



Service Bulletin

Bulletin No.: 24-NA-081

Date: May, 2024

WARRANTY ADMINISTRATION

Subject: Warranty Administration – Corvette Factory Maintenance for Transmission External Canister Filter (U.S. and Canada Only)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Corvette	2024	2024	—	—	—	—

Involved Region or Country	United States, Canada
Information	<p>The factory-covered maintenance replacement of the external canister transmission filter for the Chevrolet Corvette has its own warranty coverage, separate from the standard Chevrolet First Maintenance Visit, starting with the 2024 model year. This warranty coverage is good for three years after new vehicle purchase.</p> <p>The purpose is to replace the canister filter when the customer is notified to replace it in the Driver Information Center at 7,500 miles (12,000 kilometers) (+/- 500). The filter life percentage shown to the customer is a simple calculation where 0% is at 7,500 miles (12,000 kilometers) on the odometer. The transmission is not fully broken in until 7,500 miles (12,000 kilometers), and the debris from the break-in process collected in the filter must be removed at that time. Replacing it early or late is not beneficial to the transmission.</p> <p>After the first factory covered external canister filter maintenance, all further maintenance, as required by the owner's manual, is the financial responsibility of the customer. See the Corvette owner's manual for the required maintenance schedule.</p> <p>For Corvettes being considered for Certified Pre-Owned, ensure the external canister transmission filter maintenance has been properly performed prior to sale.</p>

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, 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 this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Warranty Transaction Information

The transmission filter should be changed at 7,500 miles (12,000 kilometers) (+/- 500) per the owner's manual maintenance schedule. The filter may be changed if the message in the Driver's Information Center says "Replace Transmission Filter Soon." Claims may be rejected if this criteria is not met.

Labor Operation	Description	Labor Time	Parts	Net	Transaction Type
U.S. – 0603323	Corvette Factory Transmission Filter Maintenance at 7,500 miles (12,000 kilometers)	N/A	N/A	\$250 U.S.	ZREG
Canada – 0611813	Corvette DCT Filter	N/A	N/A	\$383 Canada	ZREG

Q&A

Q: Can I submit warranty for the external canister transmission filter when the car arrives for its first engine oil change?

A: Yes, only if the odometer has at least 7,000 miles (12,000 km) or a message to change the filter displays on their Driver Information Center. If the odometer does not meet this criteria, invite the customer back when the message to change the filter displays on their Driver Information Center.

Q: The customer wants the filter replaced early, can I use this warranty coverage to pay for the replacement?

A: No, the odometer must have at least 7,000 miles (11,300 kilometers) to use the factory covered maintenance. If the customer wants the filter replaced prior to the GM recommended schedule of 7,500 miles (12,000 kilometers) (+/- 500), it is at their expense.

Q: If the transmission was replaced under warranty under 7,500 miles (12,000 kilometers), when should the factory covered maintenance filter be applied?

A: The customer is then eligible for a factory covered filter 7,500 miles (12,000 kilometers) after the new transmission was installed for proper break-in. There is no upper limit to the odometer for the factory maintenance coverage.

Q: The vehicle is very high mileage and may not have had its external canister filter replaced during its lifetime, what should I do?

A: Refer to the first Caution statement in SI Document ID 5384826 regarding overdue filter replacement. Split the cost of the service with the vehicle owner due to the lack of proper maintenance. Only one filter is allowed under factory covered maintenance.

Q: The customer's Corvette is rarely driven. What happens if the odometer is less than 7,000 miles (11,300 kilometers) after three years?

A: The external canister transmission filter maintenance then becomes the financial responsibility of the customer to replace it at the recommended schedule in the future.

Q: **For U.S. only:** Why was the Chevrolet First Maintenance Visit allowance lowered?

A: **For U.S. only:** The factory covered maintenance was split into two allowed line items so that the external canister transmission filter could be covered at the proper odometer for the product needs. The new allowance is for the oil and oil filter change and fluid top off only, and no longer includes the transmission filter change.

For Canada: Please note the "Complimentary Lube-Oil-Filter Program" program in Canada is currently already split into two allowed line items, with two separate labour operation codes for the Corvette transmission filter (0611813 in Canada) and oil changes (0600753 in Canada).

Q: **For U.S. Only:** I claimed labor operation 0600213 (*U.S. only lab op) for the First Maintenance Visit prior to April 25th, but the customer did not get their transmission filter changed. Can I submit a claim for labor operation 0603323 when the customer gets their transmission filter changed?

A: **For U.S. Only:** If the dealer submitted for the full allowance at the time that allowance *included* the transmission filter change (\$343, \$339 based on engine RPO), the dealer is NOT eligible to submit a separate claim for the transmission filter change. As the dealer was paid for replacing the filter at that time but it was not done, the dealer is responsible for providing that service to the customer at no charge.

Q: What about customers for 2020-2023 model year Corvettes?

A: The covered services continue to be identical, but they are limited to the one free maintenance visit, reimbursed to the dealer through one claim using labor operation 0600213. Corvette customers should be encouraged to save their free factory covered maintenance visit for when they reach 7,500 miles (12,000 kilometers) (+/- 500). This free visit is good for two years from the date of purchase.

Q: What about the transmission fluid?

A: One quart of transmission fluid is included in the cost of the transmission filter maintenance for topping off the level per SI procedures. The entire fluid volume in the transmission must be replaced after three years per the owner's manual maintenance schedule. This fluid change is the financial responsibility of the customer not covered by the included factory maintenance. The onboard transmission fluid life percentage does not take into account this three-year calendar time.

Version	2
Modified	Released April 25, 2024 Revised May 10, 2024 – Added kilometers, clarified first Answer under Q&A, clarified Q&A 6 and 7, and added last two Q&As.

