



# Service Bulletin

Bulletin No.: 23-NA-019

Date: February, 2023

## INFORMATION

**Subject: Information on Corvette C8 and Cadillac CT6 Structural Parts Restriction**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2016	2020	—	—	—	—
Chevrolet	Corvette	2020	2023	—	—	—	—

Involved Region or Country	North America
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### Structural Parts Restriction

**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.**

GM is taking steps to ensure that structural repairs of the C8 Corvette and CT6 Cadillac 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 C8 Corvette and CT6 Cadillac are on the GM Collision Repair Network (CRN), and are the only shops permitted to receive the restricted structural part numbers from a GM dealer.

### How to order C8 and CT6 Structural Parts

Structural collision parts for the C8 Corvette and CT6 Cadillac require a special ordering process. Due to the advanced materials, the unique joining methods used to create the C8 and CT6, and the need for a fixture bench during a structural repair, 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 C8 Corvette and CT6 Cadillac restricted collision parts is as follows:

- When General Motors Dealers receive an order for restricted parts on a C8 Corvette or CT6 Cadillac, 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 C8 and CT6 Specialty status, the shop will be assigned a GM Collision Repair Network Account Number. Shops interested in becoming a CRN shop can contact the Collision Repair Network Help Desk as follows.

**U.S. Dealers:** CRN Help Desk at 949-630-0439, GM-CRN@OECONNECTION.COM or GMPARTS.COM.

**Canada Dealers:** CRN Help Desk at 800.238.9111, [gmcollisionrepairnetwork@gm.com](mailto:gmcollisionrepairnetwork@gm.com) or [www.mitchell.com/solutions/auto-physical-damage/oem-network-solutions/gm-canada](http://www.mitchell.com/solutions/auto-physical-damage/oem-network-solutions/gm-canada).

- 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](mailto: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](http://GMPARTS.COM) (U.S.) or [www.mitchell.com/solutions/auto-physical-damage/oem-network-solutions/gm-canada](http://www.mitchell.com/solutions/auto-physical-damage/oem-network-solutions/gm-canada) (Canada).

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 [GMPARTS.COM](http://GMPARTS.COM) (U.S.) or [www.mitchell.com/solutions/auto-physical-damage/oem-network-solutions/gm-canada](http://www.mitchell.com/solutions/auto-physical-damage/oem-network-solutions/gm-canada) (Canada) for more information regarding the GM Collision Repair Network.

**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.
- **Is a fixture bench required to do most structural repairs?**
  - Yes

<b>Version</b>	2
<b>Modified</b>	Released February 10, 2023 Revised February 24, 2023 – Added additional Canadian contact information and changed the U.S. CRN Help Desk phone number.

