



# IMPORTANT SAFETY RECALL

May 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 certain tri-fold tonneau covers sold as accessories for 2019-2020 model year Chevrolet Silverado and GMC Sierra 1500 series 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 N192285070.
- When parts are available, you should schedule a service appointment with your GM dealer even if you believe that your vehicle has already received service for this condition. GM has updated the remedy procedure for the tri-fold tonneau covers previously subject to equipment recall 19E031 (N192217500).

### Why is your vehicle being recalled?

Our records indicate that your vehicle may have the recalled tri-fold tonneau cover. The attachment system used on the tonneau cover may not properly secure the cover to the pickup bed. The cover may become loose and possibly detach from the pickup bed while driving. If the tonneau cover becomes loose, you may notice noise coming from the cover, damage to cover attachments, or cover movement against the truck's bed rails. A tonneau cover that separates or detaches from the pickup bed while driving, can become a road hazard, increasing 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 replace the tonneau rails and clamps and add a tether to prevent the tonneau from detaching onto the roadway. If the vehicle was covered by equipment recall 19E031, the dealer will also confirm that the repair for equipment recall 19E031 was performed correctly. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. 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.

If you are concerned about this condition, you can remove and store the tonneau cover until the final repair is available.

**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 20E024.

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: N192285070