

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5191
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 16, 2019

Subject: N192264210 – Customer Satisfaction Program
Enable Diesel Engine Block Heater
Stock VIN List

Models: 2017 – 2019 Chevrolet Silverado 2500/3500
2017 – 2019 GMC Sierra 2500/3500
Equipped with 6.6L, 8-cylinder diesel engine (RPO L5P)

To: All General Motors Dealers

General Motors released Customer Satisfaction Program N192264210 on October 15, 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 16, 2019 for the cold weather states*. When parts are available for ordering, we will update IVH with the remaining states. Please hold the cold weather warranty transactions until IVH has been updated.

*Alaska, Colorado, Idaho, Maine, Michigan, Minnesota, Montana, North Dakota, New Hampshire, New York, South Dakota, Vermont, Wisconsin, Wyoming and Canada.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS