



Service Bulletin

Bulletin No.: 20-NA-044


Date: March, 2020

TECHNICAL

Subject: Endgate Will Not Auto Open or Auto Close After Accessory Tonneau Cover Installation, and/or Poor Fit of Tonneau Cover to Endgate

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019			All	All
	Silverado 1500 (New Model - 12th VIN Digit = 7) - 4WD						
GMC	Sierra 1500 (New Model)						
Chevrolet	Silverado 1500	2020	2020				
	Silverado 2500HD/3500HD						
GMC	Sierra 1500						
	Sierra 2500HD/3500HD						

Involved Region or Country	North America
Additional Options (RPOs)	
Condition	Some customers may comment that after installation of accessory tonneau cover, the endgate will fail to auto open or auto close.

<p>Cause</p>	 <p style="text-align: right;">5527998</p> <p>The cause of the condition may be by excessive interference between the endgate and the tonneau cover.</p>
<p>Correction</p>	<p>Adjust the tonneau cover can following the steps in the Service Procedure below.</p> <ul style="list-style-type: none"> • If the tonneau cover is a GM accessory, follow the adjustment procedures in the Service Procedure below. GM tonneau covers are only the listed part numbers in the tables below. • If the tonneau cover is non-GM (IBP), contact the manufacturer of cover for specific adjustment instructions. Non-GM tonneau covers can be identified by non-GM branding. Contact information for the manufacture can be found with the installation instructions provided with the kit, or by searching the part number in the Electronic Parts Catalog.

Service Procedure

Note: The procedure provides instructions to position the tonneau cover forward and upward, to reduce compression at the endgate interface and is applicable to the following part numbers.

GM Accessories Hard Tri Fold Tonneau Cover (VOZ)

84679033	84679034	84791287	84786353	84786354	84786355
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GM Accessories Soft Tri Fold Tonneau Cover (63B)

84791288	84815933	84815934	84815929	84815930	84815931	84815932
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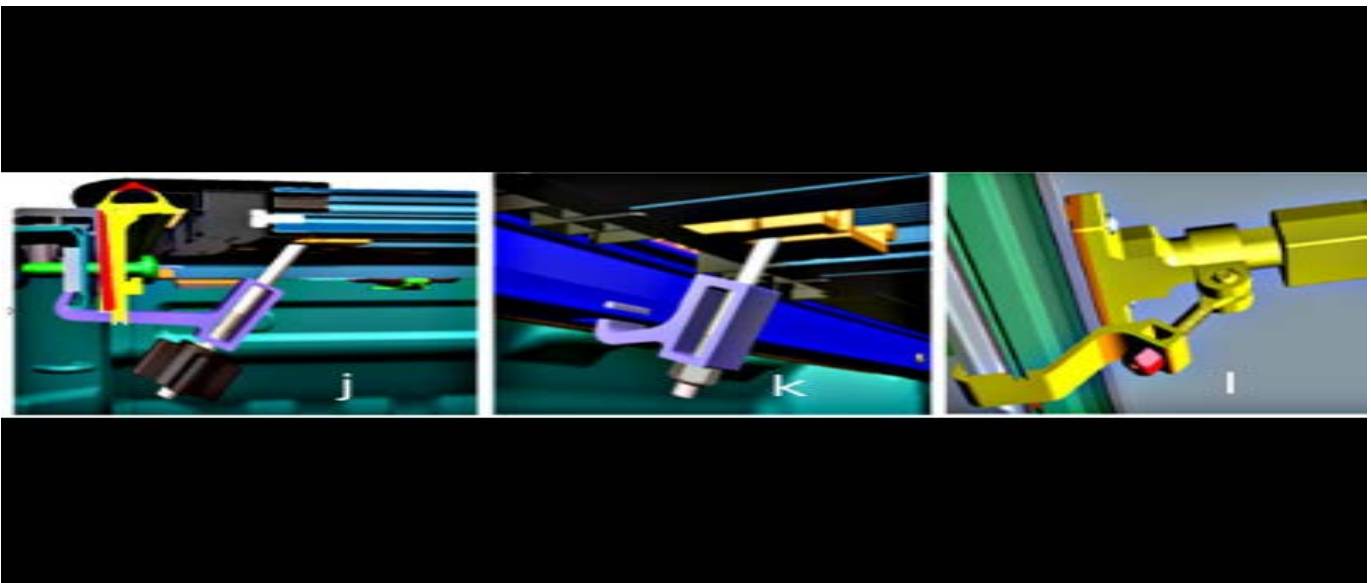
Verify Condition is Tonneau Cover Related

Some vehicles, which have a tonneau cover installed, may be affected by a similar Condition, however the Cause and Correction are completely different from this bulletin. On these vehicles, it will be necessary rule out the pickup box endgate lock actuator as the possible Cause of the condition:

1. Open the rear end panel of the tonneau cover.
2. Cycle the power tailgate 5 times using push button activation for auto open and auto close.
 - If the power endgate DOES function properly, then continue on and complete the tonneau adjustment outlined in this bulletin.
 - If the power endgate still DOES NOT function properly, DO NOT proceed with this bulletin repair, but move on to Bulletin # 20-NA-040 and complete the pickup box endgate lock actuator replacement procedure.

Remove Tonneau Cover Assembly

1. Open the tonneau cover to the full open position and secure with stowage straps.
2. Locate the forward clamp on the side rails.
3. Using an 11mm wrench, loosen the clamp nut, while holding the hand knob to prevent the clamp bolt from releasing.



5527999

Note: The clamps noted above are examples of the, Hand Knob Style (1), Newer Version (2) and Soft Tri-fold (3).

4. Loosen hand knob of the clamp. **(Knob is on Hard Tri-fold Only).**
5. Slide the clamp assembly inboard to release the clamp from the pickup box.
6. If installed, disconnect the safety tether.
7. Repeat steps #2 - 6 on the opposite side.
8. Remove the tonneau cover assembly.

Adjust Side Rail Upward and Forward

1. Starting on either side, using a T30 Torx wrench, loosen the 6 bolts that attach the tonneau cover side rail to the pickup box.
2. Remove the fastener located closest to the tailgate.
3. Apply Loctite 242 to the fastener.
4. Push the side rail forward and upward from the rear, and hold in position while completing step #5.
5. Tighten the rearward most fastener to 8.7 N*m (77 lb in).
6. Remove the fastener located closest to the cab.
7. Apply Loctite 242 to the fastener.

8. Lift the side rail at the front end, and hold in position while completing step #9.
9. Tighten the forward most fastener to 8.7N*m. (77 lb in).
10. Moving back-to-front in the pickup box, add thread locker and tighten the remaining fasteners to 8.7 N*m (77 lb in).
11. Repeat steps #1-10 for the opposite side.

Reinstall Cover with Clamps Forward in Notched Interface

1. Place the tonneau cover panels onto the pickup box.
2. Verify the cover is centered side to side on the tonneau rails.
3. Position a forward clamp into the notch in the side rail.
4. Verify the clamp is completely engaged to the tonneau cover side rail, pickup box molding, and the pickup box metal. This is NOT applicable to newer versions that attached directly to the tonneau cover side rail.
5. Using the hand knob (or nut for newer versions and soft tri-folds), snug tighten the tonneau cover clamps to the side rail/pickup box.
6. Verify the clamps are completely forward in the notch interface of the pickup box. If it is not, adjust the clamp accordingly.
7. Verify that the clamp bolts are straight with respect to cross bar to prevent pulling the tonneau cover forward or rearward during final tightening. If it is not, position the panel as needed, while keeping the clamp in the location from steps #3 and 4.

8. Tighten both hand knobs until clamp is secure, which should be 2-4 additional turns. Newer versions and soft tri-folds that do not have the hand knobs, may skip this step.

Caution: Excessive tightening may cause damage to the bolt, clamp or tonneau cover.

9. Install the clamp nut and tighten to 8.7 N*m (77 lb in). Hold the hand knob while tightening to prevent it from spinning to over tightening the clamp. New versions and the soft tri-fold do not add second nut, only tighten nut installed during step #4.
10. Close the tonneau cover.
11. Cycle the power liftgate 5 times, to verify the issue is resolved. If issue is not corrected with adjustment, contact TAC for further assistance.
12. Open and close the front panel to verify the latches have efficient engagement. If further adjustments are necessary, reference the Hard Tri Fold Cover Instruction Sheet #84786360.

Parts Information

No parts are required for this repair.

Warranty Information

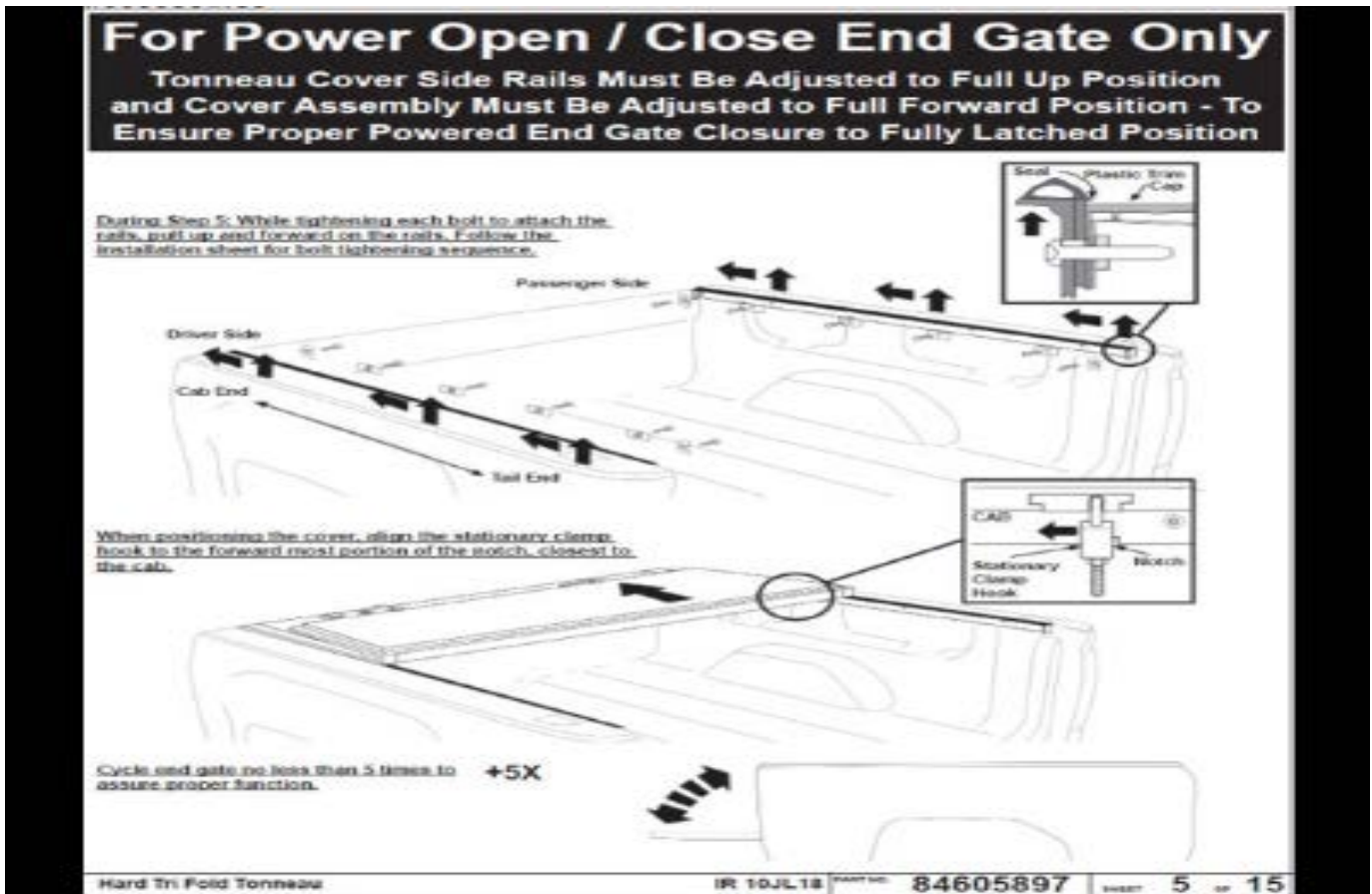
For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

GM Tonneau Covers		
Labor Operation	Description	Labor Time
0580468*	Tonneau Cover Adjustment	0.5 hr
*This is a unique Labor Operation for Bulletin use only.		

NON- GM (IBP) Tonneau Covers		
Labor Operation	Description	Labor Time
0602708	Tonneau Cover Adjustment	0.5 hr

Reference Section

Original Hard Tonneau Cover Instruction Sheet



5528001

Version	1
Modified	Released February 28, 2020

