

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6806  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 28, 2024

Subject: N232433290 - Service Update  
Engine Block Heater Cord Not Fully Seated

Models: 2024 Chevrolet Silverado 2500HD/3500HD  
2024 GMC Sierra 2500HD/3500HD  
Equipped with 8-Cylinder Duramax Diesel Engine (RPO L5P)

To: All General Motors Dealers

General Motors is releasing Service Update N232433290 today. The total number of U.S. vehicles involved is approximately 321. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen has been updated. Please verify a VIN's involvement by checking in IVH. IVH is the best source for individual VIN inquiries. A list of vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N232433290 Engine Block Heater Cord Not Fully Seated



Release Date: February 2024

Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500HD / 3500HD	2024	2024	L5P	ENGINE-DIESEL, 8 CYL, 6.6L, DI, V8, TURBO, DURAMAX
GMC	Sierra 2500HD / 3500HD				

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 2024 model year Chevrolet Silverado 2500HD / 3500HD and GMC Sierra 2500HD/3500HD vehicles may have a condition in which the engine block heater cord may not be fully seated.
<b>Correction</b>	Dealers are to inspect the engine block heater connector and retention clip and reinstall if necessary.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107269	Inspect Only – No Further Action Required	0.3	ZFAT	N/A
9107270	Remove heater cord, add dielectric grease, and reinstall	0.4		

### Service Procedure

1. Lift the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
2. Remove the right front wheel. Refer to *Tire and Wheel Removal and Installation (8-Lug Wheel)* in SI.



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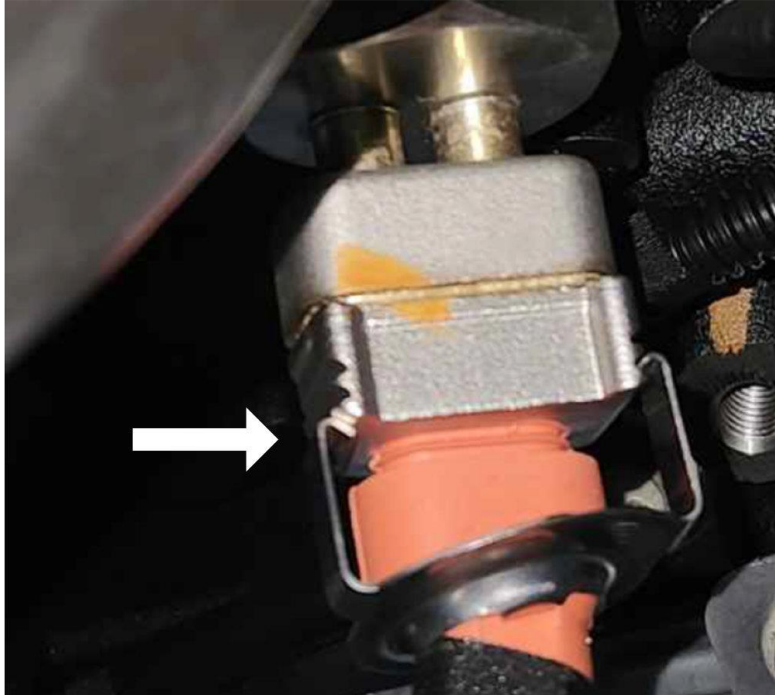
3. Locate the engine block heater through the opening in the wheel well liner.

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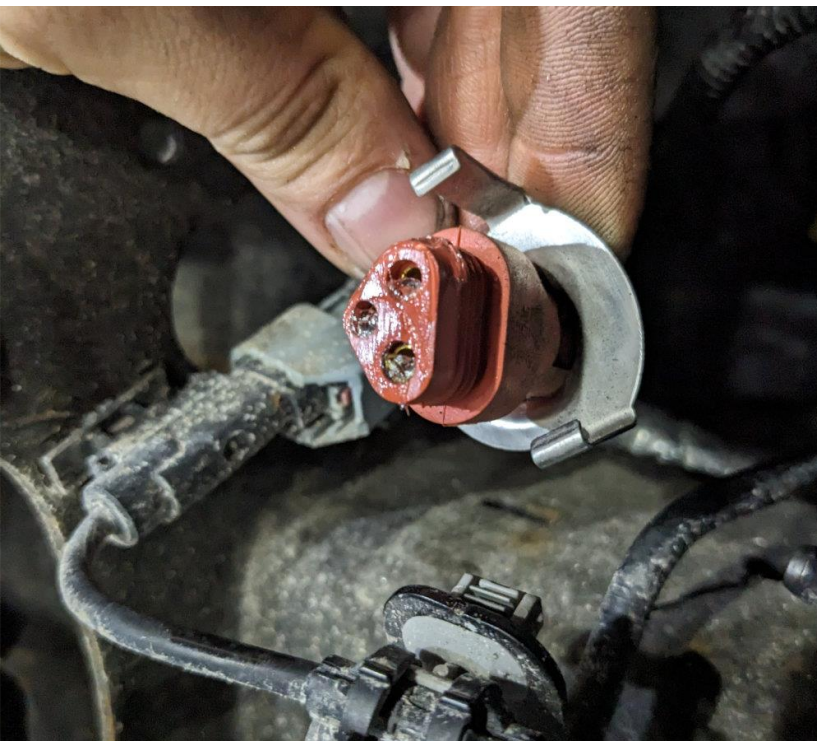


4. Inspect the engine block heater cord to be sure it is securely and evenly fastened into the engine block heater.
  - If the engine block heater is securely and evenly fastened (as step 3 shows), no further action is required. Proceed to step 8.



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- If the engine block heater is NOT securely and evenly fastened (the metal ring will be at an angle relative to the block heater, and one or both sides may not be clipped in) proceed to step 5.
5. Remove the engine block heater cord from the engine block heater by unclipping the metal fastening ring around the cable.



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6. Apply dielectric grease as shown (a light coat applied by hand or brush to the end of the cord).

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7. Reinstall the engine block heater cord to the engine block heater, being sure to fasten it securely and evenly on both sides.
8. Reinstall the right front wheel. Refer to *Tire and Wheel Removal and Installation (8-Lug Wheel)* in SI.

#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

#### Dealer Reports – For USA & Export

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

