



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 7, 2021

Ms. Regina Carto
Executive Director - Global Safety Field Investigations & Regulatory
General Motors, LLC
GM Global Tech Center
29247 Louis Chevrolet Rd, Floor 2
Warren, MI 48093

NEF-107DM
21V-496

Subject: Short Circuit In Engine Block Heater Cable

Dear Ms. Carto:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHEVROLET/SILVERADO 2500/2017-2019
CHEVROLET/SILVERADO 3500/2017-2019
GMC/SIERRA 2500/2017-2019
GMC/SIERRA 3500/2017-2019

Mfr's Report Date: July 1, 2021

NHTSA Campaign Number: 21V-496

Components:

EQUIPMENT:ELECTRICAL:ENGINE BLOCK HEATER

Potential Number of Units Affected: 331,274

Problem Description:

General Motors, LLC (GM) is recalling certain 2017-2019 Chevrolet Silverado 2500, 3500 and 2017-2019 GMC Sierra 2500 and 3500 vehicles equipped with a Duramax diesel 6.6 liter engine and an optional engine-block heater cord. An electrical short-circuit may occur in the engine-block heater cable or in the terminals that connect the heater cable to the block heater.

Consequence:

An electrical short-circuit can increase the risk of a fire.

Remedy:

Dealers will disable the block heater, free of charge. GM will provide free replacement block heaters and cords under a separate customer satisfaction campaign. For vehicles previously included in recall 19V-328, the heater cord will be replaced and rerouted, free of charge. Owner notification letters are expected to be mailed August 16, 2021. Owners may contact Chevrolet customer service at 1-800-222-1020; and GMC customer service at 1-800-462-8782. GM's number for this recall is 212329840.



Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement