



Service Bulletin

Bulletin No.: 20-NA-141

Date: March, 2023

TECHNICAL

Subject: Tri-Fold Tonneau Paint Finish Fading or Discolored

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)						
	Silverado 1500	2020	2021				
	Silverado 2500HD/3500HD						
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2021				
	Sierra 2500HD/3500HD						

Involved Region or Country	North America, Middle East
Additional Options (RPOs)	Equipped with ACCESSORY-TONNEAU - RR COMPT - HARD FOLDING - ALT DESIGN (RPO VOZ) or Dealer Installed Accessory
Condition	Some customers may comment that the paint finish on their Tri-Fold Tonneau Assembly may be fading or discolored.
Cause	The cause of the condition may be oxidation of the tonneau cover material.
Correction	<p>Note: Refer to the latest revision of the GM Approved Refinish Materials book to identify the paint systems you may use that have been engineered to meet GM standards.</p> <p>The latest revision of the GM Approved Refinish Materials booklet is located on the Genuine GM Parts website at www.genuinegmparts.com and also within the "Unit Repair Manual/Specialty Publication" section of GM Service Information (SI).</p> <p>Remove the Tri-Fold Tonneau Assembly from the vehicle, refinish the 3 tonneau panels, then reinstall the tonneau assembly to the vehicle, following the steps in the Service Procedure below.</p>

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Important: Replacing the tonneau cover is not the proper repair for fading/discoloration and could be subject to chargeback or debit

Note: This Service Procedure also pertains to ACO installations of GM Accessory Hard Tri Folding Tonneau Covers (84791287, 84786353, 84786354, 84786355).



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1. Remove the tonneau assembly from the vehicle and position on suitable stands or supports.
2. Clean the tonneau panels with wax and grease remover.



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3. Tape off the metal framing around each of the tonneau panels.



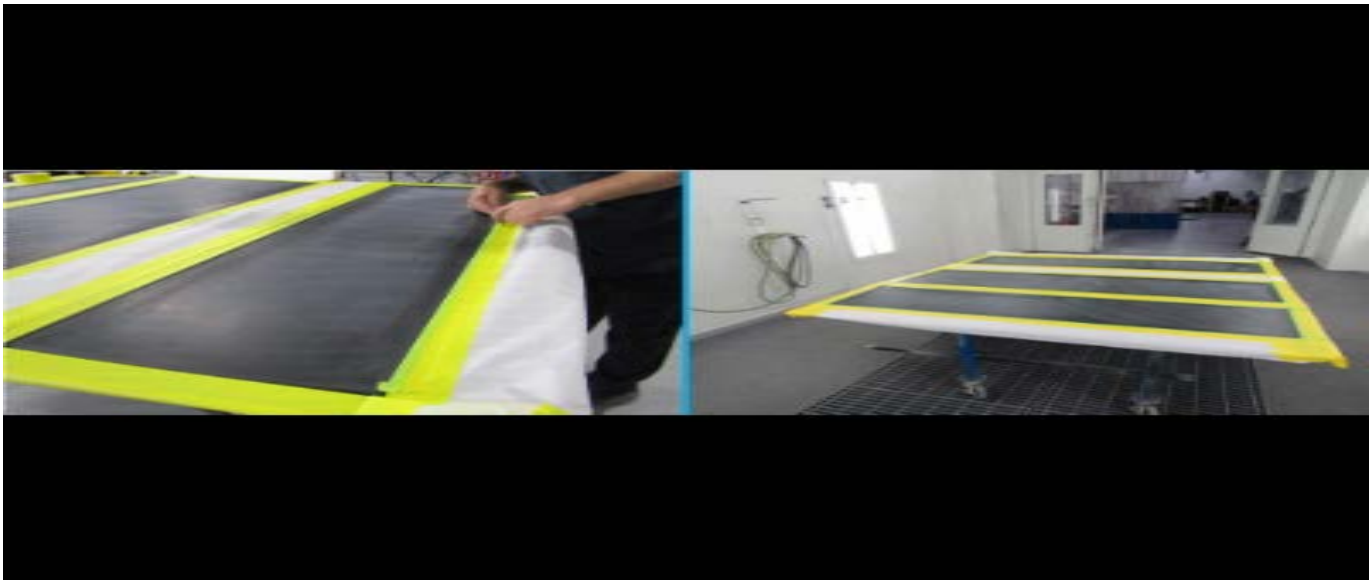
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4. Using a Gray Scotch Brite™ Hand Pad, or equivalent, scuff the top surface of all panels.
5. Remove the tape.



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6. Using forced air, blow the sanding particles from the panels, then wipe away any dust or residue with a clean cloth.



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7. Re-tape the metal framing and prep for paint application.
8. Apply Epoxy primer to all the panels, and let dry.
9. Apply base coat WA848 black to all panels.
10. After base coat has thoroughly dried, apply clear coat with a low gloss additive, to all panels.
11. Allow the clear coat to thoroughly dry, then remove the tape.
12. Reinstall the tonneau assembly to the vehicle.
Ensure to inspect for proper latch engagement during panel closing and check the power endgate operation to make sure the tonneau assembly is positioned correctly for/aft on the pickup box. Refer to the appropriate *Pickup Box Folding Top Cover Package Installation (Hard Tri Fold Cover Instruction)*, in SI.

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.

Labor Operation	Description	Labor Time	Paint Code
0580478*	Remove and Reinstall Tri-Fold Tonneau Assembly, Refinish Tonneau Panels	3.4 hrs**	HN
* This is a unique Labor Operation for Bulletin use only.			
** Includes Paint Mix Time			

Version	2
Modified	Released July 08, 2020 Revised March 07, 2023 — Added 2021 Model Year, Important Statements and RPO VOZ.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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