

## **Frequently Asked Questions (FAQs) for Safety Recall N182206312 Diesel Engine Block Heater Cord**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

**Q1) Which vehicles are involved?**

A1) 2019 Chevrolet Silverado 4500/5500/6500 medium duty vehicles equipped with the Duramax diesel 6.6 liter engine (RPO L5D) and the optional engine-block heater cord (RPO K05).

**Q2) What is the issue or condition?**

A2) 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. While GM's root-cause analysis is ongoing, GM has determined that a short-circuit condition can occur in these vehicles if: (i) a block-heater coolant leak develops and coolant contacts the block-heater cable terminals while the cable is plugged into an energy source; or (ii) the heater cable itself is chafed or damaged due to improper routing, use, or storage.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

A3) The customer may notice: (i) smoke or a burning smell; (ii) poor block-heater performance; (iii) tripped circuit breakers or blown vehicle fuses; (iv) damage to the block heater, the heater cable, or engine components; and (v) block-heater coolant pooling under the vehicle.

**Q4) What is the remedy/repair?**

A4) GM will provide this information when available.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

A5) A short-circuit condition can cause damage to engine components and, in rare cases, start a fire in the engine compartment

**Q6) Does the customer have to pay for this remedy/repair?**

A6) No, when the remedy is available this inspection/repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

A7) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

A8) If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for

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field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

A10) Courtesy Transportation is not included on Medium Duty Vehicles.