

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

November 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 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.

### 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?

**Parts to repair your vehicle are not currently available**, but when parts are available, your GM dealer will provide owners with improved instructions and additional labeling on the tonneau cover to facilitate proper installation. Owners will also be provided a tether kit to retain the cover if it should be improperly installed, at no charge. In addition, an online video instruction will be available to further clarify proper installation. Dealers can install the tether kit and stickers. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. If you are concerned that the tonneau cover may become loose, remove and store it until the final repair is available.

When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at: <https://my.gm.com/recalls>. If you have already paid for repairs for this condition, you may submit those charges using the reimbursement request form that will be provided with the next letter.

### 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<br>(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 Combs  
Vice President  
Global Vehicle Safety

GM Recall: N192261860