



March 28, 2019

## **Important Safety Recall 19E-018**

Dear DiamondBack HD/SE Owner:

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

DiamondBack Automotive Accessories, Inc. (“DiamondBack”) has decided that a defect which relates to motor vehicle safety exists in DiamondBack HD and DiamondBack SE covers manufactured after March 28, 2018. Accordingly, pursuant to 49 C.F.R. § 573, DiamondBack has given notice to the National Highway Traffic Safety Administration of its intent to conduct a safety recall of all DiamondBack HD and SE covers built from March 2018 through February 2019.

You received this notice because available records indicate that you may have purchased a DiamondBack HD or SE cover for use on a pick-up truck.

### **Reason for this Recall**

DiamondBack’s HD and SE covers are three-panel hard tonneau covers sold as an aftermarket accessory for pick-up trucks. The covers have a fixed panel in the center and two panels that open front and rear, allowing access to the front and back area of the truck bed. Both panels must be closed, secured and key-locked during vehicle operation. In addition to the lock handles, the panel nearest the truck cab (which faces forward and could catch airflow) is equipped with a backup safety catch that allows the cab panel to open enough to reach under the panel to release the safety catch. If the owner disregards the instructions to secure and lock the front panel latch, the front portion of the cover assembly on certain covers could lift and separate from the truck bed, which could create a road hazard for others or increase the risk of a crash.

### **What We Will Do**

Along with this letter, DiamondBack is providing, free of charge, affected owners of DiamondBack HD and SE covers with cab-panel tethers that are intended to secure the front panel to the fixed center panel assembly. Certain owners are also receiving a redesigned safety catch that engages earlier and allows the panel to open less. If you do not receive a new safety catch, your cover is already equipped with the redesigned safety catch. Installation instructions are included with those remedy components. The repair should take approximately 15 minutes to complete.

DiamondBack will reimburse owners, under the terms our Limited Lifetime Warranty, who have incurred the cost of repairing or replacing a DiamondBack HD or SE cover that separated from its mounting and was damaged as a result of the front panel being unsecured. You may be asked to send a receipt or other adequate proof of payment for confirmation of the reimbursement expense.

### **What you Should Do**

Please install the cab-panel tethers and, if applicable, the replacement safety catch according to the enclosed instructions. Only basic hand tools are required. Please call us at 1-800-935-4002 or e-mail us at [support@diamondbackcovers.com](mailto:support@diamondbackcovers.com) if you have any questions about the installation.

In addition to the installation of the new part(s), DiamondBack would like to remind owners to follow the original operating instructions by ensuring that both the front and rear panels are closed, secured, and key-locked during vehicle operation.

If, prior to receiving the cab-panel tethers and/or the replacement safety catch, you have incurred expenses to repair or replace a DiamondBack HD or SE cover that separated from its mounting and was damaged, you may be eligible for reimbursement from us. Please call us at 1-800-935-4002 to make your claim.

If after contacting us, you believe DiamondBack has failed to remedy the defect without charge within a reasonable time, you may submit a complaint to the Administrator, National Highway Safety Administration, 1200 New Jersey Ave., SE., 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 have caused you, however, we have taken this action in the interest of your safety and continued satisfaction with your DiamondBack HD or SE cover. We look forward to your help in executing this recall campaign. The safety and quality of our products are of the utmost importance to us, and we strongly advise that you install the cab-panel tethers and, if applicable, the replacement safety catch as soon as possible. It is also very important that you use all safety devices designed into the DiamondBack HD and SE at all times.

Thank you for your attention and cooperation in this matter.

Sincerely,

DiamondBack Automotive Accessories