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Case Number: S2023000025

Release Date: 05/09/2020

Symptom/Vehicle Issue: Tonneau Cover Appearance

Discussion:

Some questions have come up on tonneau covers and how they should fit. Below are steps to improve appearance and fitment.

1. Are the front mounts of the tonneau cover properly attached and flush to the front of the bed? (Fig. 1)
 - No – Fully tighten the screws on both mounts to 20 Nm
 - Yes – Go to item 2
2. Are the rear brackets at the sides of the bed properly attached and flush? (Fig. 2)
 - No – Fully tighten the screws on both brackets to 5 Nm
 - Yes – Go to item 3
3. Are the panel pivot ends fully installed into the brackets and then pressed down to latch both sides of the panel? (Fig. 3)
 - No – Place the pivots into the brackets on both sides and press downward until you hear and audible click
 - Yes – Go to item 4

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4. Is weekend warrior panel fully closed? (Fig. 4)
 - No – With the tailgate open, fully rotate the weekend warrior downward, then close tailgate.
 - Yes – Go to item 5

5. Are either the left or right side of the side seals winging up off the surface of the bed? (Fig. 5)
 - No – Go step 6
 - Yes – Go down across the edge of the cover and verify the seal is lying flat and not caught on the bedcap.

6. If all items in step 1 – 5 are verified and correct, yet the issue remains, replace the tonneau cover.
 - If further assistance is needed take digital pictures of the issue and create a STAR Center Technical Assistance request.

NOTE: If tonneau cover assembly is rolled up against the cab for several days, it is normal that when initially unrolled, the tonneau may appear wavy until it has had time to normalize while in the fully closed position. See Fig 6

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Fig. 1

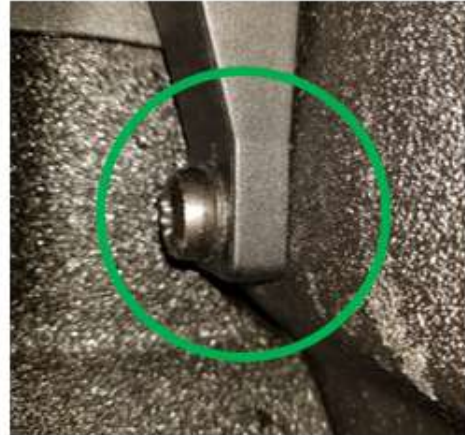


Fig. 2



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Fig. 3



Fig. 4



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Fig. 5



Fig. 6



Normal Condition After Unrolling – Some Waviness at Edges of Bows

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