

Product Safety Recall

N182206312 Diesel Engine Block Heater Cord



Release Date: October 2019

Revision: 01

Revision Description: This bulletin is being revised to update the parts, warranty information table, and service procedure. Please discard all previous copies of bulletin N182206312.

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.

Vehicles involved in this recall were placed on stop delivery April 26, 2019. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle can be released from stop delivery and the vehicle can be delivered to the customer.

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 disable procedure contained in this bulletin has been performed on the vehicle.

ONLY Chevrolet Medium Duty dealers can complete this recall repair.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500/5500/6500	2019	2019	L5D	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 2019 model year Silverado 4500/5500/6500 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 will replace the engine-block heater.

Parts

Quantity	Part Name	Part No.
1	Element - Engine Coolant Heater	12705875
2	Dex-Cool Engine Coolant	12346290

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.

Important: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104747	Install Revised Engine Coolant Heater Element (includes remove shrink tube)	1.0	ZFAT	N/A
9104510	Floor Plan Reimbursement	N/A	ZFAT	*

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Note: To avoid having to “H” route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

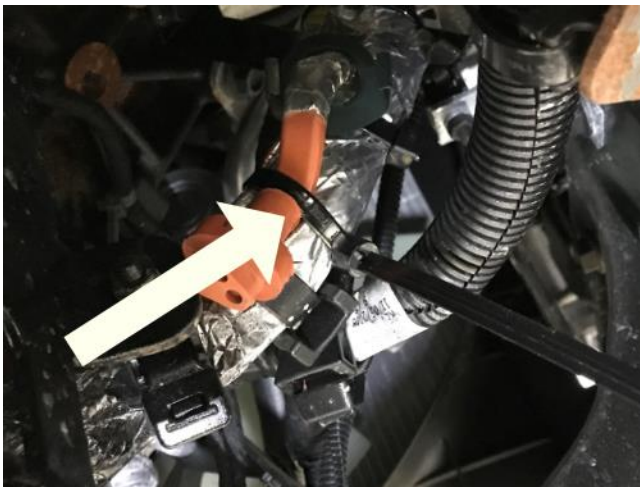
* USA Only – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer new inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 26, 2019) to the date the repair is completed and the vehicle is ready for sale (not to exceed 35 days):

Vehicle	Reimbursement Amount	
	USA	Canada
2019 Chevrolet Silverado 4500/5500/6500	\$10.20	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 coolant heater power cord sealed and secured at the time of manufacture or under a previous campaign. If the heater power cord is not sealed and secured, proceed directly to step #4.



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1. From underneath the vehicle, locate the engine coolant heater power cord. It is on the front passenger side of the engine block. Cut the wire tie securing the engine block heater power cable. Remove and discard the wire tie. (shown without the shrink tube installed).



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2. Using an appropriate cutting tool, carefully slice the shrink tube from the power cord. Use care to cut away from the harness itself to ensure that you do not cut into the harness or body of the connector.

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3. Inspect the connector cavities and mating surface for any heat shrink tube adhesive. Carefully remove the adhesive if required.

Note: It is not necessary to drain the radiator. The engine block coolant will be drained when the engine coolant heater is removed.

4. Place a drain pan under the work area. Remove the engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5D)* in SI.

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

5. Install the replacement engine coolant heater. Refer to *Engine Coolant Heater Replacement (L5D)* in SI.
6. Plug the engine coolant heater cord assembly into the heater and secure it with the metal clip.
7. Fill the cooling system. Refer to *Cooling System Draining and Filling* in SI.

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/repared 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.

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**