Customer Satisfaction Program

N192264211 Enable Diesel Engine Block Heater – US Only

Release Date: October 2019 **Revision:** 00

Attention:	ONLY Chevrolet Medium Duty dealers can complete this recall repair. **This program is in effect until November 30, 2021**.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500/5500/6500	2019	2019	L5D	6.6L, 8-cylinder diesel engine

Involved vehicles are marked “open” 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	Certain 2019 model year Silverado 4500/5500/6500 vehicles, equipped with the 6.6 liter Duramax diesel engine (RPO L5D) and optional engine-block heater cord, may have a condition in which the block heater cable function was disabled or the customer was advised to not use this feature.
Correction	Dealers will replace the engine block heater.

Parts

Quantity	Part Name	Part No.
1	Element - Engine Coolant Heater	12705875
2	Dex-Cool Engine Coolant	12346290

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.

It is estimated that only 2818 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.**

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104731	Install Revised Engine Coolant Heater Element (includes remove shrink tube)	1.0	ZFAT	N/A

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Service Procedure

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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2. 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.
3. 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.

4. Place a drain pan under the work area. Remove the engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5D)* in SI.

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.

5. Install the replacement engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5D)* in SI.
6. Plug the engine coolant heater cord assembly into the heater and secure it with the metal clip.

7. Fill the cooling system. Refer to *Cooling System Draining and Filling* in SI.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2021. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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. Program 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 program enters your vehicle inventory or is in your facility for service through November 30, 2021, you must take the steps necessary to be sure the program correction has been made before selling or 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 program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Customer Notification

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

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

Customer Satisfaction Program

N192264211 Enable Diesel Engine Block Heater – US Only

November 2019

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

Our records indicate that the engine-block heater in your 2019 model year Chevrolet Silverado 4500/500/6500 is currently deactivated. The engine-block heater in your vehicle was deactivated in order to prevent a short-circuit condition from developing in the engine-block heater cable or in the terminals that connect the heater cable to the block heater.

We are now ready to activate your vehicle's engine-block heater by replacing the heater.

What We Will Do: Your GM dealer will replace the engine block heater. This service will be performed for you at **no charge until November 30, 2021**. After that, any applicable warranty will apply

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any 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)
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Silverado provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

N192264211

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5190
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 15, 2019

Subject: N192264211 - Customer Satisfaction Program
Enable Diesel Engine Block Heater

Models: 2019 Chevrolet Silverado 4500/5500/6500
Equipped with 6.6L Duramax Diesel (RPO L5D)

To: All General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N192264211 today. Please see the attached bulletin for details.

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 customer sold vehicles having priority.

Customer Letter Mailing
The customer letter mailing will be in the near future.

Global Warranty Management (GWM)
The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 15, 2019. Please hold all warranty transactions until IVH has been updated.

Recently, GM published GlobalConnect Headline message GCUS-9-8495 which may answer some of your commonly asked questions regarding the engine-block heater cord field actions.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS