



January 21, 2014

**VIA FIRST CLASS MAIL**

ABC Corporation  
1 Corporate Drive  
Suite C  
Dallas, TX 75062

**NHTSA 13E-066**

**IMPORTANT SAFETY RECALL**

Dear Distributors and Retail Outlets:

Extang Corporation (“Extang”) has decided that a defect which relates to motor vehicle safety exists in vehicles equipped with Extang’s *Encore* tonneau covers. Accordingly, pursuant to 49 CFR 573, Extang has given notice to the National Highway Traffic Safety Administration of its intent to conduct a safety recall of all Extang *Encore* tonneau covers built from September 2011 through September 2013. **Available records indicate that you may have purchased an *Encore* tonneau cover for distribution, resale or use on a pick-up truck.**

**REASON FOR THIS RECALL**

The *Encore* tonneau is a hard panel, tri-fold pick-up truck bed tonneau cover that has been sold in the U.S. as an aftermarket accessory for pick-up trucks. The rear latch secures the cover at the tailgate and the front latch and lock secures the front panel at the cab. Both panels must be closed and secured during vehicle operation. If the cover separates from the truck bed, it may become a road hazard, increasing the risk of a crash. Information on how to identify an *Encore* tonneau cover is contained at the end of this letter.

**WHAT WE WILL DO**

***Distributors and Retailers....***

If you are a distributor or retailer and have any *Encore* tonneau covers in your inventory, please contact Christie Pollari, Customer Service Manager, at 734-434-3504 to make arrangements for their return to Extang. **It is a violation of federal law to sell or distribute any of the products covered by this recall.**

Extang has engaged the services of Impartial Services Group (“ISG”), a third-party service provider that will assist Extang with the administration of this recall. You will be receiving a separate communication from ISG about the details of this process and on how they will assist, at no cost to you, in accomplishing this recall.

EXTANG RECALL SUPPORT  
105 Decker Court, Suite 300  
Irving, TX 75062 USA  
TEL: 866-432-1329  
FAX: 866-397-2712

**www.extang.com**

### **Vehicle Owners....**

Vehicle owners with an *Encore* tonneau cover will receive two tether straps that will be installed free of charge to secure the tonneau cover to the frame assembly. The repair will only take about 15 to 30 minutes to complete, though additional time may be necessary depending on service schedules.

Extang will reimburse owners who have incurred the cost of repairing or replacing an *Encore* tonneau cover that separated from its mounting and was damaged as a result of the front panel being unsecured. Owners will need to send the original receipt and/or other adequate proof of payment for confirmation of the reimbursement expense.

### **WHAT YOU SHOULD DO**

#### **Distributors....**

**Encore Tonneau Covers Sold by Distributors to Retail Outlets:** Within five days of receipt of this letter, as a distributor you are required by law to provide a copy of this letter to all retail outlets that have purchased an *Encore* tonneau cover. Alternatively, if you haven't done so already, you can provide ISG the name and address of the retail outlets and ISG will conduct the mailing at no cost to you. ISG will also then contact these retail outlets in order to: (1) confirm their participation as a repair location for vehicle owners; and (2) to assist the retailers in properly notifying the affected vehicle owners. **NOTE: Any information you give ISG will not be shared with Extang and will be treated as confidential business information by ISG.** Distributors should contact our Distributor Support Team at 866-696-4263 if you have additional questions.

#### **Retailers (including On-Line Retailers)....**

**Encore Tonneau Covers Sold by Retail Outlets:** Extang does not possess the names and addresses of your customers that may have purchased an *Encore* tonneau cover. Your retail customers must be given notice of this recall by providing a copy of the attached Vehicle Owner Letter, via first class mail and in conformance with the requirements of 49 CFR Part 577, to the last known name and address of *Encore* tonneau cover purchasers. ISG will be contacting you to: (1) confirm your participation as a repair location for vehicle owners; and (2) to assist you in notifying the affected vehicle owners, including having ISG conduct the actual mailing to vehicle owners at no cost to you. **NOTE: Any information you give ISG will not be shared with Extang and will be treated as confidential business information by ISG.** Retailers should contact our Retailer Support Team at 866-696-4263 for additional information pertaining to this recall and to verify your participation as a repair location.

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If for some reason you are unable to have the service correction made within a reasonable time or without charge, you may submit a written complaint to:

National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE, West Building  
Washington, DC 20590

You may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153; or go to <http://www.safercar.gov>).

Any questions regarding this voluntary safety recall should be directed to our service provider, Impartial Services Group, at 866-432-1329 or visit [www.TruckbedCoverRecall.com](http://www.TruckbedCoverRecall.com) for more information.

We regret any inconvenience this action may cause you and we look forward to your help in executing this recall campaign. As we are sure you will appreciate, the safety and quality of our products are of the utmost importance to us.

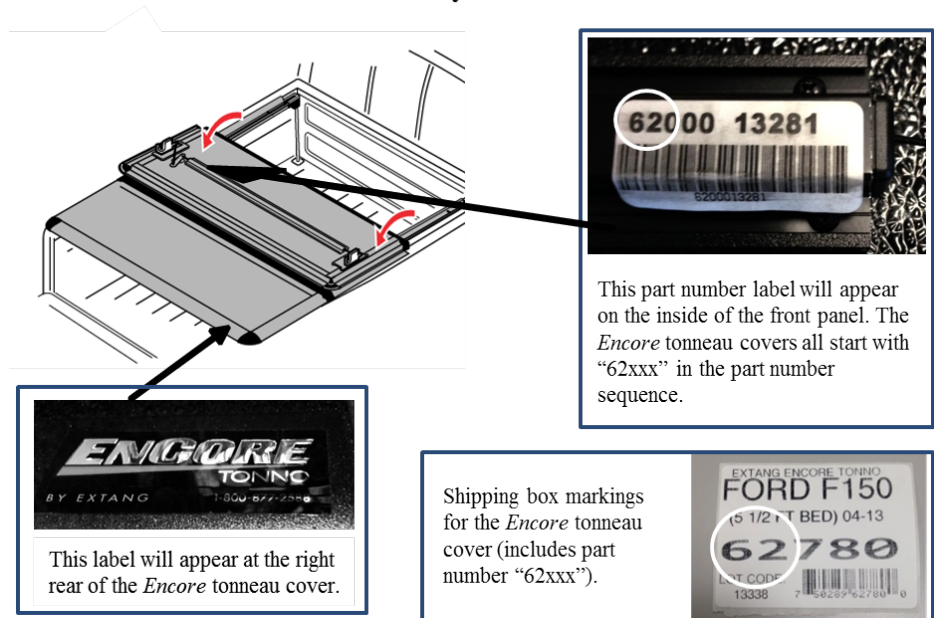
Thank you for your attention and cooperation in this matter.

Sincerely,

Steve Kelley  
Vice President

cc: National Highway Traffic  
Safety Administration

### How to Identify an Encore Tonneau Cover



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## IMPORTANT SAFETY RECALL

Dear Vehicle Owner:

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

Extang Corporation ("Extang") has decided that a defect which relates to motor vehicle safety exists in vehicles equipped with Extang's *Encore* tonneau covers. Accordingly, pursuant to 49 CFR 573, Extang has given notice to the National Highway Traffic Safety Administration of its intent to conduct a safety recall of all Extang *Encore* tonneau covers built from September 2011 through September 2013. **Available records indicate that you may have purchased an *Encore* tonneau cover for use on a pick-up truck.**

### REASON FOR THIS RECALL

The *Encore* tonneau is a hard panel, tri-fold pick-up truck bed tonneau cover that has been sold in the U.S. as an aftermarket accessory for pick-up trucks. The rear latch secures the cover at the tailgate and the front latch and lock secures the front panel at the cab. Both panels must be closed and secured during vehicle operation. The front panel may become unsecured while driving, allowing wind to lift and separate the cover from the truck bed. If the cover separates from the truck bed, it may become a road hazard, increasing the risk of a crash. Information on how to identify an *Encore* tonneau cover is contained at the end of this letter.

### WHAT WE WILL DO

If you have an *Encore* tonneau cover on your vehicle, Extang will install, free of charge, two tether straps that are intended to secure the tonneau cover to the frame assembly. The repair will only take about 15 to 30 minutes to complete, though additional time may be necessary depending on service schedules.

Extang will reimburse owners who have incurred the cost of repairing or replacing an *Encore* tonneau cover that separated from its mounting and was damaged as a result of the front panel being unsecured. You will need to send the original receipt and/or other adequate proof of payment for confirmation of the reimbursement expense.



America's Best Engineered  
Truck Accessories

Extang has engaged the services of Impartial Services Group ("ISG"), a third-party service provider that will assist Extang with the administration of this recall. ISG will assist you in arranging for the repair of your *Encore* tonneau cover at no cost to you.

**WHAT YOU SHOULD DO**

Please call our representatives toll free at 866-432-1329 or visit [www.TruckbedCoverRecall.com](http://www.TruckbedCoverRecall.com) to arrange for the free repair of your *Encore* tonneau cover or are seeking reimbursement for an *Encore* tonneau cover repair or replacement.

If for some reason you are unable to have the service correction made within a reasonable time or without charge, you may submit a written complaint to: National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, West Building, Washington, DC 20590. You may call the toll-free Vehicle Safety Hotline at: 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this action may cause you and we look forward to your help in executing this recall campaign. As we are sure you will appreciate, the safety and quality of our products are of the utmost importance to us.

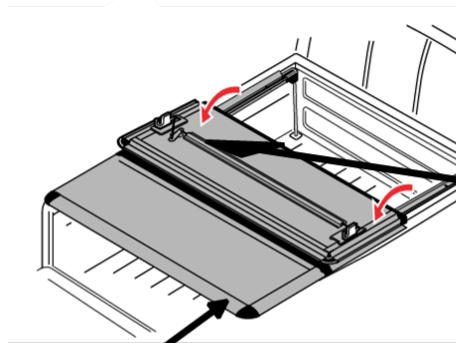
Thank you for your attention and cooperation in this matter.

Sincerely,

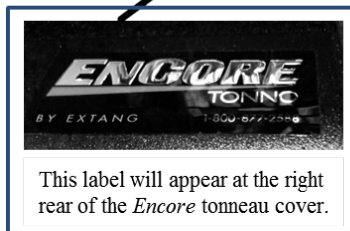
Steve Kelley  
Vice President

cc: National Highway Traffic  
Safety Administration

**How to Identify an Encore Tonneau Cover**



This part number label will appear on the inside of the front panel. The *Encore* tonneau covers all start with "62xxx" in the part number sequence.



This label will appear at the right rear of the *Encore* tonneau cover.



Shipping box markings for the *Encore* tonneau cover (includes part number "62xxx").

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