gm

IMPORTANT SAFETY RECALL

August 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2017-2019 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles equipped with the Duramax diesel 6.6 liter engine and optional engine-block heater cord. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT*You may have already had a recall repair previously performed on your vehicle under GM recall N182206310 or N182206311. General Motors has determined that additional repairs are necessary to make the block heater on your vehicle safe to use.**

Until a remedy to fully repair your vehicle is available and performed, you should not use your vehicle's engine-block heater.

I M P O R T A N T

- Your vehicle is involved in GM safety recall N212329840.
- You may have already had a recall repair previously performed on your vehicle under GM recall N182206310 or N182206311. General Motors has determined that additional repairs are necessary to make the block heater on your vehicle safe to use.
- Regardless of whether or not you have previously had a recall repair performed on your vehicle, you should not use your vehicle's engine block heater until further repairs are performed.

Why is your vehicle being recalled?

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 start a fire in the engine compartment.

What will we do?	**Parts to repair your vehicle are not currently available**, but when parts are available, your GM dealer will replace the block heater and heater cord. This service will be performed for you at **no charge**. **Until this repair is performed on your vehicle, you should not use your vehicle's engine-block heater.**
	We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at: https://my.gm.com/recalls. If you have already paid for repairs for this condition, you may submit those charges using the reimbursement request form that will be provided with the next letter.
	Until this repair is performed on your vehicle, you should not use your vehicle's engine-block heater.
Do you have questions?	If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V496.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina Carto
Vice President
Global Vehicle Safety and Systems

GM Recall: N212329840