

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5028  
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 1, 2019

Subject: Revised Upcoming Safety Recall N182206311 on Customer Owned Vehicles  
Diesel Engine Block Heater Cord

Models: 2017 – 2019 Chevrolet Silverado 2500/3500  
2017 – 2019 GMC Sierra 2500/3500  
2019 Chevrolet Silverado 4500/5500/6500 Medium Duty  
Equipped with Duramax diesel 6.6 liter engine (RPO L5P or L5D) and optional engine-block heater cord (RPO K05)  
Customer Owned Vehicles Only

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves customer owned 2017 - 2019 model year Chevrolet Silverado 2500/3500, 2017 – 2019 GMC Sierra 2500/3500, and 2019 Chevrolet Silverado Medium Duty 4500/5500/6500 vehicles. In vehicles equipped with the Duramax diesel 6.6 liter engine and the optional engine-block heater cord, a short-circuit condition may develop in the engine-block heater cable or in the terminals that connect the heater cable to the block heater. A short-circuit condition can cause damage to engine components and, in rare cases, start a fire in the engine compartment. GM is developing a final repair that will restore the functionality of the engine-block heater. Do NOT use any other published service procedure to modify vehicles in this recall. The GM recall number is N182206311.

Parts are not currently available, but when parts are available, a bulletin will be published with a final remedy.

Until further instructions are received, involved vehicles that are in dealers' possession (used vehicle inventory or GM Certified Used, etc.) must be held and not delivered to customers, dealer-traded, released to auction, or any other dealer use. All Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 GM certified used vehicles currently in dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on May 1, 2019. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. For any customer that inquires, please advise them not to use their diesel engine-block heater.

**Question and Answer Document (Q&A)**

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE  
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