

Equipment Safety Recall

N192217500 Tonneau Cover Retention



Release Date: May 2019

Revision: 02

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

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 is remedied.

This recall involves both hard Tri-fold tonneau covers (“subject tonneau covers”) sold by GM as a dealer-installed option and tonneau covers sold over-the-counter as a dealer accessory. Please see the “Various vehicles” section of this bulletin for details.

Dealers were notified of this stop part install/sell/delivery order for the subject tonneau covers on April 16, 2019. This bulletin contains the remedy for 1500 series LD trucks. Dealers will be advised when the remedy for 2500/3500 HD trucks is available. Until the improved attachment kits are available for these HD truck, the IVH screen in GWM will display “N/A” under Release Date and “Incomplete – Remedy not available” under Status. This means the required repair is not yet available and dealers should not attempt to perform the recall repair outlined below on these HD vehicles; these vehicles, however, are still subject to this recall and should not be delivered to customers with the subject tonneau cover installed.

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.

Various vehicles may have had a suspect part sold; a search of General Motors sales records has identified the following 2 categories of sales:

1. **GM sales records that contain a VIN.** These identified VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. GM will contact these customers.
2. **Dealer sales records by VIN and/or customer address.** Dealers are to search their part sales records to determine the name and address of the purchaser. If the purchaser is a body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the owner’s name and address and send the owner a copy of the letter. The VIN will not appear in IVH.

For dealers with involved vehicles that can be identified by VIN, a listing with involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to US dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

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

Equipment Safety Recall
N192217500 Tonneau Cover Retention



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.

Equipment Safety Recall

N192217500 Tonneau Cover Retention



Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 1500 Series LD (including New Model)	2019	2019	VOZ	Accessory-Tonneau - Rr Compt - Hard Folding - Alt Design
GMC	Sierra 1500 Series LD (including New Model)				

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 tri-fold tonneau covers sold as accessories for 2019 model-year Chevrolet Silverado and GMC Sierra 1500 series (LD) trucks and 2020 model year 2500/3500 series (HD) trucks. The tonneau cover may become loose and could detach from the pickup bed while driving. The tonneau cover's attachment system may not sufficiently secure the tonneau cover when exposed to vibration and wind forces. As a result, the attachments may loosen and disengage. 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 install improved attachments that will resist loosening while driving.

Parts

Quantity	Part Name	Part No.
1	Attachment Kit- Pickup Box Rear Top	84767027

Parts Pre-Ship Information – For US and Canada

Important: An initial supply of 84767027 required to complete this field action will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin May 3, 2019 and conclude the week of May 6, 2019. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to and during the pre-ship will be cancelled. A quantity limiter may be in effect.

Additional parts, if required, are to be obtained from GMCC&A, when ordering opens order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders may be reviewed prior to being filled.**

Note: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

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

Warranty Information

For vehicles that are listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103138	Install Pickup Box Rear Top Attachment Kit	0.9	ZFAT	N/A
9104452	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZFAT	**
9104453	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	***

For vehicles that are NOT listed in IVH				
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104454*	Install Pickup Box Rear Top Attachment Kit	0.9	ZREG	N/A
9104455	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	- N/A 0.2	ZREG	**
9104456	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

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

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

Equipment Safety Recall

N192217500 Tonneau Cover Retention



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

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

Service Procedure

NOTE: This procedure is for vehicles with the pickup box folding top cover package already installed.



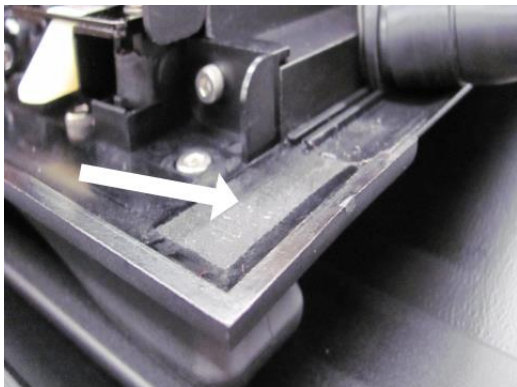
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1. Open the front panel (closest to the cab) of the top cover and lay it flat.



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2. Locate the outboard ends of the front seal. Peel the seal loose at both ends. With the adhesive ends released, slide the front seal out of the channel. Discard the seal.



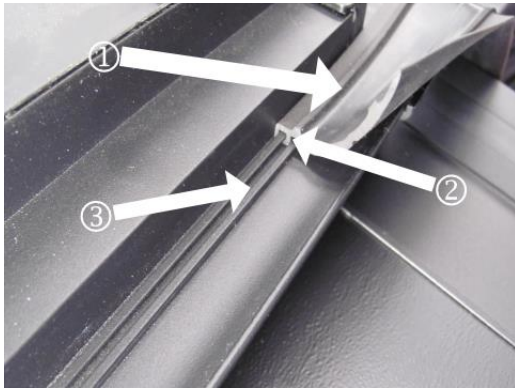
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3. Remove any residual double-sided tape and adhesive from the end caps using a general-purpose adhesive remover.

NOTE: Apply a light coating of glass cleaner to the first 60cm. (2 ft.) of the seal. This will act as a lubricant allowing the seal to easily slide into the channel.

Equipment Safety Recall

N192217500 Tonneau Cover Retention



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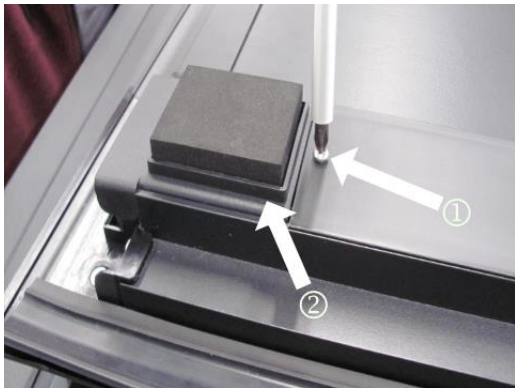
4. Install the new front lip seal (1), ensure the seal anchor (2) mates with the extrusion channel (3). Slide the seal across the full length of the channel, **ensure seal is centered** on the front panel.



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5. Locate the double-sided tape at both outer ends of the new seal. Remove the protective film and press the seal (2) firmly onto the corner cap (1), apply pressure for 15 seconds to allow the adhesive to bond. Perform this step on both ends of the new seal.

NOTE: Perform the following steps on both the left and right front latch assemblies.

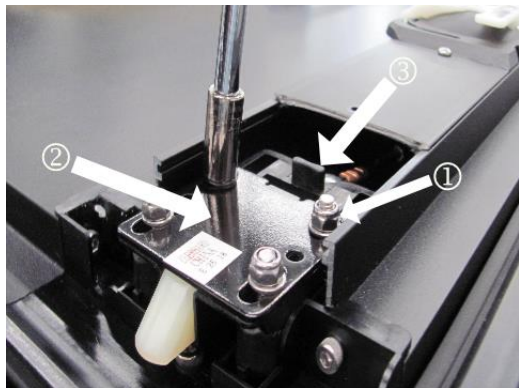


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6. Locate the latches on the open front panel. Remove the screw (1) and slide the plastic closeout cover out (2).

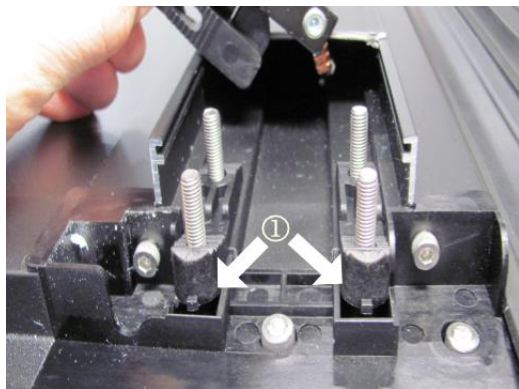
Equipment Safety Recall

N192217500 Tonneau Cover Retention



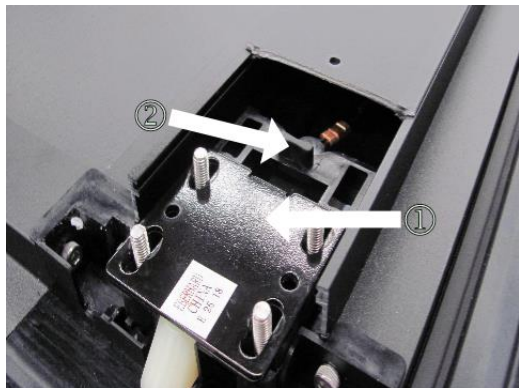
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7. Remove the 4 nuts and 4 washers (1). Discard the nuts, retain the washers. Remove the latch plate (2) and U-shaped adjustment step (3) and set them to the side, a cable will remain attached to the latch.



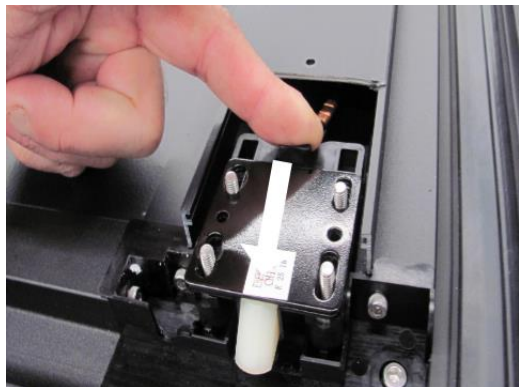
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8. Remove the two existing lower adjusters and discard (1). Install the two new adjusters provided in the attachment kit.



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9. Reinstall the original U-shaped adjuster (2) and latch (1).



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Equipment Safety Recall

N192217500 Tonneau Cover Retention

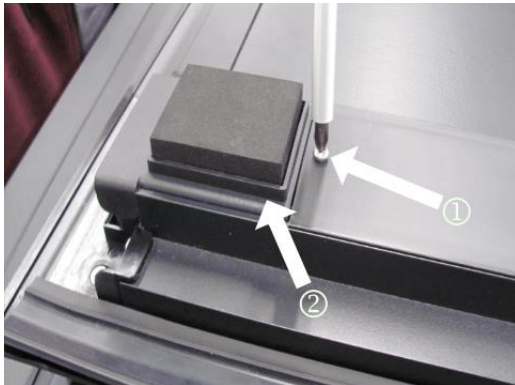


10. Set the latch to the correct (maximum) height, push on the inboard standing tab and slide the U-shaped adjustor to the full outboard position.

Important: Do not overtighten the fasteners or damage may occur to the top cover.



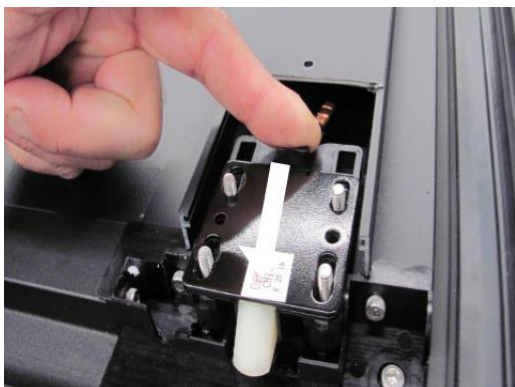
11. Loosely install the 4 original washers and the 4 new nuts supplied with the attachment kit. Align the outer edge of the latch with the edge of the plastic corner rib (1). Tighten the 4 nuts to 1Nm (9 lb.-in).



12. Slide the latch close out cover (2) into position and install the fastener (1).
13. Close the front panel and check for proper latch engagement. Ensure the latch fully engages under the pickup box rail on both sides. Adjust as required.
14. Open the rear panel and locate the left (driver side) latch. Perform steps 6-12 at this location.

Important: The right-side rear latch requires specific fitting steps to prevent interference. The following steps are specific to the right rear latch.

15. With the rear panel open, locate the right (passenger side) latch. Perform steps 6-12 at this location, **with one** exception.



- When reinstalling the U-shaped adjustor and latch, push on the inboard standing tab and slide the U-shaped adjustor to the full outboard position.

Equipment Safety Recall

N192217500 Tonneau Cover Retention



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- While applying light finger pressure to the metal plate, push the adjuster inboard two steps. You should be able to feel the two steps as well as hear a “click” type sound.
- With pressure still applied to the metal plate, install the 4 existing washers along with the 4 new nuts supplied with the attachment kit. Tighten the 4 nuts to 1Nm (9 lb.-in).

16. Close the rear panel and check for proper latch engagement. Ensure the latch fully engages under the pickup box rail on both sides. Adjust if required.



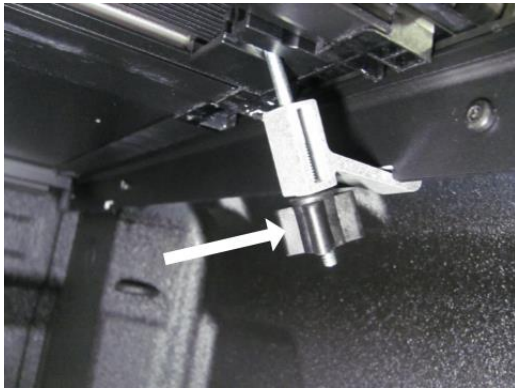
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17. Open the two rear sections of the folding cover and locate the left and right aluminum hold down clamps. Remove and discard both existing thumb wheel fasteners and washers.



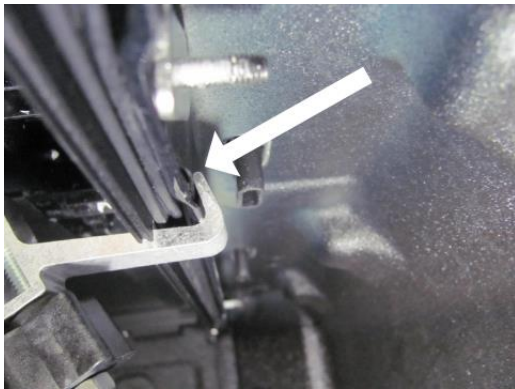
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Equipment Safety Recall N192217500 Tonneau Cover Retention



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18. Install the two new thumbwheel fasteners and washers supplied with the attachment kit. Ensure the raised side of the fastener (1) and conical side (2) of the washer are facing the clamp.



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19. Ensure the clamp hook is fully seated in the rail notch. Hand tighten the thumbwheels securely to the clamps. Recheck the clamp hook location, then tighten the thumbwheel fasteners one additional full turn.



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20. Install the two $\frac{1}{4}$ " x 20 nylon insert lock nuts. Tighten 8Nm (70 lb.-in).

Equipment Safety Recall

N192217500 Tonneau Cover Retention



21. Locate the label mounting area shown. Clean the surface using isopropyl alcohol and dry with clean, lint free cloth. Receiving surface **MUST** be clean, dry and free of any contaminants. Install the two provided labels as shown.

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 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.

Equipment Safety Recall

N192217500 Tonneau Cover Retention



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).

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 May 31, 2020. 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**



NOTICE TO CUSTOMER

We understand that your vehicle order included a tri-fold hard tonneau cover. We apologize for the inconvenience, but these tonneau covers are not currently available for sale as they are subject to a safety recall. Your dealer will notify you when your tri-fold hard tonneau cover is available and you can return to the dealer to have the new cover installed.

Your dealer will ask you to sign a Repair Order stating "customer will return for the tonneau cover when available" to document your acknowledgement that the tonneau cover cannot be included at this time. You will be given a copy of this document for your records.



IMPORTANT SAFETY RECALL

May 2019

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 certain tri-fold tonneau covers sold as accessories for 2019 model year Chevrolet Silverado and GMC Sierra 1500 series (LD) 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 N192217500.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Our records indicate that your vehicle may have the recalled tri-fold tonneau cover. The tonneau cover may become loose and could detach from the pickup bed while driving. The tonneau cover's attachment system may not sufficiently secure the tonneau cover when exposed to vibration and wind forces. As a result, the attachments may loosen and disengage. 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 install improved attachments that will resist loosening while driving. 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 service correction time of approximately one hour.

What should you do?

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

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 19E031.

Equipment Safety Recall
N192217500 Tonneau Cover Retention



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

GM Recall: N192217500