

Product Safety Recall

N182206311 Diesel Engine Block Heater Cord



Release Date: May 2019

Revision: 01

Revision Description: This bulletin has been revised to add the service procedure for 2019 Chevrolet Silverado 4500/5500/6500. Please discard all previous copies of bulletin N182206311.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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.

Caution: There are two separate procedures for the Silverado/Sierra 2500/3500 and the Silverado 4500/5500/6500 trucks. The procedures are NOT interchangeable between the two. Irreparable damage may be caused to the 4500/5500/6500 vehicle wiring harness if the proper procedure is not performed.

All involved vehicles that are in used inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the disable procedure contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500/3500	2017	2019	L5P	6.6L, 8-cylinder, diesel engine
Chevrolet	Silverado 4500/5500/6500	2019	2019	L5D	6.6L, 8-cylinder, diesel engine
GMC	Sierra 2500/3500	2017	2019	L5P	6.6L, 8-cylinder, diesel engine

Involved vehicles are marked in 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	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 model year Chevrolet Silverado 2500/3500 vehicles, certain 2017-2019 model year GMC Sierra 2500/3500 vehicles and certain 2019 Chevrolet Silverado 4500/5500/6500. 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.
Correction	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. For Silverado 2500/3500 and Sierra 2500/3500: Dealers are to cut the heater cord and place the customer disclosure in plain view inside the vehicle. For Silverado 4500/5500/6500: Dealers are to install the plug, secure the heater cord and place the customer disclosure in plain view inside the vehicle. DO NOT cut the heater cord on the medium duty vehicles.

Parts

No parts are required for repair on the Silverado/Sierra 2500/3500.

Parts below are required for the Silverado 4500/5500/6500.

Quantity	Part Name	Part No.
1	Plug, Engine Block Heater	12705582
1	*Shrink Tube	12355007

Parts required to complete this recall 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. **All orders may be reviewed prior to being filled.** Parts may have quantity limiters in effect.

Important: It is estimated that only **414** involved vehicles will require parts replaced. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, **dealers are encouraged not to order these parts for use as shelf stock.** * If the GM shrink tube part number is unavailable, please see the service procedure below for an alternative.

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Reminder: Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104273	Remove Engine Block Heater Cord Silverado/Sierra 2500/3500 Silverado 4500/5500/6500	0.4 0.4	ZFAT ZFAT	N/A *

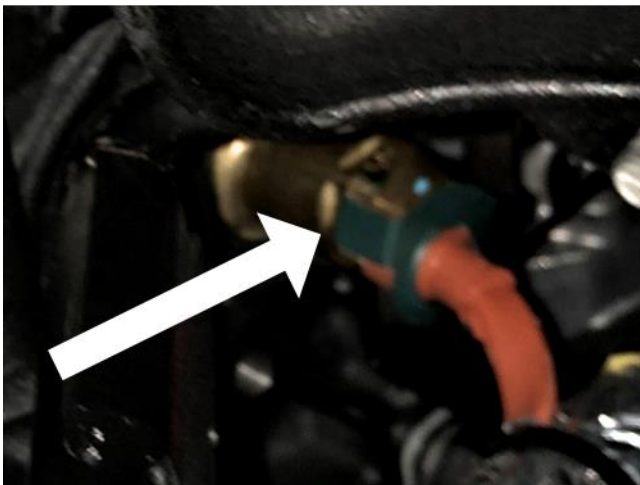
*The amount identified in "Net Item" should represent the actual sum total of the current GMCCA dealer net price for Shrink Tube needed to perform the required repairs, not to exceed \$6.95 USD, plus applicable Mark-Up or Landed Cost (for Export).

Caution: There are two separate procedures for the Silverado/Sierra 2500/3500 and the Silverado 4500/5500/6500 trucks. The procedures are NOT interchangeable between the two. Irreparable damage may be caused to the 4500/5500/6500 vehicle wiring harness if the proper procedure is not performed.

Service Procedure Silverado 4500/5500/6500 (Medium Duty)

Note: This service procedure does NOT apply to the Silverado/Sierra 2500/3500 Heavy Duty.

1. From underneath the vehicle, locate the engine block heater. It is on the front passenger side of the engine block.



2. Unplug the engine block heater power cord from the engine block heater by releasing the metal clip.



3. Install the service plug (no electrical connection) into the engine block heater. Secure with clip.

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4. If the GM shrink tube part number is unavailable, prepare a 75mm (3.0 in.) section of 25mm (1.0 in.) diameter adhesive lined shrink tube, such as NAPA #727653 or equivalent.
5. Position the shrink tube onto the body of the connector so that approximately 25mm (1.0 in.) of the material is front of the face of the connector. This leaves approximately 50mm (2.0 in.) of the shrink tubing to cover over the body of the connector as well as the neck of the connector slightly past the connector to cable interface point.

Warning: When working with any type of heat source, wear approved safety glasses and gloves in order to reduce the chance of personal injury.

Note: Use care when using the heat gun or other heat source. Do not expose any adjacent wiring, hoses or other materials that may be damaged due to heat.



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6. Using a heat gun, shrink the tubing over the body of the connector until it is fully sealed at both ends of the heat shrink tubing. Using a pair of pliers, pinch shut the open end of the heat shrink tube so that the end forms a watertight seal as shown. Hold the end pinched shut for 30 (+/-) seconds until the sealant can cool and adhere properly. Inspect to ensure that there are no obvious air gaps at either end of the shrink tubing.

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7. Using a wire tie, secure the loose engine block heater power cord as shown. Trim the wire tie as required. (Shown without the shrink tube installed).
8. Print the disclosure letter and place it on the front seat of the vehicle.

Service Procedure Silverado/Sierra 2500/3500

Note: This service procedure does NOT apply to the Chevrolet Silverado 4500/5500/6500 Medium Duty.

1. Raise the vehicle and remove the right front wheel. Refer to *Tire and Wheel Removal and Installation (8-Lug Wheel)* in SI.



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2. Looking through the area between the wheel house liner and the suspension, locate the engine block heater.

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3. Using a pair of wire cutters, cut the engine block heater power cord from the connector. Cut the cord as close as possible to the connector.
4. With the vehicle still raised, locate and remove any power cord attachments accessible from the underside of the vehicle.
5. Reinstall the right front wheel. Refer to *Tire and Wheel Removal and Installation (8-Lug Wheel)* in SI.
6. With the vehicle lowered, raise the hood and locate the remainder of the engine heater power cord (it should be bundled at the right-side front of dash area).
7. Locate and remove all of the attachment points. Remove the complete engine heater power cord assembly.
8. Discard the power cord assembly.

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Print the disclosure letter and place it inside the vehicle in plain view.



NOTICE TO CUSTOMER

This vehicle is equipped with an engine-block heater that is affected by a recently announced GM safety recall. On April 25, 2019, GM notified the National Highway Traffic Safety Administration that a short-circuit condition could develop in the engine-block heater cable or in the terminals that connect the 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.

Because this condition can only occur when the engine-block heater is on, your dealer has performed a repair on this vehicle that has rendered the engine-block heater temporarily inoperable. GM is developing a final repair that will restore the functionality of the engine-block heater. When this repair is available, you will receive a letter to return to the dealer to receive the repair.

If you sell this vehicle, you should provide this notice to the buyer of your vehicle. Please also retain a copy of this notice in the vehicle's glove compartment.

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told

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how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) 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 CPOIS system, or once again be used in the CTP program.

Dealers are to disable vehicles in USED inventory prior to sales.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, you must take the steps necessary to be sure this disable procedure has been completed before selling or releasing the vehicle.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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**