



IMPORTANT SAFETY RECALL

January 2020

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety exists in soft tri-fold tonneau covers sold as accessories in new or used vehicle inventory of 2019 – 2020 model-year Chevrolet Silverado and GMC Sierra 1500 series light duty trucks. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N192261860.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

If not correctly installed according to the instructions provided with the vehicle in an owner's manual insert, the tonneau cover may become loose and could detach from the pickup bed while driving. If the tonneau cover detaches from a moving vehicle and falls into a roadway, it may increase the risk of a crash.

What will we do?

Your GM dealer will provide you with (i) service on your vehicle to inspect and, if necessary, correctly install the soft tonneau cover, (ii) installation of a tether kit and stickers to help secure the tonneau cover to the vehicle, and (iii) improved instructions and additional labeling on the tonneau cover to facilitate proper installation. Upon request, owners can also be provided the tether kit to retain the cover, at no charge. In addition, an online video instruction will be available to further clarify proper installation. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 20 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

If you want to access an online video instruction for proper installation of the soft tri-fold tonneau cover and new tether installation:

1. Choose your Brand:
(Chevrolet) <https://my.chevrolet.com/how-to-support/videos>
(GMC) <https://my.gmc.com/how-to-support/videos>
2. Select your Model Year, Make and Model
3. Once in the "HOW-TO AND SUPPORT VIDEOS" page, you'll find the "T1 Soft Trifold Tonneau Installation" video when you filter under "All Videos" in the "Recommended" or "Exterior" category filters.

Translations of this video for Canadian English, Canadian French, and Spanish will be available at a later date.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, 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 January 31, 2021, unless state law specifies a longer reimbursement period.

Do you have questions?

If you have 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	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19E066.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety

Enclosure
GM Recall: N192261860