

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5184
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 14, 2019

Subject: Diesel Engine-Block Heater Cord Field Actions

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

Shortly we will be releasing bulletins on the Diesel Engine-Block Heater Cord recalls.

The three safety recalls will be revised to include updated parts, warranty information table and the service procedure to repair the open VINs.

For the field actions that cover the full-size trucks 2017 – 2019 Chevrolet Silverado 2500/3500 and 2017 - 2019 GMC Sierra 2500/3500, a small supply of parts are being prioritized by a pre-ship to the northern states* and Canadian provinces. You may have already received kit part number 19419326. The kit usage is determined by the dealer on whether they use it on open recall stock or customer owned vehicles. All dealer orders will be cancelled until the pre-ship is complete. The pre-ship is expected to last several weeks.

N182206310 – Safety Recall covers 2017 – 2019 Chevrolet Silverado 2500/3500 and 2017 - 2019 GMC Sierra 2500/3500. Dealers in the northern states* may use the pre-shipped kit (p/n 19419326) to repair these vehicles. All dealer orders will be cancelled until the pre-ship is complete.

N182206311-01 – Safety Recall covers 2017 – 2019 Chevrolet Silverado 2500/3500, 2017 - 2019 GMC Sierra 2500/3500 and 2019 Chevrolet Silverado 4500/5500/6500 Medium Duty.

For the 2500/3500 vehicles ONLY, dealers in the northern states* may use the pre-shipped kit (p/n 19419326) to repair the full-size trucks 2017 – 2019. All dealer orders will be cancelled until the pre-ship is complete.

For the 4500/5500/6500 Medium Duty vehicles, we have the engine-block heater in inventory and dealers can place orders. Please be sure to include the VIN on

all orders as GM will be performing VIN verification. If the VIN is not part of the population, the order will be cancelled. The part number for the engine-block heater is 12705875.

N182206312 – Safety Recall which covers the 2019 Chevrolet Silverado 4500/5500/6500 Medium Duty will replace the engine-block heater. The engine-block heater is in inventory and dealers can place orders. Please be sure to include the VIN on all orders as GM will be performing VIN verification. If the VIN is not part of the population, the order will be cancelled. The part number for the engine-block heater is 12705875.

We are releasing the following two new customer satisfaction bulletins covering previously disabled engine-block heater VINs:

N192264210 – Customer Satisfaction Program (vehicles with previously disabled engine-block heaters) for 2017 – 2019 Chevrolet Silverado and 2500/3500 2017 - 2019 GMC Sierra 2500/3500. Dealers in the northern states* may use the pre-shipped kit (p/n) 19419326) to repair these vehicles. All dealer orders will be cancelled until the pre-ship is complete.

N192264211 – Customer Satisfaction Program (vehicles with previously disabled engine-block heater) for 2019 Chevrolet Silverado 4500/5500/6500 Medium Duty. The engine-block heater is in inventory and dealers can place orders. Please be sure to include the VIN on all orders as GM will be performing VIN verification. If the VIN is not part of the population, the order will be cancelled. The part number for the engine-block heater is 12705875.

*Northern/cold weather states are those which have vehicles currently registered or previously registered in Alaska, Colorado, Idaho, Maine, Michigan, Minnesota, Montana, North Dakota, New Hampshire, South Dakota, Vermont, Wisconsin, Wyoming and Canada.

END OF MESSAGE
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