

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5186
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 14, 2019

Subject: N182206311-02 - Safety Recall
Diesel Engine-Block Heater Cord
Revised Parts, Warranty and Service Procedure

Models: 2017 – 2019 Chevrolet Silverado 2500/3500
2017 - 2019 GMC Sierra 2500/3500
2019 Chevrolet Silverado 4500/5500/6500 Medium Duty
Equipped with Duramax diesel 6.6 liter engine (RPO L5P or L5D) and
optional engine-block heater cord (RPO K05)

To: All General Motors Dealers

This bulletin has been revised to update the warranty information table, and service procedure. Please discard all previous copies of bulletin N182206311-01.

For 2017-2019 Chevrolet Silverado and GMC Sierra 2500/3500 (PN 19419326)

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.

For 2019 Chevrolet Silverado 4500/5500/6500 (PN 12705875)

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.

Caution: There are two separate procedures for the Silverado/Sierra 2500/3500 and the Silverado 4500/5500/6500 trucks. The procedures are NOT interchangeable between the two.

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.

Earlier today 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
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