

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5856
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 1, 2021

Subject: N212337840 Customer Satisfaction Program
Soft Rollup Tonneau Cover Not Included at Vehicle Purchase – US
Only

Models: 2021 Chevrolet Silverado
Equipped with Tonneau Cover (Dealer Installed) (RPO VPB)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N212337840 today. The total number of U.S. vehicles involved is approximately 19. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in July 15, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 2, 2021 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N212337840 Soft Rollup Tonneau Cover Not Included at Vehicle Purchase - US Only



Release Date: July 2021

Revision: 00

Attention: This program is in effect until July 31, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2021	2021	VPB	Tonneau Cover (Dealer Installed)

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2021 model year Chevrolet Silverado vehicles may have had a charge applied for the soft tonneau cover however, the soft tonneau cover may not have been available at the time of vehicle purchase.
Correction	Dealers are to install the soft rollup tonneau cover OR provide the customer with a reimbursement check in the amount of \$550.

Parts

Quantity	Part Name	Part No.
1	Soft Rollup Tonneau Cover	85120309

It is estimated that there are only 52 involved vehicles that will require parts being replaced. Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105837	Install Soft Rollup Tonneau Cover	1.0	ZFAT	N/A
9105838	Customer Reimbursement Check Issued	N/A	ZFAT	*

* Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. The amount identified in Net Item is the \$550.00 dealer check issued to a customer. Record the check number in the Invoice Number field. Record the VIN on the check. Submit \$20.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Soft Tonneau Cover Install

Install soft tonneau cover package. Refer to *Soft Tonneau Cover Package Installation* in the Accessories Manual of SI.

Customer Reimbursement

Important: Dealers are to verify these three pieces of information prior to issuing a reimbursement check:

1. Original Owner Letter provided by General Motors.
2. Vehicle registration.
3. Driver's license or state ID - verify that it matches the registration and owner letter.

Issue the customer a reimbursement check in the amount of \$550.00. Record the check number in the Invoice Number field and record the VIN on the check.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Customer Satisfaction Program

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Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through July 31, 2023. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through July 31, 2023, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation – For USA

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2022. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

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July 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2021 model year Chevrolet Silverado may have had a charge applied for the soft tonneau cover however, the soft tonneau cover may not have been available at the time of vehicle purchase.

Your satisfaction with your Chevrolet Silverado is very important to us, so we are announcing a program to correct this condition.

What We Will Do: Your GM dealer will install the soft tonneau cover **OR** provide you with a reimbursement check in the amount of \$550. This service will be performed for you at no charge until July 31, 2023.

If you have previously received a replacement tonneau cover or have been reimbursed for a tonneau cover, no further action is needed.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair or to begin the reimbursement process. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. If you are receiving a reimbursement, please provide this customer letter, your driver's license or state ID and vehicle registration to the dealer in order to receive your reimbursement check.

If you have any 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
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Silverado provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

N212337840