

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5044
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 14, 2019

Subject: N182206311 - Safety Recall
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)

To: All General Motors Dealers

General Motors is releasing Safety Recall N182206311 today. The total number of U.S. vehicles involved is approximately 299,965. Please see the attached bulletin for details.

2017-2019 Chevrolet Silverado 2500/3500

2017-2019 GMC Sierra 2500/3500

This recall applies to used inventory. For customer vehicles, you do not need to disable the engine-block heater. If the customer requests the disable procedure be completed, you may proceed, but advising the customer to NOT use the heater block cord is sufficient. GM is developing a final repair that will restore the functionality of the engine-block heater.

2019 Chevrolet Silverado Medium Duty

Dealers will be advised when the disable procedure and remedy for 2019 Chevrolet Silverado 4500/5500/6500 medium duty trucks is available. At this time, these new vehicles are on a stop delivery order under N182206312.

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.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen was be updated May 1, 2019. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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