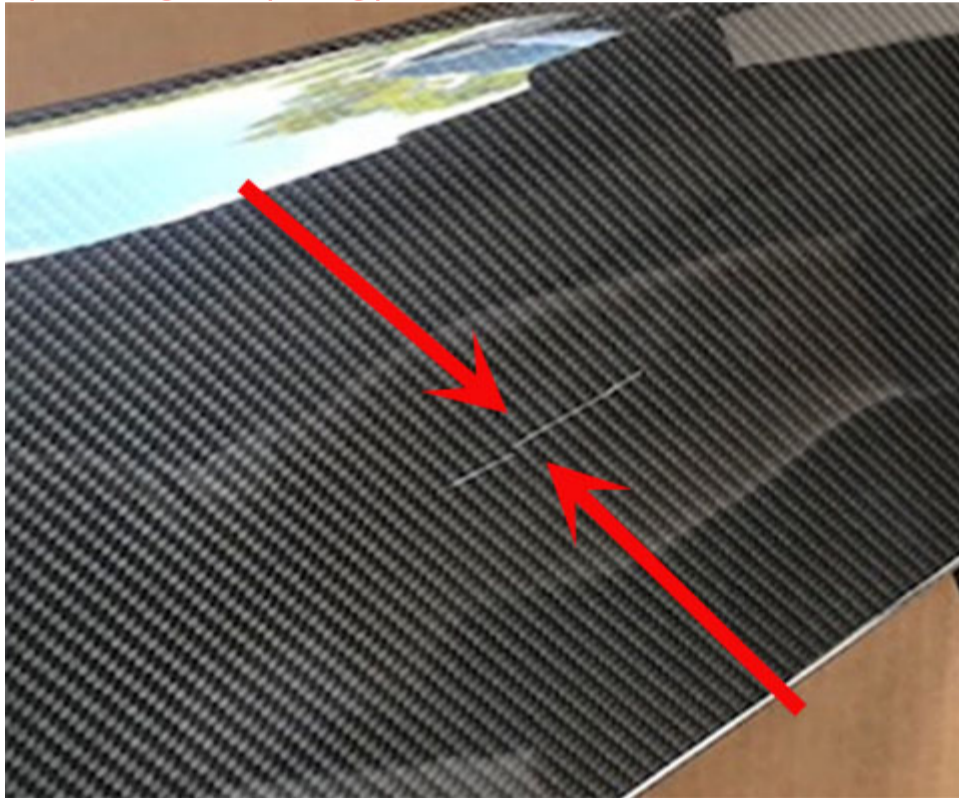
Both the issue and the photos will be reviewed, and a decision will be made.

If the part request has been approved, a Part Order will be generated to ship the requested part out to the dealership. Refer to the order number generated for any updates. Once the part has been approved, orders generally take about 3 weeks to arrive. Any supply chain issues may affect that timeline as well.

If the request is denied, you will be provided with the reason why.

**NOTE:** GM does NOT support customer's requests to purchase ZR1 carbon fiber parts / panels over the counter for the purpose of installing them on non-ZR1 Corvettes. Dealership personnel will be responsible to verify the part that the customer is requesting was originally installed on his / her ZR1.

**Important:** Extreme care should be taken when removing the bubble wrap used to protect the carbon fiber parts. The use of razor blades, box cutters and/or pointed scissors is not recommended whatsoever. Rounded nose, or safety scissors would be the best tool to remove the bubble wrap. Parts damaged by using the incorrect tool will be the dealership's responsibility to repair or replace. Here is an example of how a razor blade can easily damage a part during the unpacking process.



### Version History

Version	4
Modified	08/17/2018 - Created on. 10/04/2018 - Updated the special "Note" instructions. 04/15/2019 - Updated to change the handling instructions 05/31/2023 - Update the BQM's contact info, and to remove all PDI related info as well. 06/12/2023 - Updated to clarify the directions for sending the e-mail, and to update the referenced bulletin for submitting photos.



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