

GENERAL MOTORS
DCS6857
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 22, 2024

Subject: N232427050 - Customer Satisfaction Program
Transmission Fasteners Improperly Torqued

Models: 2023-2024 Chevrolet Corvette

General Motors is releasing Customer Satisfaction Program N232427050 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

A Stock VIN list is not included as our records show there are no vehicles in dealer new inventory.

END OF MESSAGE

Customer Satisfaction Program

N232427050 Transmission Fasteners Improperly Torqued



Release Date: April 2024

Revision: 00

Attention: This program is in effect until May 31, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Corvette	2023	2024		

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	Certain 2023-2024 model year Chevrolet Corvette vehicles, may have a condition in which the transmission fasteners were improperly torqued.
Correction	Dealers will retorque the transmission fasteners.

Parts

Quantity	Part Name	Part No.
1	Transmission Fluid Filter Assembly	24045729
1	Control Valve Body Gasket	24299343
1	Automatic Transmission Fluid Pan Gasket	24048642
1	Automatic Transmission Fluid Filter	24047742
13	Automatic Transmission Fluid	19418016
17	MCV Cover Bolts	24045737

IMPORTANT: Only order parts necessary for the repair associated with your VIN according to the charts below.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which parts to order for the repair designated for your VIN in the service procedure.

Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. **Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107290	Remove and Retorque Main Control Valve Body (MCV) M1L M1M	3.2 4.6	ZFAT	N/A
9107291	Remove and Retorque MCV Cover	3.1	ZFAT	N/A
9107292	Retorque Trans Filter Bolt	0.4	ZFAT	N/A

Service Procedure

- Refer to the charts above each procedure to determine which repair your VIN requires and proceed to the appropriate section of the procedure.

Retorque MCV
1G1YB2D41R5103023
1G1YA2D4XP5125666
1G1YB2D41P5138254
1G1YB2D44P5123876
1G1YC2D42P5123937
1G1YC2D48R5100973
1G1Y92D4XP5125093
1G1YC2D48P5125532
1G1YA2D43P5124004

Customer Satisfaction Program

N232427050 Transmission Fasteners Improperly Torqued



Retorque Main Control Valve Body

1. Remove and reinstall (do not replace) the Main Control Valve Body. Refer to *Control Valve Body Replacement (Main)* in SI.

Retorque MCV Cover	Retorque MCV Cover
1G1YC3D42P5127797	1G1YB3D41R5100905
1G1YB2D41P5115900	1G1YB3D4XP5134872
1G1YB2D42P5135847	1G1YA3D45P5114547
1G1YB2D46P5135141	1G1YB2D47P5139988
1G1YB3D4XP5134600	1G1YB3D48P5122669
1G1YA2D40P5138801	1G1YC2D40P5504105
1G1YC2D41P5136016	1G1YA2D45P5121461
1G1YB2D41P5136004	1G1YB2D48P5130359
1G1YB2D49P5135019	1G1YB3D42P5130508

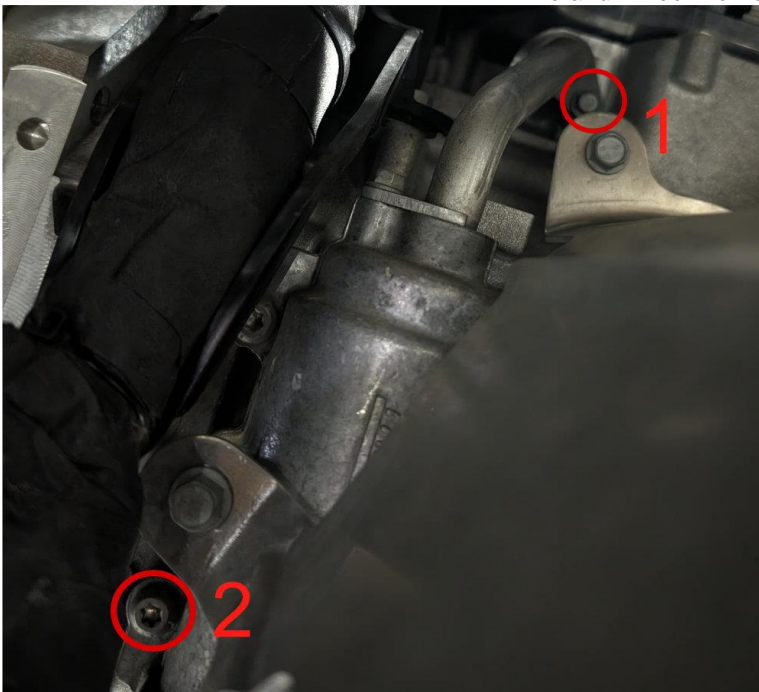
Retorque Main Control Valve Body Cover

1. Remove and reinstall (do not replace) the Automatic Transmission Fluid Pan (you may replace the transmission fluid filter). Refer to *Automatic Transmission Fluid, Fluid Pan and/or Filter Replacement* by your vehicle's applicable RPOs in SI.

Retorque Trans Filter Bolt
1G1YA2D48P5135175
1G1YD2D31P5601379

Retorque Transmission Filter Bolt

1. Remove the driver's side rear wheel. Refer to *Tire and Wheel Removal and Installation* in SI.



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2. Going through the center of the rear wheel liner, torque the circled bolts to the specifications below.
 - For (1), torque the bolt to 6.5 N-m (58 lb in)
 - For (2), first loosen the bolt. Then, retorque the bolt to 4.1N-m (36 lb-in) on the first pass, followed by 100 degrees on the final pass.
3. Reinstall the driver's side rear wheel. Refer to *Tire and Wheel Removal and Installation* in SI

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Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through May 31, 2026. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program 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 program enters your vehicle inventory or is in your facility for service through May 31, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

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 field action. 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 field action may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

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

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



We Support
Voluntary Technician
Certification

Customer Satisfaction Program

N232427050 Transmission Fasteners Improperly Torqued



May 2024

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2023-2024 model year Chevrolet Corvette may have a condition in which the transmission fasteners were improperly torqued.

Your satisfaction with your Corvette is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will retorque the transmission fasteners. This service will be performed for you at **no charge until May 31, 2026**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Corvette vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N232427050