

Product Safety Recall

N182206312 Diesel Engine Block Heater Cord



Release Date: May 2019

Revision: 00

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.

This bulletin applies to inventory only vehicles.

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 are to install the plug, secure the heater cord and place the customer disclosure in plain view inside the vehicle.

Parts

Quantity	Part Name	Part No.
1	Plug, Engine Block Heater	12705582
1	Shrink Tube (Locally Sourced)	NPN

Parts required to complete this recall 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. **All orders may be reviewed prior to being filled.** Parts may have quantity limiters in effect.

Important: It is estimated that only 10 involved vehicles will require parts replaced. Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, **dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM) management. Dealers should review the affected parts to confirm RIM managed status.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104272	Disconnect Engine Block Heater Cord	0.4	ZFAT	*
9104510	Floor Plan Reimbursement	N/A	ZFAT	**

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

* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA dealer net price for Shrink Tube needed to perform the required repairs, not to exceed \$6.95 USD, plus applicable Mark-Up or Landed Cost (for Export).

** 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

Product Safety Recall

N182206312 Diesel Engine Block Heater Cord

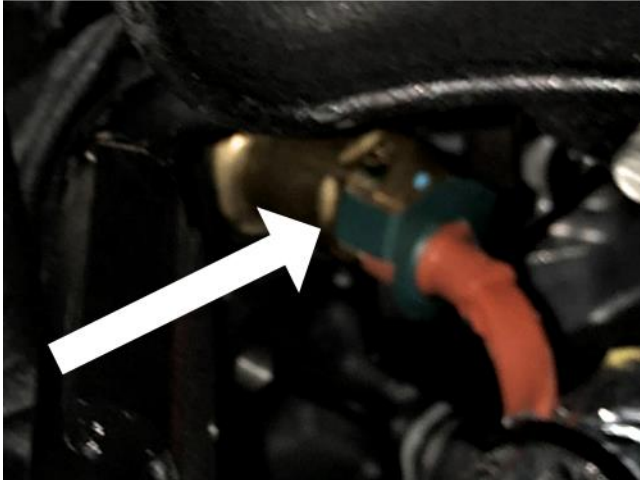


below) multiplied by the actual number of days the vehicle was in dealer new inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 26, 2019) to the date the repair is completed and the vehicle is ready for sale (not to exceed 35 days):

Vehicle	Reimbursement Amount	
	USA	Canada
2019 Chevrolet Silverado 4500/5500/6500	\$10.20	N/A

Service Procedure

1. From underneath the vehicle, locate the engine block heater. It is on the front passenger side of the engine block.



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2. Unplug the engine block heater power cord from the engine block heater by releasing the metal clip.



5340512

3. Install the service plug (no electrical connection) into the engine block heater. Secure with clip.

Product Safety Recall

N182206312 Diesel Engine Block Heater Cord



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4. Prepare a 75mm (3.0 in.) section of 25mm (1.0 in.) diameter adhesive lined shrink tube, such as NAPA #727653 or equivalent.
5. Position the shrink tube onto the body of the connector so that approximately 25mm (1.0 in.) of the material is front of the face of the connector. This leaves approximately 50mm (2.0 in.) of the shrink tubing to cover over the body of the connector as well as the neck of the connector slightly past the connector to cable interface point.

Warning: When working with any type of heat source, wear approved safety glasses and gloves in order to reduce the chance of personal injury.

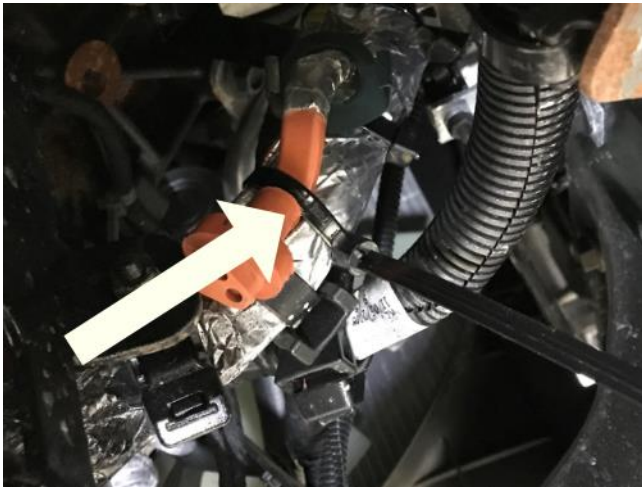
Note: Use care when using the heat gun or other heat source. Do not expose any adjacent wiring, hoses or other materials that may be damaged due to heat.



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6. Using a heat gun, shrink the tubing over the body of the connector until it is fully sealed at both ends of the heat shrink tubing. Using a pair of pliers, pinch shut the open end of the heat shrink tube so that the end forms a watertight seal as shown. Hold the end pinched shut for 30 (+/-) seconds until the sealant can cool and adhere properly. Inspect to ensure that there are no obvious air gaps at either end of the shrink tubing.

Product Safety Recall
N182206312 Diesel Engine Block Heater Cord



5340516

7. Using a wire tie, secure the loose engine block heater power cord as shown. Trim the wire tie as required. (Shown without the shrink tube installed).
8. Print the disclosure letter and place it on the front seat of the vehicle.

Product Safety Recall

N182206312 Diesel Engine Block Heater Cord



NOTICE TO CUSTOMER

This vehicle is equipped with an engine-block heater that is affected by a recently announced GM safety recall. On April 25, 2019, GM notified the National Highway Traffic Safety Administration and Transport Canada that a short-circuit condition could develop in the engine-block heater cable or in the terminals that connect the 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.

Because this condition can only occur when the engine-block heater is on, your dealer has performed a repair on this vehicle that has rendered the engine-block heater temporarily inoperable. GM is developing a final repair that will restore the functionality of the engine-block heater. When this repair is available, you will receive a letter to return to the dealer to receive the repair.

If you sell this vehicle, you should provide this notice to the buyer of your vehicle. Please also retain a copy of this notice in the vehicle's glove compartment.

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

5340517

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.

Product Safety Recall

N182206312 Diesel Engine Block Heater Cord



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.

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**