



# Program Bulletin

## CUSTOMER SATISFACTION PROGRAM

**SUBJECT:** Engine Block Coolant Heater Seal Leaking / Power Cord Melted

**MODELS:** 2003-2015 Chevrolet Express 3500 / 4500  
2003-2007 Chevrolet Silverado 3500  
2008-2013 Chevrolet Silverado HD  
2003-2015 GMC Savana 3500 / 4500  
2003-2007 GMC Sierra 3500  
2007-2012 GMC Sierra HD  
Equipped with Duramax Diesel Engine RPO YF2 and Coolant Heater K05

.....  
THIS PROGRAM IS IN EFFECT UNTIL SEPTEMBER 30, 2017  
.....

### CONDITION

**On certain** 2003-2015 model year Chevrolet Express, 2003-2007 Chevrolet Silverado, 2008-2013 Chevrolet Silverado HD, 2003-2015 GMC Savana, 2003-2007 GMC Sierra 3500, and 2007-2012 GMC Sierra HD model vehicles equipped with a Duramax diesel engine and an engine-block heater (RPO YF2 and K05), continuously activating the engine-block heater through Ambulance body up fit “shore power” may cause excessive heat buildup, cause a high-resistance short, damage the engine-block heater, or, in rare cases, melt electrical connections or cause an engine-compartment fire.

### CORRECTION

Dealers are to:

- Replace block heater element with a revised heater equipped with EPDM O-Rings, shorter bolt and improved torque & angle.
- Disconnect the coolant heater from being powered whenever “shore power” is plugged in.
- Add a label to the current cord, “Avoid continuous use, for Cold Start Only”, unless the cord is damaged at either end, then replace the original cord.
- Provide the customer with an Owner’s Manual Insert found at the end of this bulletin.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent

directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### PART INFORMATION

Parts required to complete this program are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. This part will be on Order Writing control initially and all DRO’s (Daily Replenishment Orders) will cancel. Dealers can place orders CSO (Customer Special Order). In emergency situations, a dealer should place a SPAC case and the orders will be processed in the order received.

Part Number	Description	Quantity/Vehicle
12657629	Engine Block Coolant Heater	1
23402644	Coolant Heater Power Cord	1
23402645	Warning Label	1
Locally Source	Tie Strap	1
12346290 (US) 10953464 (CA)	Engine Coolant	4

### SERVICE PROCEDURE

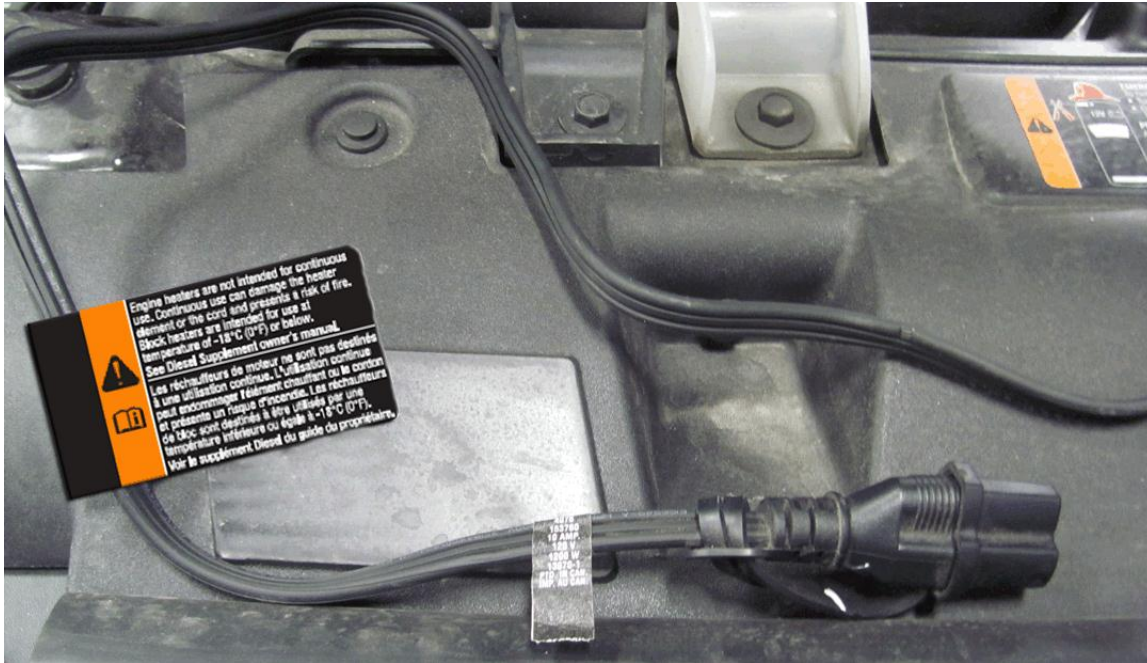
**Warning:** General Motors has identified vehicles with the engine block heater (option code K05), standard on all Duramax diesel engines, where the customer, dealer, or secondary vehicle manufacturers/upfitters have plugged the engine block heater into an on-board “AC” power source providing continuous 110v power to the heater resulting in electrical failure, shorting of wires, overheating of the system, and possibly engine compartment fires.

Specifically, customers, dealers, and secondary vehicle manufacturers/upfitters for ambulance bodies are reminded that the Engine Block Heater usage is only for inclement weather conditions specific to assisting with cold weather starts – not for continual usage or usage during non-cold weather conditions.

Customers, dealers, and secondary vehicle manufacturers/upfitters are reminded that the regular production option (RPO) K05 block heater is to be used for Intermittent cold ambient starts when the outside temperature is between -18 degrees C (-0 degrees F) and -29 degrees C (-20 degree F). It is not to be continuously plugged into an “A/C” source and is to be stowed as shown in your Diesel Engine Owner Manual Supplement, when not in use. Regular Production Option K08: Auxiliary Coolant Heater is programmed to perform Coolant heating function, if so equipped.

- Inspect the vehicle to determine if it is connected to an on-board “AC” power source that provides continuous 110v power to the heater.
  - If the vehicle is connected to an on-board “AC” power source that provides continuous 110v power to the heater, disconnect the OEM engine block heater cord from the upfitter extension cord. Remove the non-OEM upfitter-installed extension cord and place it in rear of vehicle and proceed to step 2.
  - If the vehicle is NOT connected to an on-board “AC” power source that provides continuous 110v power to the heater, proceed to step 2.

- Inspect the OEM coolant heater power cord. Replace the coolant heater power cord if (a) either of the plug ends are corroded or damaged or (b) the cord shows signs of damage. Refer to *Coolant Heater Cord Replacement (6.6L Engine)* in SI.



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**Note:** If the coolant heater power cord is replaced, the new cord may have the warning label attached to it. If the new cord does not have the label attached to it, attach the warning label to the power cord.

- Attach the "Not for Continuous Use – See Owner Manual" warning label to the OEM coolant heater power cord. Attach the label 254 mm (10 in) from the end of the cord. Refer to the photograph.



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4. Furl the coolant heater power cord and stow it as instructed in the owner's manual. Use the re-usable tie strap listed in the parts section of this bulletin to secure the cord.
5. Raise and support the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
6. Inspect the engine block heater interface between the heater element and the engine block. If there are signs of coolant leak, replace the engine block heater. Refer to *Engine Coolant Heater Replacement (6.6L Engine)* in SI.
7. Lower the vehicle. Refer to *Lifting and Jacking the Vehicle* in SI.
8. Place copy of the "Engine Block Heater Proper Use Bulletin" in the vehicle. Refer to *Bulletin Supplement* in this bulletin.
9. Insert owner manual supplement in the owner manual. Refer to *Owner Manual Supplement* in this bulletin.

#### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by September 30, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Canada and Export

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 September 30, 2016.

When a customer requests reimbursement, they must provide the following:



- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

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

Labor Code	Description	Labor Time	Net Item
9101637	Inspection – No Further Action Required	0.4**	N/A
9101638	Engine Coolant Heater Replacement	1.8*	N/A
9101639	Engine Coolant Heater Cord Replacement	0.7**	N/A
	ADD: Chevrolet Silverado or GMC Sierra	0.3	N/A
9101640	Engine Coolant Heater & Coolant Heater Cord Replacement	2.1	N/A
	ADD: Chevrolet Silverado or GMC Sierra	0.3	N/A
9101641	Customer Reimbursement Approved	0.2	***
9101642	Customer Reimbursement Denied - For US dealers only	0.1	N/A

**Note:** Customer reimbursement will not close this program. The service procedure must also be performed on the vehicle.

- \* Includes inspection, coolant evacuation and fill, attaching warning label and inserting owner manual supplement.
- \*\* Includes inspection, attaching warning label and inserting owner manual supplement.
- \*\*\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

#### CUSTOMER NOTIFICATION – For US and Canada

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

#### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

### DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

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, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through September 30, 2017. 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, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through September 30, 2017, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.



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This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

2003-2015 model year Chevrolet Express, 2003-2007 Chevrolet Silverado, 2008-2013 Chevrolet Silverado HD, 2003-2015 GMC Savana, 2003-2007 GMC Sierra 3500, and 2007-2012 GMC Sierra HD model vehicles equipped with a Duramax diesel engine and an engine-block heater (RPO YF2 and K05), continuously activating the engine-block heater through Ambulance Body Up fit “shore power” may cause excessive heat buildup, cause a high-resistance short, damage the engine-block heater, or, in rare cases, melt electrical connections or cause an engine-compartment fire.

Your satisfaction with your GM vehicle 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 engine coolant heater and inspect and replace if necessary the heater cord. A label will be added to the cord instructing, “Avoid continuous use, for Cold Start Only”. The coolant heater will be disconnected from continuous operation whenever “shore power” is used. Additionally an Owner’s Manual insert will be provided instructing proper operation of the heater. This service will be performed for you at **no charge until September 30, 2017**. 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

**Reimbursement:** Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have 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 September 30, 2016, 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)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
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	

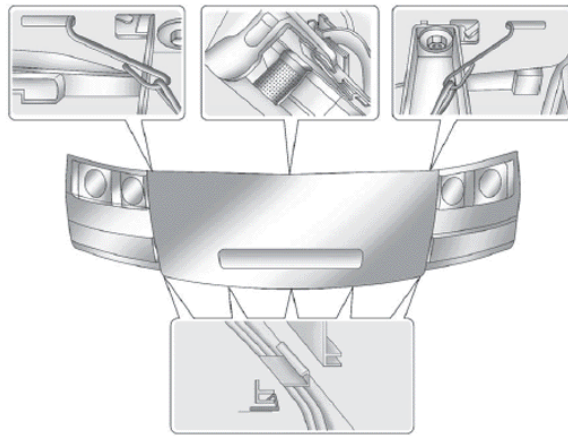
We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

Enclosure  
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- 2. Hook the five J-clips to the bottom edge of the grille.
- 3. Hook the top center J-clip by the hood latch.

- 4. Attach the metal hooks, one each at the top corners.
- 5. To remove the winter cover, reverse the steps listed previously.

**Engine Heater**

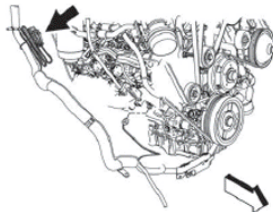
The engine coolant heater can provide easier starting in cold weather conditions at or below -18°C (0°F). The engine coolant heater should be plugged in at least four hours before starting.

**To Use the Engine Heater**

- 1. Turn off the engine.

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- 2. Open the hood and unwrap the electrical cord. The cord is in the engine compartment, on the passenger side of the vehicle, near the battery.
- 3. Clean and dry the heater cord and connector ends. Check the heater cord for damage. If it is damaged, do not use it. See your dealer for a replacement. Inspect the cord for damage yearly.
- 4. Plug it into a normal, grounded 110-volt AC outlet.

**Warning**

Improper use of the heater cord or an extension cord can damage the cord and may result in overheating and fire.

- Plug the cord into a three-prong electrical utility receptacle that is protected by a ground fault detection function. An ungrounded outlet could cause an electric shock.
- Use a weatherproof, heavy-duty, 15 amp-rated extension cord if needed. Failure to use the recommended extension cord in good operating condition, or using a damaged heater or extension cord, could make it

(Continued)

**Warning (Continued)**

overheat and cause a fire, property damage, electric shock, and injury.


- Do not operate the vehicle with the heater cord permanently attached to the vehicle. Possible heater cord and thermostat damage could occur.
- While in use, do not let the heater cord touch vehicle parts or sharp edges. Never close the hood on the heater cord.
- Before starting the vehicle, unplug the cord, reattach the cover to the plug, and securely fasten the cord. Keep the cord away from any moving parts.

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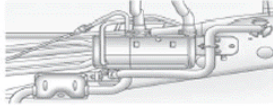
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- 5. Before starting the engine, be sure to unplug and store the cord as it was before to keep it away from moving engine parts, and prevent damage.

The length of time the heater should remain plugged in depends on the outside temperature. You may wish to use the coolant heater to improve ease of starting at temperatures between -18°C (0°F) and -29°C (-20°F). Keep the coolant heater plugged in for a minimum of four hours. At temperatures below -29°C (-20°F), the coolant heater should remain plugged in for at least eight hours. Be sure to store the cord before starting the engine. See *Fuel for Diesel Engines* on page 9-21 for information on what fuel to use in cold weather.

 <b>Caution</b>
<p>Do not use the engine heater continuously. This could damage the engine heater. Always unplug the engine heater after use.</p>

**Fuel Operated Heater (FOH)**




If the vehicle includes an FOH, it will enhance heater performance and will reduce the amount of time it takes to warm the inside of the vehicle in cold conditions below or equal to 4°C (39°F). The FOH is installed on the frame rail on the

driver side of the vehicle and uses diesel fuel to heat the engine coolant, which warms up the passenger cabin air.

The FOH will turn on if all of the following conditions exist:

- Outside air temperature is below or equal to 4°C (39°F).
- Fuel level is greater or equal to 12.5% of the total fuel tank volume.
- The engine is running.
- Coolant temperature is less than 75°C (167°F).

**Parking over Things That Burn**

 <b>Warning</b>
<p>Things that can burn could touch hot exhaust parts under the vehicle and ignite. Do not park over papers, leaves, dry grass, or other things that can burn.</p>