

# Customer Satisfaction Program

## N192264210 Enable Diesel Engine Block Heater



**Release Date:** January 2020

**Revision:** 01

**Revision Description:** This bulletin is being revised to update the service procedure for inventory vehicles. Please discard all previous copies of bulletin N192264210.

**Attention:** The pre-shipped kits are being sent to dealers in the following northern/cold weather areas: Alaska, Colorado, Idaho, Maine, Michigan, Minnesota, Montana, North Dakota, New Hampshire, New York, South Dakota, Vermont, Wisconsin, Wyoming and Canada.

**This program is in effect until November 30, 2021.**

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	2017	2019	L5P	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.

<b>Condition</b>	Certain 2017 - 2019 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles, equipped with the 6.6l Duramax diesel engine (RPO L5P) and optional engine-block heater cord, may have a condition in which the block heater cable function was disabled.
<b>Correction</b>	Dealers will replace the engine block heater and cord.

### Parts

Quantity	Part Name	Part No.
1	Kit - Engine Block Coolant Heater (contains engine coolant heater element and power cord)	19419326
2	Dex-Cool Engine Coolant	12346290 US 10953464 Canada Obtain locally in compliance w/ GM spec GMW3420 and Material Specification 9985809 (all other countries)
4	Locally Sourced Automotive Quality Wire Tie	NPN

**Important:** An initial supply of part 19419326 will be pre-shipped in a Fair Share Allocation based on all impacted VINS of the Dealers registered in States: Alaska, Colorado, Idaho, Maine, Michigan, Minnesota, Montana, New York, North Dakota, New Hampshire, South Dakota, Vermont, Wisconsin, Wyoming and Canada. This pre-shipment started the week of 10/1/19 and will continue for several weeks. Additional States will be added as parts become available, currently limited supply of parts. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to and during the pre-ship will be cancelled. A quantity limiter may be in effect.

**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:** Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104743	Install Revised Engine Coolant Heater Element and Cord ADD: Remove Existing Engine Coolant Heater Power Cord	1.3 0.1	ZFAT	N/A

### 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 block heater power cord removed under a previous campaign. If the power cord has been removed, proceed directly to step #3.

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

**NOTE:** Some attachment points may use tape to secure the power cord to the vehicle wiring harness. Use care to not cut the vehicle wiring harness when removing these attachment points

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



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4. Looking through the area between the wheel house liner and the suspension, locate the engine block heater.
5. Disconnect the engine block heater plug from the heater element by releasing the retainer clip and unplugging.
6. Remove any existing engine heater power cord fasteners and remove the power cord. Discard the power cord.

**Note:** it is not necessary to drain the radiator. The engine block coolant will be drained when the engine coolant heater is removed.



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7. Place a large drain pan under the vehicle to capture the coolant. Remove the engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5P)* in SI.
8. After removing the original block heater, take care to remove the old cured thread sealant in the block. Failure to remove the old thread sealant will result in cross threading the replacement block heater.

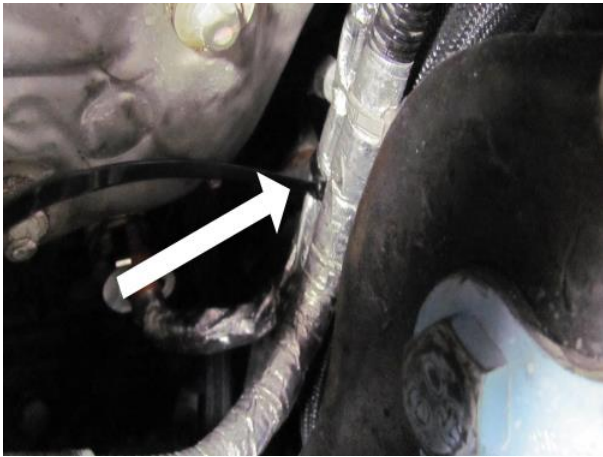
**Note:** The new engine block heater element has the thread sealer applied at the time of manufacture. **DO NOT INSTALL ADDITIONAL SEALER** to the threads.

9. Hand start the block heater carefully and secure at least 3 full turns before further tightening with a socket wrench.
10. Install the replacement engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5P)* in SI.

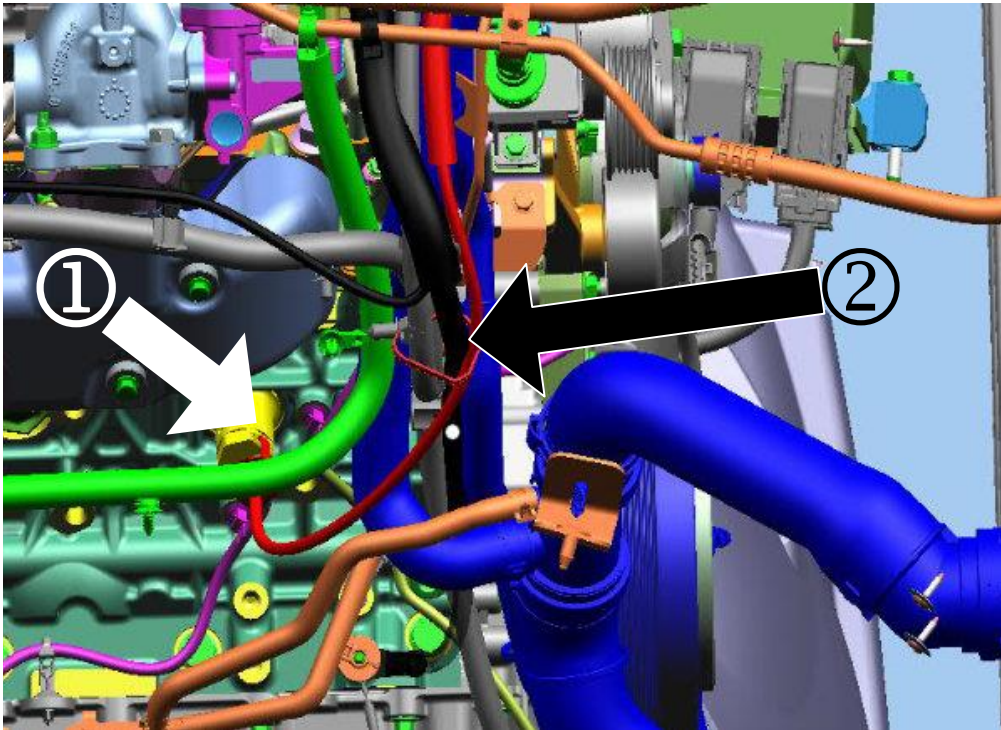


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11. Plug the new engine coolant heater cord assembly into the heater and secure it with the metal clip. Be certain the metal retaining clip is secured onto to the deeper of the two grooves.

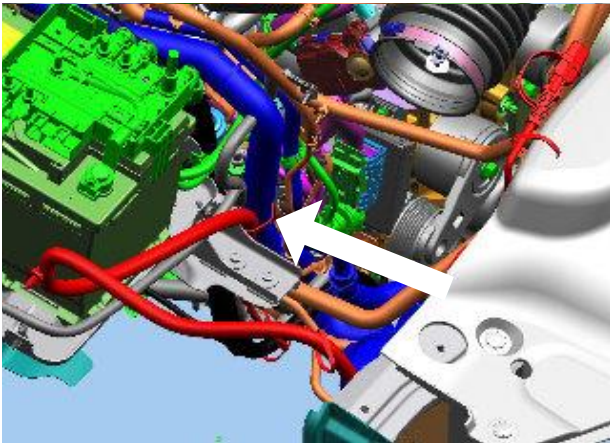


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12. Route the new engine coolant heater power cord (red) to the upper motor compartment. Secure the power cord to the existing wiring harness with a wire tie as shown. Begin at the Element (1) and secure the wire tie (2) around the negative battery cable (black) and the engine chassis harness (grey).
13. Reinstall the right front wheel and tire. Refer to *Tire and Wheel Removal and Installation (8-Lug Wheel)* in SI.
14. Lower the vehicle.



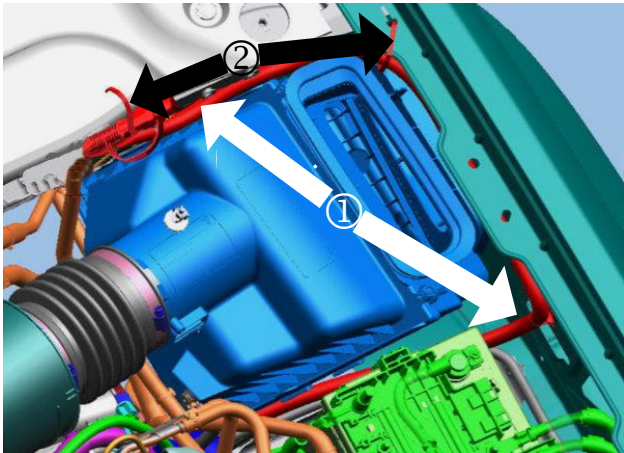
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15. Route the power cord as shown and secure to the surge tank hose (blue) with a wire tie.

**Engine Compartment Routing Overview**

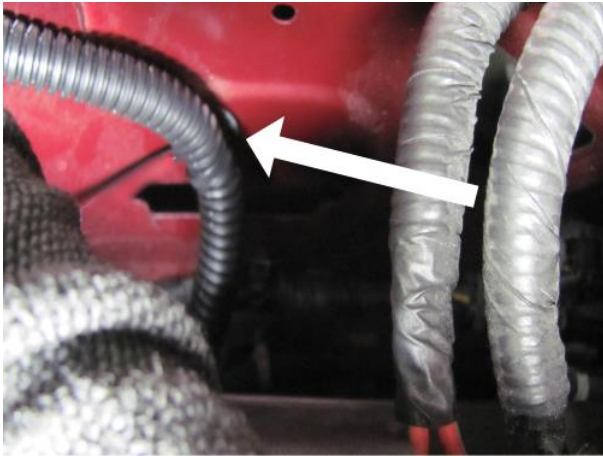
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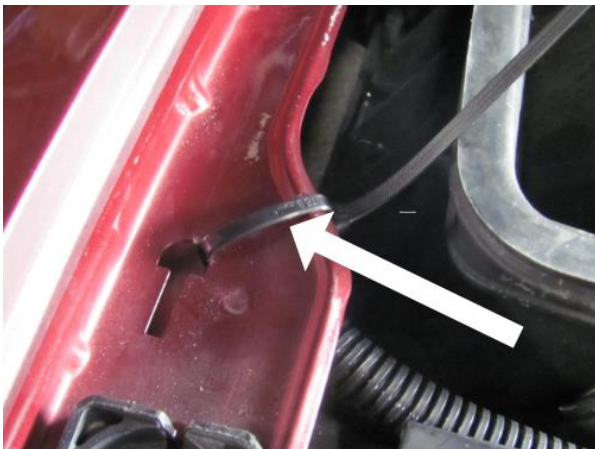
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Push pin attachments (1), wire tie attachments (2).



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16. Position the power cord along the inner fender and secure to the existing hole using the first (closest to the heater element) push pin wire tie attached to the harness.



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17. Secure the power cord to the fender flange with a wire tie as shown. Some vehicles may have a hood seal or headlamp attachment at this location. Position the wire the under the seal/bracket.

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18. Locate the drill location on the front compartment site-shield. Mark the location.



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19. Drill a 5mm (13/64 in.) hole in the marked area. Use care to not damage components below the drill location.

20. Route the power cord from the fender flange area under the front compartment site shield.



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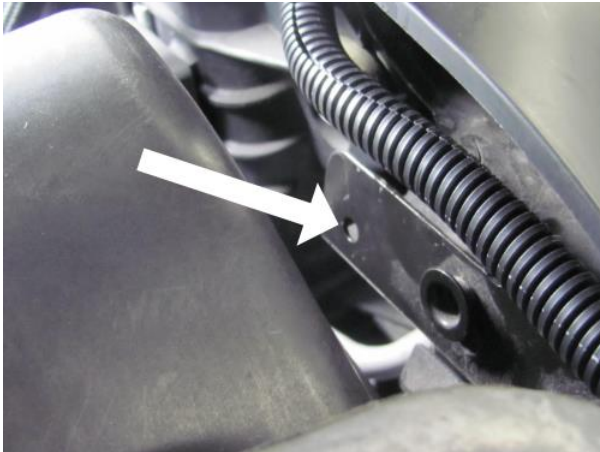
21. Create a gentle bend in the power cord and place the power cord plug over the hole in the site shield. Ensure the prongs on the power cord plug are facing toward the right fender.

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22. Secure the power cord plug to the to the front compartment shield with a wire tie as shown.



23. Locate the hole on the passenger side upper tie bar bracket.



24. Position the harness up under the front compartment site shield and secure it using the second (closest to the electrical plug) push pin wire tie on the harness.

25. Trim all wire ties as necessary.

26. Fill the cooling system. Refer to *Cooling System Draining and Filling (Vac N Fill)* in SI.

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### 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.

### 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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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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**



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November 2019

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

Our records indicate that the engine-block heater in your 2017 – 2019 model year Chevrolet Silverado 2500/3500 or GMC Sierra 2500/3500 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 and the related cord.

**What We Will Do:** Your GM dealer will replace the engine-block heater and cord. 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)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

N192264210

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5308  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 30, 2020

Subject: N192264210-01 – Customer Satisfaction Program  
Enable Diesel Engine Block Heater

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

**DO NOT ORDER PARTS**

Parts are being pre-shipped to select dealers only. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to and during the pre-ship will be cancelled. A quantity limiter may be in effect

This bulletin is being revised to update the service procedure ONLY.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS