

Frequently Asked Questions (FAQs) for Safety Recall N192285070 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 – 2020 model year Chevrolet Silverado and GMC Sierra 1500 series trucks equipped with hard 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. This recall includes all of the tri-fold tonneau covers previously subject to equipment recall 19E031 (N192217500). 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.

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

A3) 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.

Q4) What is the remedy/repair?

A4) Dealers 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.

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, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

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

A8) Customers 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/>.

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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.