

# **2020 Corvette: Safety Recall: #N202307690-01: Safety Recall - Driver Seat Belt May Not Lock in a Crash - US Only - (October 9, 2020)**

## **#N202307690-01: Safety Recall - Driver Seat Belt May Not Lock in a Crash – US Only - (Oct 9, 2020)**

**Subject:** N202307690 — Driver Seat Belt May  
Not Lock in a Crash – US Only

**Models:** 2020 Chevrolet Corvette

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*Release Date:* October 2020

*Revision:* 01

***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.

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.

<i>Make</i>	<i>Model</i>	<i>Model Year</i>		<i>RPO</i>	<i>Description</i>
		<i>From</i>	<i>To</i>		
Chevrolet	Corvette	2020	2020		

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.

***Condition***

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2020 model-year Chevrolet Corvette vehicles. The seat-belt supplier for these vehicles inadvertently manufactured certain pretensioner components that were deformed and out of specification. That deformation may result in the retractor not locking following normal deployment of the pretensioner. As a result, the seat-belt retractor may not properly restrain the passenger in a high-speed impact. If the seat belt does not lock during a high-speed crash, the driver may not be restrained as designed, increasing the risk of injury.

***Correction***

Dealers will replace the driver-side seat-belt retractor.

**Parts Information**

	Quantity	Part Name	Part No.
1		Retractor Kit- Front Seatbelt (Black) LH	84609046

*Reminder:* Parts may be removed from Retail Inventory Management

(RIM). Dealers should review the affected parts to confirm RIM managed status.

## Warranty Information

<i>Labor Operation</i>	<i>Description</i>	<i>Labor Time</i>	<i>Trans. Type</i>	<i>Net Item</i>
9104964	Replace Driver 1.1 Side Front Seat Belt Retractor Assembly (Includes Pretensioner Disposal)		ZFAT	N/A

## Service Procedure

Replace the driver side front seat belt retractor assembly. Refer to *Front Seat Belt Retractor Replacement (Coupe)* in SI.

## Dealer Responsibility — For US and Export (US 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 Used, courtesy transportation vehicles, dealer shuttle vehicles, 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 Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP 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. 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 field action 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 field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

## **Dealer Reports**

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**

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**

# **IMPORTANT SAFETY RECALL**

## **Customer Notification**

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

October 2020

This notice applies to your vehicle, *VIN*:

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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 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 N202307690.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at *no charge*.

*Why is your vehicle being recalled?*

Your vehicle's driver's side seatbelt pretensioner may not properly lock following normal deployment of the pretensioner. As a result, the seatbelt retractor may not properly restrain the driver in a high-speed impact. If the seatbelt does not lock during a high-speed crash, the driver may not be restrained as designed, increasing the risk of injury.

*What will we do?*

Your GM dealer will replace the driver-side seat-belt 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 one hour and 15 minutes.

*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 questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer

Assistance Center at the number listed below.

<i>Division</i>	<i>Number</i>	<i>Text Telephones (TTY)</i>
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V581.

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

Maryann L. Combs

Vice President

Global Vehicle Safety

GM Recall N202307690

Online URL:

<https://www.corvetteactioncenter.com/tech/knowledgebase/article/2020-corvette-safety-recall-n202307690-01-safety-recall-driver-seat-belt-may-not-lock-in-a-crash-us-only-october-9-2020-1446.html>