

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5994
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 1, 2021

Subject: N212345440 - Customer Satisfaction Program
Heater Outlet Pipe

Models: 2019 – 2021 Chevrolet Silverado 4500HD/5500HD/6500HD

To: All General Motors Medium Duty Dealers

General Motors is releasing Customer Satisfaction Program N212345440 today. The total number of U.S. vehicles involved is approximately 13,001. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in December.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated December 1, 2021. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N212345440 Heater Outlet Pipe



Release Date: December 2021

Revision: 00

Attention: ONLY Chevrolet Medium Duty dealers can complete this recall repair.

This program is in effect until December 31, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 4500HD/5500HD/6500HD	2019	2021		

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	Certain 2019 - 2021 model year Chevrolet Silverado 4500HD/5500HD/6500HD vehicles, may have a condition where there is a coolant leak from the heater outlet pipe near the lower bracket mounted to the engine.
Correction	Dealers will replace the heater outlet pipe.

Parts

Quantity	Part Name	Part No.
1	Heater Outlet Pipe	19408703
1	Support	19408704
1	Clamp	19405225
1	Bolt	19404680
1	Nut	19404899
1	Coolant	12346290

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

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105928	Heater Outlet Pipe Replacement	0.7	ZFAT	N/A
9105929	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9105930	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

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

*For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

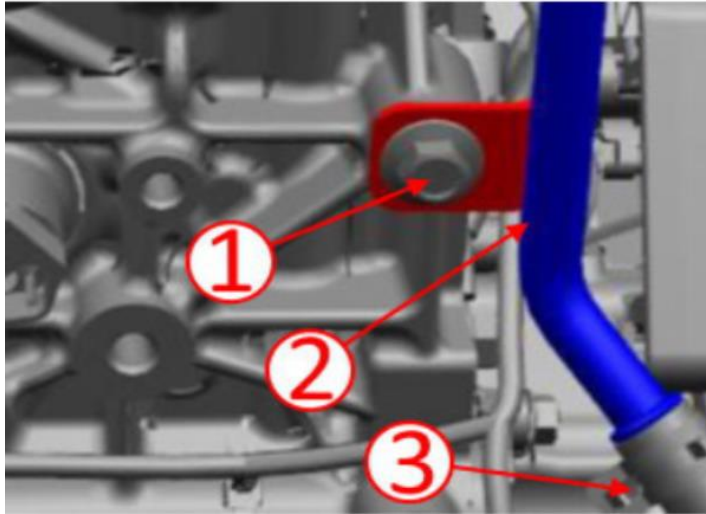
**Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. Drain the cooling system. Refer to *Cooling System Draining and Filling* in SI.
2. Remove the right front inner fender.

Customer Satisfaction Program

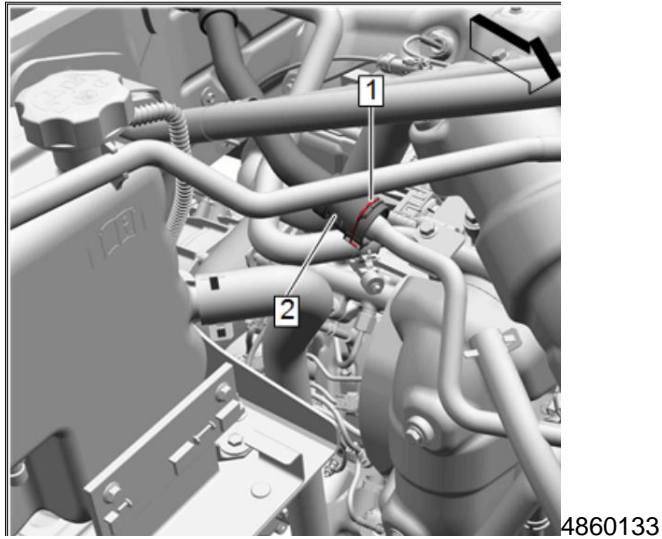
N212345440 Heater Outlet Pipe



3. Remove the lower heater outlet hose and clamp (3) from the heater outlet pipe (2).

Note: Do Not discard bolts. They can be re-used.

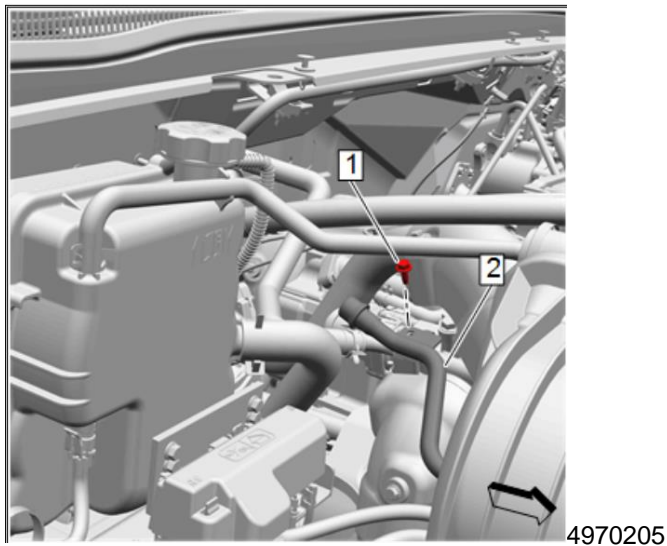
4. Remove the bolt (1) that secures the pipe to the block.
5. Remove the intake air box top and lower box.



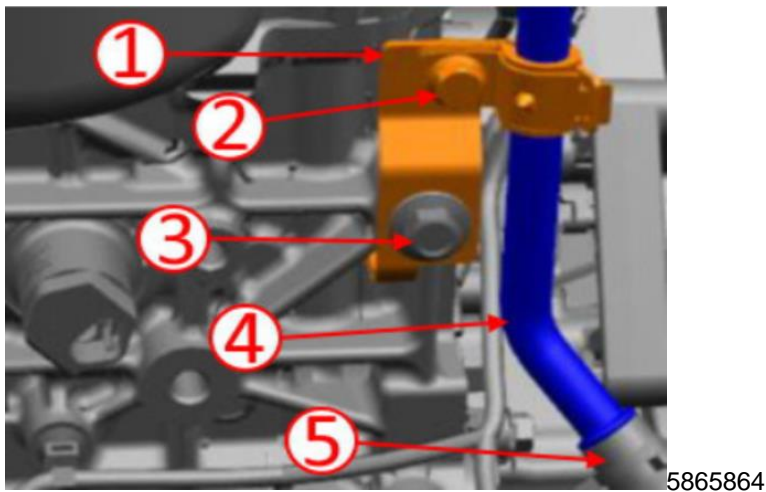
6. Remove the upper heater outlet hose (2) and clamp (1) from the heater outlet pipe.

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7. Remove the upper pipe bolt (1) and tube (2) from engine compartment.
8. Position the new heater outlet pipe into the engine compartment.
9. Loosely install the upper pipe bolt.



10. Install the support bracket (1) onto the original bracket location.
 - Torque the support bracket bolt (3) to 62-84 ft lbs. (85-115 Nm)
11. Install the clamp around the pipe and bolt (2)
 - Torque the clamp bolt/nut (3) to 20-26 ft lbs. (27.8-34.8 Nm)
12. Install the lower heater outlet hose and clamp (5) to the heater outlet pipe (4).
13. Torque the upper bolt to 10-13 ft lbs. (14.1-17.6 Nm)
14. Install the upper heater outlet hose and clamp to the heater outlet pipe.
15. Fill the cooling system to the proper level. Refer to *Cooling System Draining and Filling* in SI.
 - If no leaks are found after the repair, proceed to the next step.
16. Install the inner fender.
17. Install the lower and top air intake box assembly.

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Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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 program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through December 31, 2023. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through December 31, 2023, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2022. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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**

Customer Satisfaction Program

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December 2021

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

Dear General Motors Customer:

We have learned that your 2019 - 2021 model year Chevrolet Silverado 4500HD/5500HD/6500HD may have a condition where there is a coolant leak from heater outlet pipe near the lower bracket mounted to the engine.

Your satisfaction with your Silverado is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the heater outlet pipe. This service will be performed for you at **no charge until December 31, 2023**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. When scheduling your appointment, confirm with the dealer that they service Medium Duty Trucks.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by December 31, 2022, unless state law specifies a longer reimbursement period.

If you have any 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)
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Silverado provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N212345440