



# IMPORTANT SAFETY RECALL

June 2020

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

*Previously, you were notified that your 2017 – 2019 model year Chevrolet Silverado 2500/3500 or GMC Sierra 2500/3500 was involved in GM recall N182206310. This letter is to inform you that parts are now available to repair your vehicle.*

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 – 2019 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM safety recall N182206310.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

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 increase the risk of a fire in the engine compartment.

### What will we do?

Your GM dealer will replace the engine-block heater and cord. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual time of approximately 90 minutes.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

### Do you have questions?

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

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19V328.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs  
Vice President  
Global Vehicle Safety

