



Service Bulletin

Bulletin No.: 24-NA-240
Date: October, 2024

INFORMATION

Subject: BrightDrop Structural Parts Restriction

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	EV600	2022	2022	-	-	All	All
	Zevo 600	2023	2024				
	Zevo 400	2024	2024				
Chevrolet	BrightDrop 600	2025	2025				
	BrightDrop 400	2025	2025				

Involved Region or Country	North America
----------------------------	---------------

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.

Important: This technical service bulletin (TSB) can only be completed by BrightDrop dealers or BrightDrop certified repair facilities who have met all BrightDrop specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.

BrightDrop Parts Restriction

GM is taking steps to ensure that structural repairs of the BrightDrop vehicles are completed by capable collision repair centers with the proper training, tools, and equipment. Collision repair centers that have been identified as having the capability to perform structural repairs to the BrightDrop vehicles are on the GM Collision Repair Network (CRN) are the only shops permitted to receive the restricted part numbers from a GM dealer. GM CRN is comprised of four levels a body shop can join, CRN Basic, CRN C8 and CT6 Specialty, CRN BEV, and CRN BrightDrop Fleet. To order BrightDrop restricted parts, the body shop must be a member of GM CRN BrightDrop Fleet level.

How to order BrightDrop Restricted Parts

Restricted collision parts for the BrightDrop vehicles require a special ordering process. Due to the advanced materials, only body shops authorized to complete structural repairs can place orders for structural parts. Orders for structural collision parts will be restricted and will follow the process below. Orders for non-structural collision parts will follow the normal order writing process.

The process for ordering BrightDrop restricted collision parts is as follows:

- When General Motors Dealers receive an order for restricted parts on a BrightDrop, the collision facility placing the order for restricted parts will need to provide the VIN number and the assigned Collision Repair Network (CRN) account number.
- Once a participating CRN shop is at an active GM CRN Fleet status, the shop will be assigned a GM Collision Repair Network number. Shops interested in becoming a CRN shop can contact the Collision Repair Network Help Desk at 888.619.2735, GM-CRN@OECONNECTION.COM or GMPARTS.COM.
- The restricted parts will be on Order Writing control 1 (NRC: 1). Please be aware that all DROs (Daily Replenishment Orders) will cancel. Dealers must place orders CSO. (Customer Special Order) with the VIN and CRN account number in the notes field of the parts order.
- Please be aware the order will go to review 202, directing you to contact SPAC. Please do not contact SPAC, as it is not necessary. SPAC has a process in place to confirm the VIN # and CRN account #.
- Check order status to see if your order has been processed.
- SPAC will verify the VIN # and GM CRN account number.
- Once the information is confirmed, SPAC will process the order.

If the VIN # and/or CRN account number is not valid, SPAC will cancel the order with the message CSO W CRN AND VIN REQUIRED. Be aware that SPAC is not able to answer questions regarding the Collision Repair Network. If you have questions regarding your Collision Repair Network or about participating in the Collision Repair Network, please contact the Help Desk below.

gmcollisionrepairnetwork@gm.com

GM Collision Repair Network

GM dealers with body shops that want to become part of the GM Collision Repair Network can start the process by using the enrollment link at GMPARTS.COM.

The GM Collision Repair Network incorporates performance measurements on pre- and post- repair scans, usage of OEM repair procedures, completion of recalibrations and quality-control checks.

The GM Collision Repair Network is designed to provide tools to assist in the delivery of a positive experience for those GM vehicle owners who require collision repair services.

Visit the GMPARTS.COM for more information regarding the GM Collision Repair Network and CRN Fleet level.

Frequently Asked Questions:

- **Why is GM putting restriction on these parts?**
 - To help ensure the safety and integrity of the vehicle, as well as high customer satisfaction, following a collision repair, this vehicle should only be repaired by certifier collision repair centers, having the proper training, tools and equipment.
- **Are cosmetic parts (fascia, doors, lighting, etc...) also restricted?**
 - No, cosmetic parts can be ordered and used by any collision repair shop.
- **Where can I find my body shop's CRN number to order the restricted parts?**
 - Your shop's specific CRN number will be included in your CRN welcome email or email GMCOLLISIONREPAIRNETWORK@GM.COM to inquire.

Restricted Parts Sample List

Note: Please note that part numbers may supersede or change, and additional parts may be added to this list.

Part Number	Part Name
86524438	PAD ASM –F/SEAT BK
86524439	PAD-F/SEAT BK
86524442	COVER ASM-F/SEAT BK *JET BLACK
85012594	BOW ASM-RF PNL #8
85016052	BRACKET ASM-RF SI RL FRT
85016053	BRACKET ASM-RF SI RL FRT
85030134	FRAME-W/S OTR SI *BLACK
85030135	FRAME-W/S OTR SI *BLACK
85069351	REINFORCEMENT ASM-BODY H/PLR OTR PNL
85069352	REINFORCEMENT ASM-BODY H/PLR OTR PNL
85071021	RAIL ASM-RF INR SI
85083133	RAIL ASM-RF INR SI
85093813	RAIL ASM-RF INR SI
85522767	PANEL-RF
85522768	PANEL-RF
85558728	PANEL-RF
85618194	PANEL-QTR OTR *BLACK
85618195	PANEL-QTR OTR *BLACK
85619083	BOW ASM-RF PNL #1
85667071	PANEL ASM-RF FRT *OYSTER WHITE
85703829	RAIL-RF INR RR SI
85703830	RAIL-RF INR RR SI
85705889	REINFORCEMENT ASM-RKR OTR PNL
85705890	REINFORCEMENT ASM-RKR OTR PNL
85707296	REINFORCEMENT ASM-RKR OTR PNL
86561084	BRACKET-RF SI RL FRT
86561085	BRACKET-RF SI RL FRT
86577446	EXTENSION-DA PNL SI
86596562	RAIL ASM-RF OTR SI *OYSTER WHITE
86596572	RAIL ASM-RF OTR SI *OYSTER WHITE
86597280	RAIL ASM-RF OTR SI *OYSTER WHITE
86597285	RAIL ASM-RF OTR SI *OYSTER WHITE
86597290	RAIL ASM-RF OTR SI *OYSTER WHITE
86597295	RAIL ASM-RF OTR SI *OYSTER WHITE
86792640	PANEL ASM-RF RR HDR INR
87868064	PANEL ASM-PLNM LWR

Version	1
Modified	Released October 28, 2024

