

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5021
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 26, 2019

Subject: Stop Delivery Order for Upcoming Safety Recall N192217500
Update with Notice to Customer

Models: 2019 Chevrolet Silverado 1500 (New Model)
2019 GMC Sierra 1500 (New Model)
2020 Chevrolet Silverado 2500/3500 series (HD)
2020 GMC Sierra 2500/3500 series (HD)

To: All General Motors Dealers

Stop Part Install/Sell/Delivery Order

On April 16, 2019, GM sent to all GM dealers GlobalConnect Message GCUS-9-7627 regarding Stop Part Install/Sell/Delivery Order for the Hard Tri-fold Tonneau Cover attachment issue investigation.

Effective immediately, the stop delivery of certain 2019 model-year Chevrolet Silverado and GMC Sierra 1500 series (LD) trucks and 2020 model year 2500/3500 series (HD) vehicles equipped with tri-fold tonneau covers sold as accessories in new or used vehicle inventory is continued. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these tonneau covers. **Do Not Install** and/or **Sell** part numbers 84060327 and 84060328 (quarantine and hold all of the tri-fold tonneau covers in inventory). The GM recall number is N192217500.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

The tonneau cover may become loose and could detach from the pickup bed while driving. The tonneau cover's attachment system may not sufficiently secure the tonneau cover when exposed to vibration and wind forces. As a result, the attachments may loosen and disengage. If the tonneau cover detaches from a moving vehicle and falls into a roadway it may increase the risk of a crash.

To correct this condition, GM will provide owners with improved attachments that will resist loosening while driving.

The parts needed to complete the required repair are not yet available. However, if the tri-fold tonneau cover is removed from the vehicle and retained at the dealership, the vehicle may be delivered to the customer. The dealer must provide full disclosure to the customer that the tri-fold tonneau cover is removed from the vehicle and will be returned when the remedy becomes available. The dealer should have the customer sign the "Notice to Customer" document (attached to this message) and provide a copy to the customer. To submit a delivery, dealers must enter a repair order number showing the

removal and retention of the tri-fold tonneau cover in “Order Workbench - Deliver Vehicles” screen.

When parts become available, the bulletin will include dealer instructions on labor code submission to close the recall and re-invoicing where applicable. **For tri-fold tonneau covers that were removed from new inventory and sold to customers:** dealers should maintain a list of all involved customers to ensure that the recall procedure is completed once parts become available. All registered owners on record will receive notification of this recall.

For tri-fold tonneau covers not removed from vehicle and in dealers’ possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers’ inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on April 25, 2019. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is still being determined. Once the list is finalized, it will be added to this dealer message in GM GlobalConnect. It will be sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership’s BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will also be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports once all the VINs have been identified.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

We are working to develop a remedy and with the supplier to obtain the required parts as quickly as possible. When a remedy is available and sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE
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