

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5187
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 14, 2019

Subject: N182206312-01 – Safety Recall
Diesel Engine Block Heater Cord
Revised Parts, Warranty and Service Procedure

Models: 2019 Chevrolet Silverado 4500/5500/6500
Equipped with 6.6L Duramax Diesel (RPO L5D)

To: All General Motors Medium Duty Dealers

This bulletin is being revised to update the parts, warranty information table, and service procedure. Please discard all previous copies of bulletin N182206312.

Parts required to complete this repair are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Order parts on a CSO = Customer Special Order only. DRO’s may be cancelled. Place the VIN # in the notes field of the order. If there is no VIN or the VIN doesn’t fit a VIN on this population your order will be cancelled. All orders will be reviewed prior to being filled with customer sold vehicles having priority.

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.

Earlier today GM published GlobalConnect Headline message GCUS-9-8495 which may answer some of your commonly asked questions regarding the engine-block heater cord field actions.

END OF MESSAGE
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