

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5050
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 17, 2019

Subject: N192217500-02 – Equipment Safety Recall
Tonneau Cover Retention
Additional Part Ordering Information

Models: 2019 Chevrolet Silverado 1500 LD Series (including New Model)
2019 GMC Sierra 1500 LD Series (including New Model)

To: All General Motors Dealers

This bulletin has been updated with additional dealer instructions in the Attention Box. Please discard all copies of N192217500-01.

For new vehicle owners who took delivery of the subject trucks without the hard tri-fold tonneau cover installed (sold with “Notice to Customer” document): Dealers may contact those customers to have the hard tri-fold tonneau cover installed per the recall procedures in this bulletin.

For subject trucks in dealer’s inventory: Dealers may install the hard tri-fold tonneau covers but only if the recall remedy identified below is completed—e.g., new installation procedure and improved attachment kit.

For subject trucks in dealer’s inventory for which recall parts are not yet available: These vehicles may be delivered to customers but only if the hard tri-fold tonneau covers have been removed. The dealer must provide full disclosure to the customer that the tri-fold tonneau cover is subject to a pending safety recall and has, accordingly, been removed from the vehicle. The dealer will explain that the customers will be notified when the tonneau covers will be available. The dealer should have the customer sign the “Notice to Customer” document (attached to this bulletin) and provide a copy to the customer. To submit a delivery, dealers must enter a repair order number showing the removal and retention of the tri-fold tonneau cover in “Order Workbench - Deliver Vehicles” screen. Dealers should maintain a list of all involved customers to ensure that the recall procedure is completed once parts become available.

Dealer hard tri-fold tonneau assembly inventory being returned to the supplier will be updated with the bulletin repair kit and made available for dealers to reorder. If any dealer-inventory of hard tri-fold tonneau assemblies are installed on a vehicle, they must be repaired per the recall procedure in this bulletin before they can delivered/released to the customer. The repair procedure includes updating the covers with an Attachment Kit - Pickup Box Rear Top (Recall Kit) PN 84767027 as explained below.

Customer Letter Mailing

The customer letter mailing will begin on May 28, 2019.

END OF MESSAGE
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