

Product Safety Recall

N182206310 Diesel Engine Block Heater Cord



Release Date: October 2019

Revision: 01

Revision Description: This bulletin is being revised to update the parts, warranty and service procedure. Please discard all previous copies of bulletin N182206310.

Attention: 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 under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 model year Chevrolet Silverado 2500/3500 vehicles and certain 2017-2019 model year GMC Sierra 2500/3500 vehicles. In vehicles equipped with the Duramax diesel 6.6 liter engine and the optional engine-block heater cord, a short-circuit condition may develop in the engine-block heater cable or in the terminals that connect the heater cable to the block heater. A short-circuit condition can cause damage to engine components and, in rare cases, start a fire in the engine compartment.
Correction	Dealers are to 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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104744	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.

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



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 drain pan under the vehicle to capture the coolant. Remove the engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5P)* in SI.

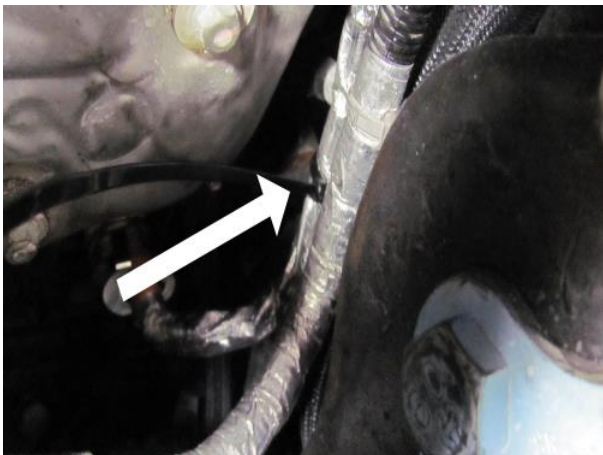
Note: The new engine block heater element has the thread sealer applied at the time of manufacture. **DO NOT INSTALL ADDITIONAL SEALER** to the threads.

8. Install the replacement engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5P)* in SI.



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9. Plug the new engine coolant heater cord assembly into the heater and secure it with the metal clip.

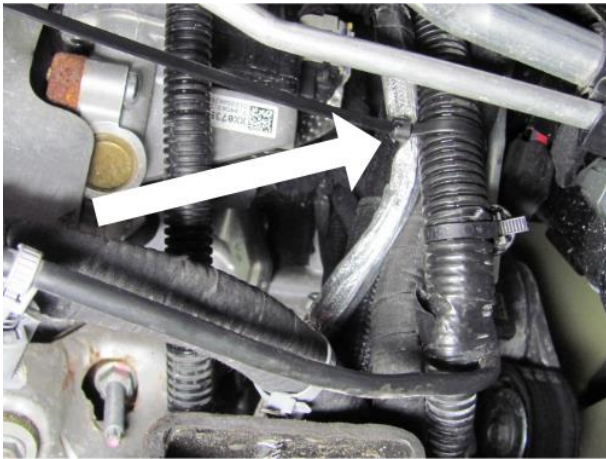


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10. Route the new engine coolant heater power cord to the upper motor compartment. Secure the power cord to the existing wiring harness with a wire tie as shown.
11. Reinstall the right front wheel and tire. Refer to *Tire and Wheel Removal and Installation (8-Lug Wheel)* in SI.
12. Lower the vehicle.

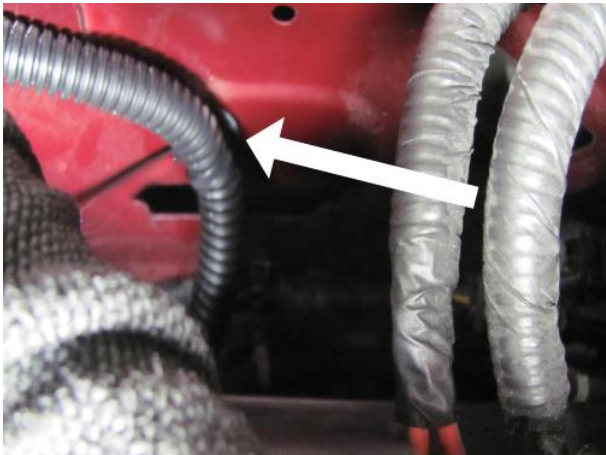
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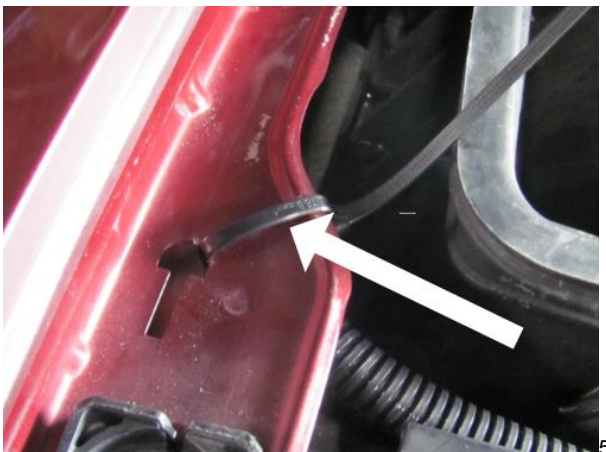
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13. Route the power cord as shown and secure to the existing harness with a wire tie.



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14. 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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15. Secure the power cord to the fender flange with a wire tie as shown.

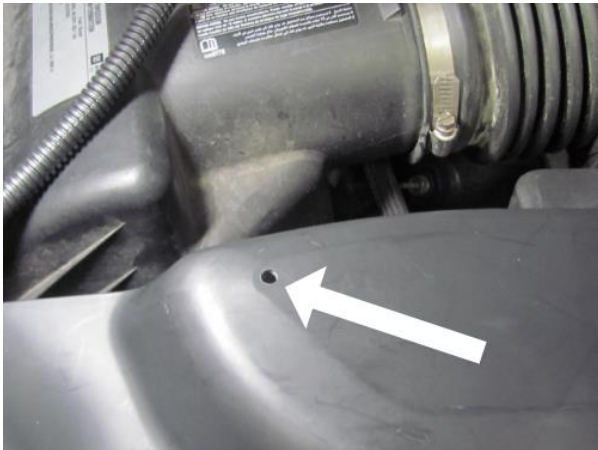
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16. Locate the drill location on the front compartment site-shield. Mark the location.



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17. Drill a 5mm (13/64 in.) hole in the marked area. Use care to not damage components below the drill location.
18. Route the power cord from the fender flange area under the front compartment site shield.



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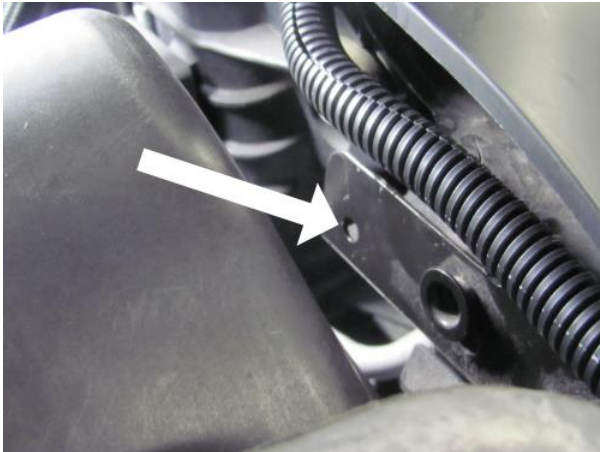
19. Create a gentle bend in the power cord and place the power cord plug over the hole in the site shield. Ensure the prongs on the power cord plug are facing toward the right fender.

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



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



22. 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.
23. Trim all wire ties as necessary.
24. Fill the cooling system. Refer to *Cooling System Draining and Filling* in SI.

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Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

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 under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory or is in your dealership for service in the future, you must take the steps necessary to be sure the recall 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 recall 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 recall.

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**