

Product Safety Recall

N192261860 Tonneau Cover Retention



Release Date: January 2020

Revision: 02

Revision Description: This bulletin has been revised in the service procedure section. Please discard all previous copies of N192261860.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Dealers were notified of this stop part install/sell/delivery order for the subject tonneau covers on October 3, 2019. This bulletin contains the remedy for 1500 series LD trucks. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

For new vehicle owners who took delivery of the subject trucks without the soft tri-fold tonneau cover installed (sold with “Notice to Customer” document): Dealers may contact those customers when the soft tri-fold cover is available. Follow the service procedure outlined below and install the tether kit.

| Make | Model | Model Year | | RPO | Description |
|-----------|----------------------------|------------|------|-----|-------------------------|
| | | From | To | | |
| Chevrolet | Silverado 1500 (New Model) | 2019 | 2019 | | Excludes CarbonPro Trim |
| | Silverado 1500 | 2020 | 2020 | | |
| GMC | Sierra 1500 (New Model) | 2019 | 2019 | | |
| | Sierra 1500 | 2020 | 2020 | | |

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

| | |
|-------------------|--|
| Condition | General Motors has decided that a defect which relates to motor vehicle safety exists in certain soft tri-fold tonneau covers sold as accessories/aftermarket parts for 2019 – 2020 model-year Chevrolet Silverado and GMC Sierra 1500 series light duty trucks. 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. |
| Correction | Dealers will perform the service procedure described in this bulletin. In addition, GM will provide owners with improved instructions and additional labeling on the tonneau cover to facilitate proper installation. Upon request, dealers can provide owners the tether kit to retain the cover. In addition, an online video instruction will be available to help clarify proper installation. |

Parts

| Quantity | Part Name | Part No. |
|----------|----------------------------------|----------|
| 1 | Attachment Kit-Pick Up Box R/Top | 84867830 |

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

| For vehicles that ARE listed in IVH | | | | |
|-------------------------------------|---|-----------------|-------------|----------|
| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
| 9104279 | Inspect Tonneau Cover Fasteners and Install Attachment Kit | 0.3 | ZFAT | N/A |
| 9104905 | Inspection– Requested No Soft Tri-fold Tonneau Cover/No Cover Package Installed | 0.2 | ZFAT | N/A |
| 9104874 | Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only | - N/A 0.2 | ZFAT | * |
| 9104875 | Customer Reimbursement Denied – For USA dealers only | N/A | ZFAT | ** |
| 9104876 | Floor Plan Reimbursement | N/A | ZFAT | *** |

Product Safety Recall

N192261860 Tonneau Cover Retention



| For vehicles that ARE NOT listed in IVH | | | | |
|---|---|-----------------|-------------|----------|
| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
| 9104906**** | Inspect Tonneau Cover Fasteners and Install Attachment Kit | 0.3 | ZREG | N/A |
| 9104907 | Inspection– Requested No Soft Tri-fold Tonneau Cover/No Cover Package Installed | 0.2 | ZREG | N/A |
| 9104908 | Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only | - N/A 0.2 | ZREG | * |
| 9104909 | Customer Reimbursement Denied – For USA dealers only | N/A | ZREG | ** |

Note: To avoid having to “H” route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

**** Because the VIN is not loaded into IVH, the warranty transaction MUST be H-routed for wholesale authorization.

Floor Plan Reimbursement – NEW INVENTORY ONLY

*** **USA & Canada Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (October 3, 2019) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 72 days):

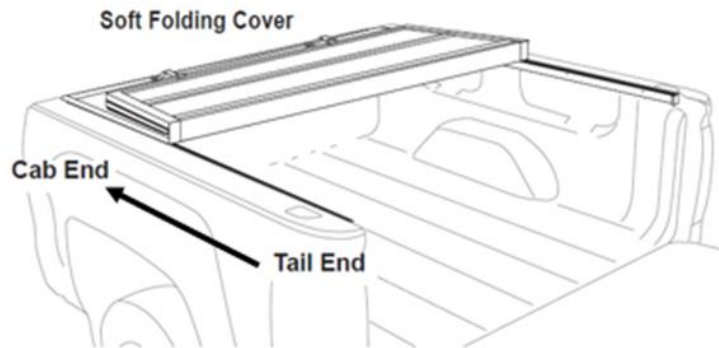
| Vehicle | Floor Plan Reimbursement Amount | |
|--|---------------------------------|--------|
| | USA | Canada |
| 2019 Chevrolet Silverado 1500 (New Model) Crew | \$8.44 | \$7.49 |
| 2019 Chevrolet Silverado 1500 (New Model) EXT | \$8.44 | \$7.08 |
| 2020 Chevrolet Silverado 1500 | \$10.48 | N/A |
| 2019 GMC Sierra 1500 (New Model) Crew | \$10.02 | \$8.19 |
| 2019 GMC Sierra 1500 (New Model) EXT | \$10.02 | \$7.72 |
| 2020 GMC Sierra 1500 | \$12.71 | \$8.68 |

Service Procedure

NOTE: For customers who signed a Notice of Disclosure form upon taking vehicle delivery and the customer no longer wishes to have the soft tri-fold tonneau cover installed, the dealer is to inspect for NO soft tri-fold tonneau cover package. Close out that VIN using labor code 9104905 inspection – No soft tri-fold tonneau cover/No cover package installed. The dealer is to use labor code 9104874 to reimburse the customer for the soft tri-fold tonneau cover.

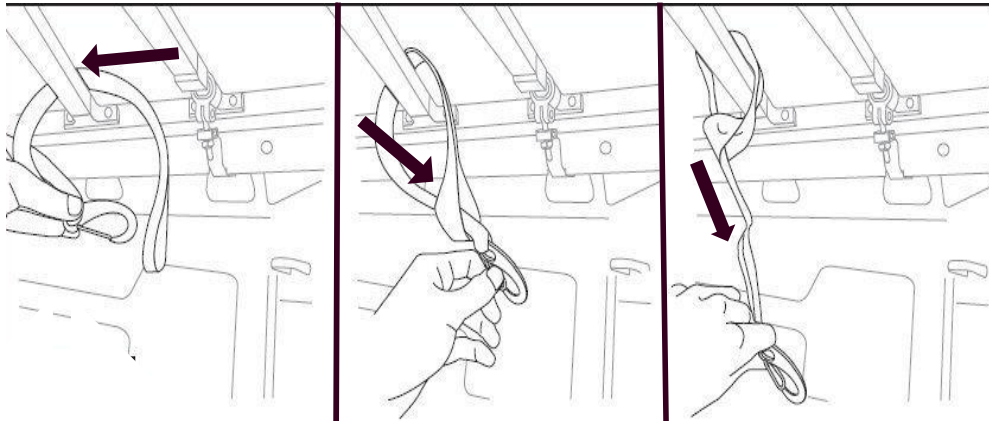
Product Safety Recall

N192261860 Tonneau Cover Retention



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1. Open the vehicle tailgate and fold the two rear sections of the tonneau cover forward.

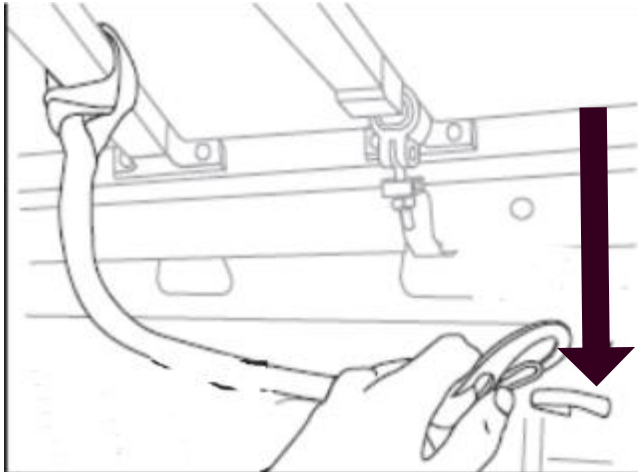


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2. On the tonneau cover, locate the second crossbar from cab end of the pickup box. Loop the fabric strap over the outboard end.
3. Pull the metal buckle through the loop on the strap.

Product Safety Recall

N192261860 Tonneau Cover Retention



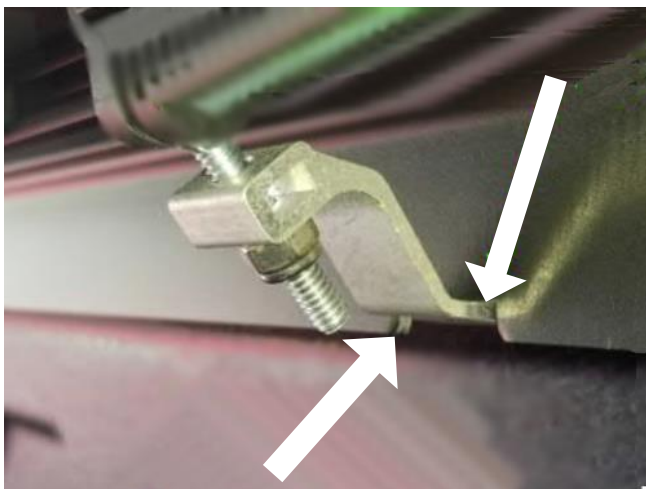
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4. Clip the strap buckles to the upper **FRONT** cargo tie down loops.
5. Repeat steps 2-4 on the opposite side of the vehicle.



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6. Fasten the plastic warning instruction card to the driver side of the second (from the front of the box) tonneau cover cross bar using the two supplied tie straps.



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7. On both sides of the cargo box, verify the fore-aft location of the front cross bar tonneau clamp hooks. Ensure the clamp hooks are fully seated and secure in the rectangular tonneau rail location notch.

Product Safety Recall N192261860 Tonneau Cover Retention

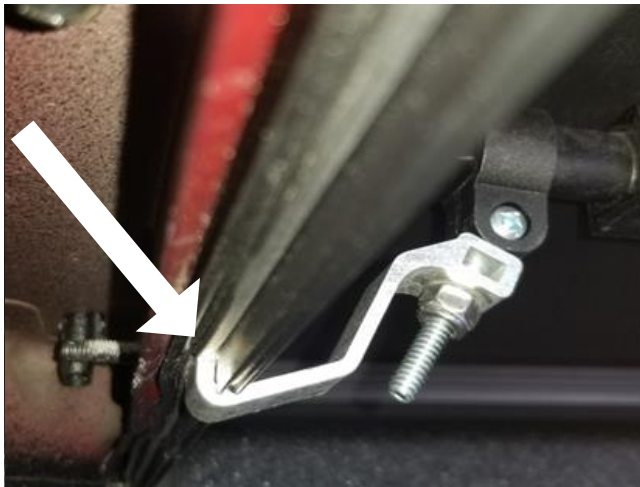


8. Verify the tonneau clamp hook is outboard of the metal bed side and not between the metal and plastic bed rail trim.



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Correct installation of bracket clamp hook



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Incorrect installation of bracket clamp hook

9. If any of the above inspections indicate an incorrect clamp hook installation, loosen the nut on the threaded mount and position the clamp hook in the correct position. Hand tighten the fasteners.
10. Position the cover evenly side to side and rest the cab seal smoothly along the front top edge of the cargo bed.
11. Tighten the nuts until the clamp hooks are secure against the bed rail flange. Tighten each side evenly, tighten only until the tonneau cover cannot shift. **DO NOT** overtighten, overtightening may cause damage to the clamping system.
12. Close the tonneau cover and tailgate.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told

Product Safety Recall

N192261860 Tonneau Cover Retention



how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall 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 dealer 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. Recall 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 recall enters your vehicle inventory or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. 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 recall 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 recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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.

Customer Reimbursement

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 January 31, 2021. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



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

Product Safety Recall

N192261860 Tonneau Cover Retention



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