

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4971
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 7, 2019

Subject: Upcoming Safety Recall N182204190
Chassis Cab Truck Fuel Leak

Models: 2016-2018 Chevrolet Silverado 3500
2016-2018 GMC Sierra 3500
Equipped with Dual Fuel Tanks (N2N) and 6.0L V-8 Engine (L96)

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2016-2018 model year Chevrolet Silverado 3500 and GMC Sierra 3500 vehicles equipped with gas engines (L96) and dual fuel tanks (N2N). The GM recall number is N182204190.

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 until the defect is remedied.

In these vehicles, if the fuel-level sensor in the front tank becomes stuck in a low-level position, the rear tank may overflow the front tank and potentially cause it to expand. In rare circumstances, the front fuel tank could expand and contact a moving drive shaft, which could create a hole in the front fuel tank and allow fuel to leak. If leaked fuel encounters a potential ignition source, a fire could occur.

Parts are not currently available, but when parts are available, dealers are to replace the rear-tank fuel-pump module. Dealers will also inspect the front tank and replace if necessary.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on February 7, 2019. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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