

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5377
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 16, 2020

Subject: Stop Delivery Order for Upcoming Safety Recall N192285070
Tonneau Cover Retention

Models: Hard tri-fold tonneau covers (Part Numbers 84060327, 84060328 and current part numbers 84679033, 84679034) sold as accessories for:
2019 Chevrolet Silverado 1500 Series LD (New Model)
2020 Chevrolet Silverado 1500 Series LD
2019 GMC Sierra 1500 Series LD (New Model)
2020 GMC Sierra 1500 Series LD

To: All General Motors Dealers

Stop Part Install/Sell/Delivery Order

Effective immediately, stop delivery of certain tri-fold tonneau covers sold as accessories for 2019 – 2020 model year Chevrolet Silverado and GMC Sierra 1500 series trucks. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these tonneau covers. **Do Not Install and/or Sell previous part numbers 84060327, 84060328 and current part numbers 84679033, 84679034 (quarantine and hold all of these tri-fold tonneau covers in inventory). The GM recall number is N192285070.**

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 until the defect is remedied.

The tonneau cover may become loose and could detach from the pickup bed while driving. **This recall includes all of the tri-fold tonneau covers previously subject to equipment recall 19E031 (N192217500).** If the tonneau cover is improperly installed, owners may notice noise coming from the cover, damage to cover attachments, or cover movement against the truck's bed rails. The tonneau cover's attachment system may not sufficiently secure the tonneau cover to the truck bed rails if the attachment system is damaged or improperly installed, or if the recall repair in equipment recall 19E031 (N192217500) was improperly performed. If the tonneau cover detaches from a moving vehicle and falls into a roadway, it may increase the risk of a crash.

To correct this condition, GM will replace the tonneau rails and clamps, and add a tether to prevent the tonneau from detaching onto the roadway even if improperly installed. If the vehicle was covered by equipment recall 19E031 (N192217500), the dealer will also confirm that the repair for equipment recall 19E031 (N192217500) was correctly performed.

The parts needed to complete the required repair are not yet available. However, if the tri-fold tonneau cover is removed from the vehicle and retained at the dealership, the vehicle may be delivered to the customer. To maximize storage space at your dealer, the tonneau cover can remain on the stock vehicle, but **MUST** be removed and stored prior to customer delivery. The dealer must provide full disclosure to the customer that the tri-fold tonneau cover has been removed from the vehicle and will be returned when the remedy becomes available. The dealer should have the customer sign the "Notice to

Customer” document (attached to this message) 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.

Note: Dealers are to submit a warranty transaction as noted below for vehicle delivery with the Notice to Customer disclosure. Please hold all warranty claims until 4/17/20.

Labor Code	Description	Labor Time	Trans Code
9104674	Notice to Customer for Safety Recall N192285070	0.3	ZFAT

When parts become available, further instructions will be communicated. **For tri-fold tonneau covers that were removed from new inventory and sold to customers:** dealers should maintain a list of all involved customers to ensure that the recall procedure is completed once parts become available. All registered owners on record will receive notification of this recall.

Tri-fold tonneau covers not removed from vehicle and in dealers’ possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers’ inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on April 16, 2020. Vehicles which remain in “open” status in previous safety recall 19E031 (N192217500) will be closed on April 16, 2020. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership’s BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working with the supplier to obtain the required parts as quickly as possible. When sufficient quantity of parts is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS