

# Part 573 Safety Recall Report

# 21V-496

**Manufacturer Name :** General Motors, LLC**Submission Date :** SEP 29, 2021**NHTSA Recall No. :** 21V-496**Manufacturer Recall No. :** N212329840**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 586-596-1733

**Population :**

Number of potentially involved : 338,020

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2017-2019 GMC Sierra 2500/3500

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : GM production records were used to identify vehicles built with the Duramax diesel 6.6 liter engine (L5P) and the engine heater power cord (K05). Vehicles that do not have this option combination are not included in this recall.

124,399 GMC Sierra 2500/3500 vehicles are affected by this recall.

Production Dates : JUL 18, 2016 - MAY 10, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2017-2019 Chevrolet Silverado 2500/3500

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : GM production records were used to identify vehicles built with the Duramax diesel 6.6 liter engine (L5P) and the engine heater power cord (K05). Vehicles that do not have this option combination are not included in this recall.

213,621 Chevrolet Silverado 2500/3500 vehicles are affected by this recall.

Production Dates : JUL 18, 2016 - MAY 10, 2019

VIN Range 1 : Begin : NR End : NR

 Not sequential

**Description of Defect :**

Description of the Defect : 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. 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A short-circuit condition can cause damage to engine components and, in rare cases, start a fire in the engine compartment.

Description of the Cause : A short-circuit condition can occur in these vehicles if a block-heater coolant leak develops and coolant contacts the block-heater cable terminals while the cable is plugged into an energy source. Contamination of the sealing surface of the block-heater heating element during assembly can allow coolant leaks to develop.

Identification of Any Warning that can Occur : The customer may notice: (i) smoke or a burning smell; (ii) poor block-heater performance; (iii) tripped circuit breakers or blown vehicle fuses; (iv) damage to the block heater, the heater cable, or engine components; and (v) block-heater coolant pooling under the vehicle.

**Involved Components :**

Component Name 1 : CORD ASM-ENG COOL HTR, HEATER ASM-ENG COOL

Component Description : Engine-block heater power cord; Engine-block heater

Component Part Number : 12681380, 12705875, 19419326, 84303149

**Supplier Identification :****Component Manufacturer**

Name : Electronics Components International (EC)

Address : 91 Lincoln Street  
Tilsonburg, Ontario Foreign States

Country : Canada

**Chronology :**

On February 3, 2021, a GM quality manager submitted a report to GM's Speak Up For Safety program after inspecting an engine-block heater recovered from a 2019 model year Chevrolet Silverado 3500. The owner reported sparking from under the hood after the engine block heater was plugged in. The engine-block heater was leaking coolant, and the engineer observed thermal damage at the connection between the heater and the block-heater power cable. This vehicle had previously been remedied for this condition under 19V328.

GM's initial analysis identified nineteen potential fires involving engine-block heaters in vehicles remedied under 19V328. Based on this data, GM opened a formal product investigation on March 23, 2021.

GM's investigator completed a thorough analysis of available field data on May 28, 2021 that showed GM received 122 related complaints and 17 reports of potential fires between December 3, 2019 and May 28, 2021 involving vehicles that received the recall remedy under 19V328. Based on this data, on June 24, 2021, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall on certain 2017-2019 model year Chevrolet Silverado and GMC Sierra 2500/3500 vehicles equipped with the Duramax diesel 6.6 liter engine and the optional block-heater power cable.

## Description of Remedy :

**Description of Remedy Program :** GM is working to develop a remedy for this condition, including disabling this feature. Vehicles that have this feature disabled as a remedy to the safety condition will be contacted and offered replacement block heaters and heater cords under a separate customer satisfaction program. Chevrolet Silverado and GMC Sierra 2500/3500 vehicles included in recall 19V328 will be closed under that recall number and addressed under this recall campaign. For this population of vehicles, the heater cord will also be replaced and rerouted by the dealer to address chafing or damage due to improper routing, use, or storage of the existing heating cord. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 12, 2021.

**How Remedy Component Differs from Recalled Component :** The attachment of the block-heater heating element was redesigned to use a solder connection that eliminates use of the retaining compound that was susceptible to poor sealing from contamination.

**Identify How/When Recall Condition was Corrected in Production :** NR

## Recall Schedule :

**Description of Recall Schedule :** Dealers will be notified on July 1, 2021. Interim owner notification is expected to begin on August 16, 2021. This recall will be executed in three phases, with priority placed on colder regions. Owner notification for the first phase is estimated to begin November 30, 2021. Owner notification for the remaining two phases are estimated for December 31, 2021 and March 31, 2022.

**Planned Dealer Notification Date :** JUL 01, 2021 - JUL 01, 2021

Planned Owner Notification Date : NOV 30, 2021 - MAR 31, 2022

\* NR - Not Reported