

Frequently Asked Questions (FAQs) for Safety Recall N212329840 Engine Block Heater Short Circuit

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) 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.

Q2) What is the issue or condition?

A2) 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.

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) For all involved vehicles that are in dealer inventory, dealers are to remove the engine block heater cord.

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, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, please see the attached bulletin for details.

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 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 available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated

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with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.