

Frequently Asked Questions (FAQs) for Safety Recall N192217500 Tonneau Cover Retention

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) 2019 model-year Chevrolet Silverado and GMC Sierra 1500 series (LD) trucks and 2020 model year 2500/3500 series (HD) trucks equipped with tri-fold tonneau covers sold as accessories.

Q2) What is the issue or condition?

A2) The tonneau cover may become loose and could detach from the pickup bed while driving.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None.

Q4) What is the remedy/repair?

A4) GM will provide owners with improved attachments that will resist loosening while driving.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If the tonneau cover detaches from a moving vehicle and falls into a roadway it may increase the risk of a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) No, this inspection/repair will be done at no cost to the customer.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) Customers can double check and tighten the thumb screws to ensure they are secure. If the customer is still concerned that the tonneau cover may be loose, they can remove and store the tonneau cover until the final repair is available to dealers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.