

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5999  
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 7, 2021

Subject: N212345440 - Customer Satisfaction Program  
Heater Outlet Pipe – Population Revised

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

To: All General Motors Medium Duty Dealers

On December 1, 2021 General Motors released Customer Satisfaction Program N212345440. We have found VINs that were erroneously included and not intended for this field action. Those VINs have been removed. Please refer to the Required Field Action on the Investigate Vehicle History (IVH) screen to confirm the VIN is included before completing this field action.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS