

Product Safety Recall

N182206311 Diesel Engine Block Heater Cord



Release Date: May 2020

Revision: 05

Revision Description: This bulletin has been revised to allow all states to perform the repair and to add the customer letter. 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.

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.

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

Caution: Do not under torque the engine coolant heater. This can result in a coolant leak. A torque wrench, with tactile or audible feedback when torque has been achieved, should be used. Tighten 65 N.m. (48 lb ft). **DO NOT OVERTIGHTEN.** Hand start the block heater carefully and secure at least 3 full turns before further tightening with a socket wrench.

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 open 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 Silverado 2500/3500 and Sierra 2500/3500: Dealers are to replace the engine-block heater and cord. For Silverado 4500/5500/6500: Dealers are to replace the engine-block heater.

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Parts

Quantity	Part Name	Part No.
	Chevrolet Silverado 4500/5500/6500 Medium Duty Enable Engine-Block Heater	
1	Element - Engine Coolant Heater	12705875
2	Dex-Cool Engine Coolant	12346290
	Chevrolet Silverado/GMC Sierra 2500/3500 Enable Engine-Block Heater	
1	Kit - Engine Block Coolant Heater (contains engine coolant heater element and power cord)	19419326
2	Dex-Cool Engine Coolant	12346290 US 10953464 Canada Obtain locally in compliance w/ GM spec GMW3420 and Material Specification 9985809 (all other countries)
4	Locally Sourced Automotive Quality Wire Tie	NPN

Parts for Enabling Engine-Block Heater on Silverado and GMC 2500/3500 (PN 19419326)

Important: An initial supply of this part has been pre-shipped to cold weather states since October of 2019. Please check Dealer inventory before ordering the inventory that you need. Please refer to your "involved vehicle listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. All Backorders placed prior to launch of this bulletin have been cancelled and orders going forward could be reviewed.

Note: The per gallon part number for coolant is listed in the part table. If your facility buys the correct coolant in a bulk quantity, do not order the gallon units.

Reminder: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock

Important: Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Parts for Enabling Engine-Block Heater on Chevrolet Silverado 4500/5500/6500 Medium Duty (PN 12705875)

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 customers sold vehicles having priority.

Important: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Note: The per gallon part number for coolant is listed in the part table. If your facility buys the correct coolant in a bulk quantity, do not order the gallon units.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104748	Chevrolet Silverado/Sierra 2500/3500 Heavy Duty Install Revised Engine Coolant Heater Element and Cord ADD: Remove Existing Engine Coolant Heater Power Cord	1.3 0.1	ZFAT	N/A
9104749	Chevrolet Silverado 4500/5500/6500 Medium Duty Install Revised Engine Coolant Heater Element (includes remove shrink tube)	1.0	ZFAT	N/A

Caution: There are separate procedures for the Silverado/Sierra 2500/3500 and the Silverado 4500/5500/6500 trucks. The procedures are NOT interchangeable between the two.

Service Procedure Silverado 4500/5500/6500 (Medium Duty) – Enabling Engine-Block Heater

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

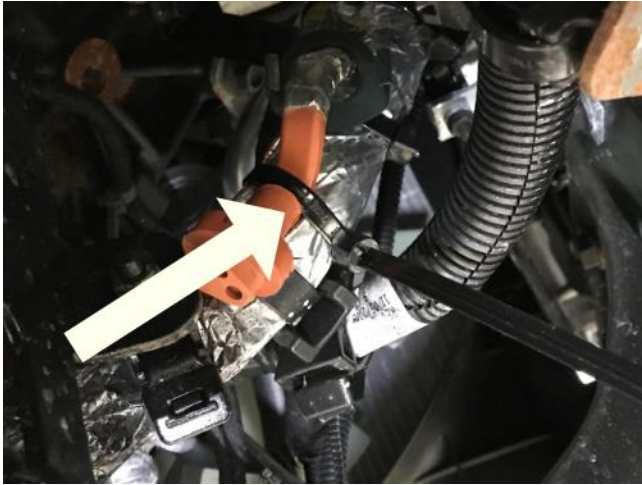
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Danger: When performing the following repairs, ensure the engine and coolant are at room temperature. When removing the engine block heater, the coolant in the engine will drain out. This coolant may injure the technician if the coolant is hot.

Note: Some vehicles may have had the engine coolant heater power cord sealed and secured at the time of manufacture or under a previous campaign. If the heater power cord is not sealed and secured, proceed directly to step #4.



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1. From underneath the vehicle, locate the engine coolant heater power cord. It is on the front passenger side of the engine block. Cut the wire tie securing the engine block heater power cable. Remove and discard the wire tie. (shown without the shrink tube installed).



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TIP: A seam ripper is a good example of the type of tool used in the following step.

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- Using an appropriate cutting tool, carefully slice the shrink tube from the power cord. Use care to cut away from the harness itself to ensure that you do not cut into the harness or body of the connector.
- Inspect the connector cavities and mating surface for any heat shrink tube adhesive. Carefully remove the adhesive if required.

Note: It is not necessary to drain the radiator. The engine block coolant will be drained when the engine coolant heater is removed.

- Place a large drain pan under the work area. Remove the engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5D)* in SI.
- After removing the original block heater, take care to remove the old cured thread sealant in the block. Failure to remove the old thread sealant will result in cross threading the replacement block heater.

Note: The new engine coolant heater element has the thread sealer applied at the time of manufacture. DO NOT INSTALL ADDITIONAL SEALER to the threads.

Caution: Do not under torque the engine coolant heater. This can result in a coolant leak. A torque wrench, with tactile or audible feedback when torque has been achieved, should be used. Tighten 65 N.m. (48 lb ft). DO NOT OVERTIGHTEN. Hand start the block heater carefully and secure at least 3 full turns before further tightening with a socket wrench.

- Hand start the block heater carefully and secure at least 3 full turns before further tightening with a socket wrench.
- Install the replacement engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5D)* in SI.



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- Plug the engine coolant heater cord assembly into the heater and secure it with the metal clip. Be certain the metal retaining clip is secured onto to the deeper of the two grooves.
- Fill the cooling system. Refer to *Cooling System Draining and Filling (Vac N Fill)* in SI.

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Service Procedure Silverado/Sierra 2500/3500 – Enabling Engine-Block Heater

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

DANGER: When performing the following repairs, ensure the engine and coolant are at room temperature. When removing the engine block heater, the coolant in the engine will drain out. This coolant may injure the technician if the coolant is hot.

Note: Some vehicles may have had the engine block heater power cord removed under a previous campaign. If the power cord has been removed, proceed directly to step #3.

1. Raise the hood and locate the engine heater power cord (bundled at the right-side front of dash area).

NOTE: Some attachment points may use tape to secure the power cord to the vehicle wiring harness. Use care to not cut the vehicle wiring harness when removing these attachment points

2. Locate and remove all of engine compartment power cord attachment points. Route the engine heater power cord assembly to the underside of the vehicle and let it drop.
3. 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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4. Looking through the area between the wheel house liner and the suspension, locate the engine block heater.
5. Disconnect the engine block heater plug from the heater element by releasing the retainer clip and unplugging.
6. Remove any existing engine heater power cord fasteners and remove the power cord. Discard the power cord.

Note: it is not necessary to drain the radiator. The engine block coolant will be drained when the engine coolant heater is removed.



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7. Place a large drain pan under the vehicle to capture the coolant. Remove the engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5P)* in SI.

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8. After removing the original block heater, take care to remove the old cured thread sealant in the block. Failure to remove the old thread sealant will result in cross threading the replacement block heater.

Note: The new engine block heater element has the thread sealer applied at the time of manufacture. **DO NOT INSTALL ADDITIONAL SEALER** to the threads.

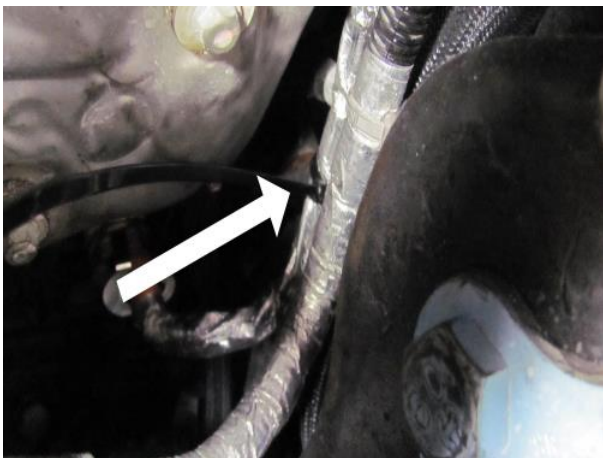
Caution: Do not under torque the engine coolant heater. This can result in a coolant leak. A torque wrench, with tactile or audible feedback when torque has been achieved, should be used. Tighten 65 N.m. (48 lb ft). **DO NOT OVERTIGHTEN.** Hand start the block heater carefully and secure at least 3 full turns before further tightening with a socket wrench.

9. Hand start the block heater carefully and secure at least 3 full turns before further tightening with a socket wrench.
10. Install the replacement engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5P)* in SI.



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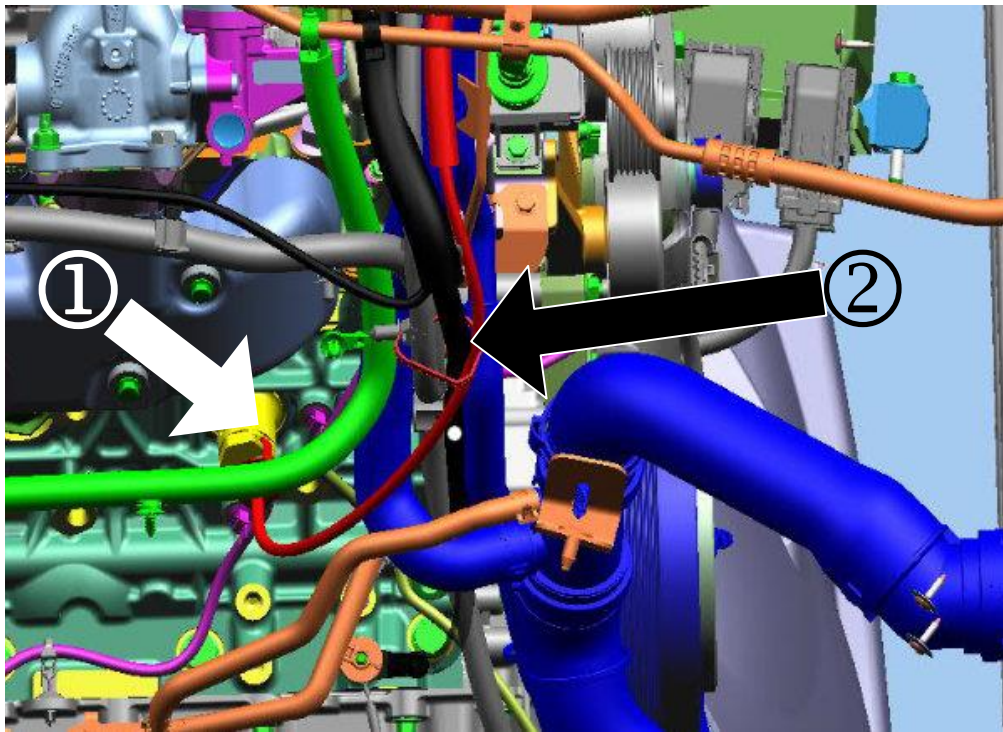
11. Plug the new engine coolant heater cord assembly into the heater and secure it with the metal clip. Be certain the metal retaining clip is secured onto to the deeper of the two grooves.



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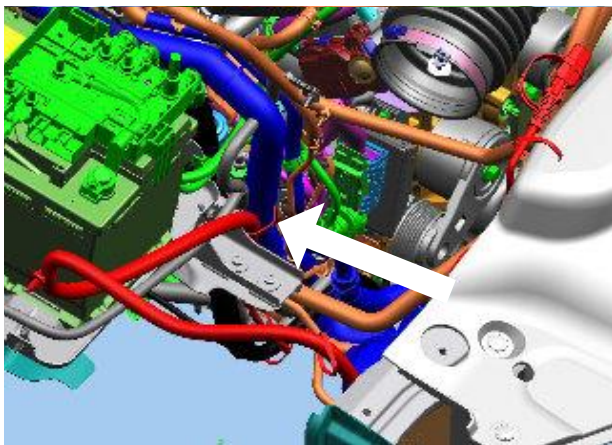
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12. Route the new engine coolant heater power cord (red) to the upper motor compartment. Secure the power cord to the existing wiring harness with a wire tie as shown. Begin at the Element (1) and secure the wire tie (2) around the negative battery cable (black) and the engine chassis harness (grey).
13. Reinstall the right front wheel and tire. Refer to *Tire and Wheel Removal and Installation (8-Lug Wheel)* in SI.
14. Lower the vehicle.



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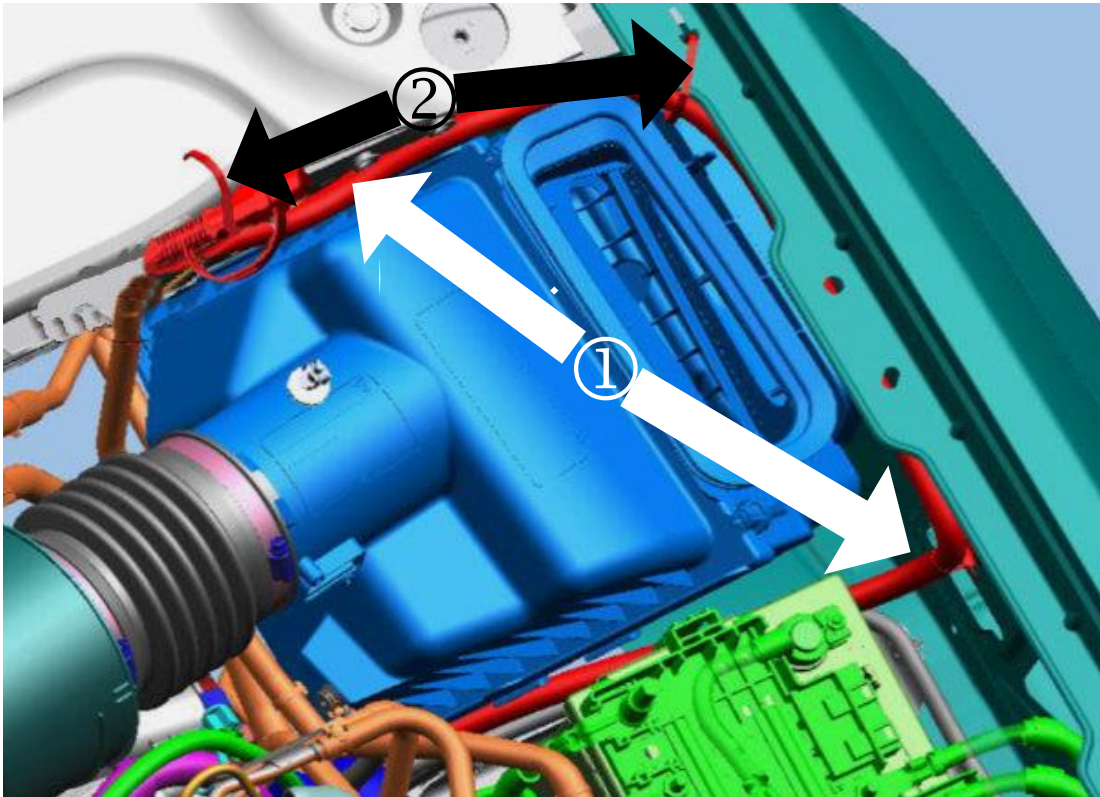
15. Route the power cord as shown and secure to the surge tank hose (blue) with a wire tie.

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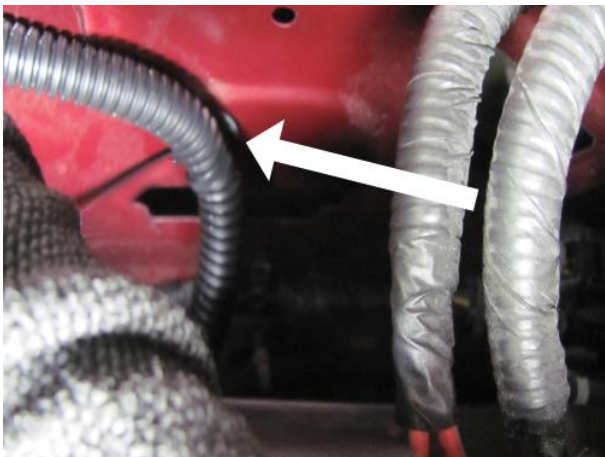


Engine Compartment Routing Overview



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Push pin attachments (1), wire tie attachments (2).

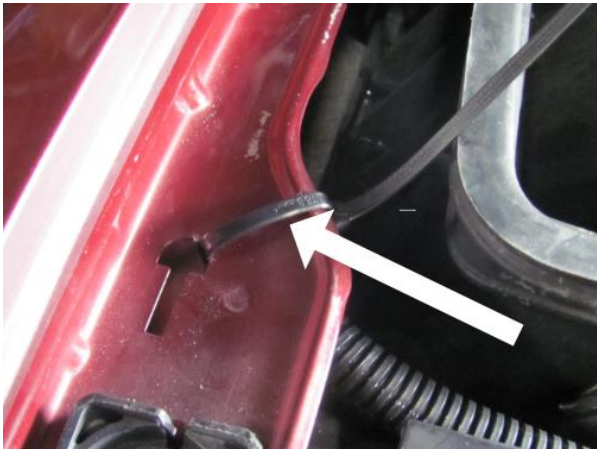


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16. Position the power cord along the inner fender and secure to the existing hole using the first (closest to the heater element) push pin wire tie attached to the harness.

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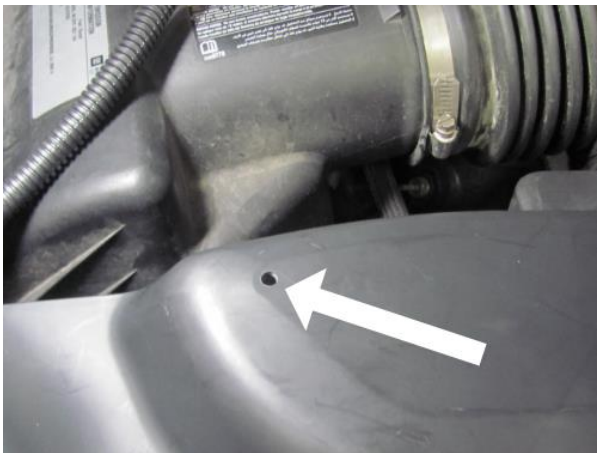
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17. Secure the power cord to the fender flange with a wire tie as shown. Some vehicles may have a hood seal or headlamp attachment at this location. Position the wire tie under the seal/bracket.



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18. Locate the drill location on the front compartment site-shield. Mark the location.



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19. Drill a 5mm (13/64 in.) hole in the marked area. Use care to not damage components below the drill location.
20. Route the power cord from the fender flange area under the front compartment site shield.

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21. Create a gentle bend in the power cord and place the power cord plug over the hole in the site shield. Ensure the prongs on the power cord plug are facing toward the right fender.



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22. Secure the power cord plug to the to the front compartment shield with a wire tie as shown.



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23. Locate the hole on the passenger side upper tie bar bracket.

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24. Position the harness up under the front compartment site shield and secure it using the second (closest to the electrical plug) push pin wire tie on the harness.
25. Trim all wire ties as necessary.
26. Fill the cooling system. Refer to *Cooling System Draining and Filling (Vac N Fill)* in SI.

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 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 service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in

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several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada - Do not use for medium duty trucks

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle. (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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**



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.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 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 N182206311.
- 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 either replace your vehicle's engine-block heater or replace both the engine-block heater and cord, depending on your vehicle. 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	
GM Medium Duty Truck	1-800-862-4389	

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.

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Maryann L. Combs
Vice President
Global Vehicle Safety

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