

Product Safety Recall

N212329840 Engine Heater Short Circuit



Release Date: July 2021

Revision: 00

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.

The population of this recall contains both customer owned vehicles and pre-owned vehicles in dealer inventory. The procedure in this recall bulletin allows dealers to disable the engine block heater on their affected inventory units which will close the recall and allow vehicles to be sold. Any vehicles closed through the successful completion of the disabling procedure in this bulletin will be added to a forthcoming field action to restore the engine block heater functionality. For customer vehicles, dealers do not need to disable the engine block heater. If the customer requests the disable procedure be completed, you may proceed. However, advising the customer NOT to use the block heater system is sufficient at this time.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the correction 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
GMC	Sierra 2500/3500				

Involved vehicles are marked "Incomplete-Remedy Not Available" on 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 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. A short-circuit condition can cause damage to engine components and, in rare cases, start a fire in the engine compartment.
Correction	For all involved vehicles that are in dealer inventory, dealers are to remove the engine block heater cord.

Parts

No parts are required for this procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105850	Remove Engine Block Heater Cord	0.4	ZFAT	N/A
9105851	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9105852	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

*For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

**Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

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

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



4. Looking through the area between the wheelhouse liner and the suspension, locate the engine block heater.



5. Using wire cutters, cut the engine heater power cord from the plug at the engine block heater. Leave the orange plug clipped into the engine block heater.
6. Remove any existing engine heater power cord fasteners and remove the power cord. Discard the power cord.
7. 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 July 1, 2021, GM notified the National Highway Traffic Safety Administration and Transport Canada 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.

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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	

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 new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

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.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling 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 has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

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.

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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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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**