



# IMPORTANT SAFETY RECALL

June 2019

**This notice applies to your 2019 Chevrolet Silverado or GMC Sierra 1500 LD vehicle. The applicable Vehicle Identification Number (VIN) can be found on the address label of the envelope.**

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain tri-fold tonneau covers sold as accessories for 2019 model year Chevrolet Silverado and GMC Sierra 1500 series (LD) trucks. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- Your vehicle is involved in GM recall N192217500.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- See the “What should you do?” section in this letter for instructions on securing and taking the tonneau cover to the dealer for repair.

### Why is your vehicle being recalled?

Our records indicate that your vehicle may have the recalled tri-fold tonneau cover. 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.

### What will we do?

Your GM dealer will install improved attachments that will resist loosening while driving. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately one hour.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Before driving with the tonneau cover on, you should make sure it’s secure. To do this, check the thumb screws located on the tonneau cover’s clamps. The thumb screw on each clamp should be tight and the clamp should be seated in a notch on the rail of the truck bed (check both sides). Also, make sure the tonneau cover remains closed when the vehicle is driven. If you are concerned that the tonneau cover may become loose, remove and store it until you are able to take it to the dealer for repair.

**Do you have questions?**

If you have 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
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 19E031.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

<Combs\_closing>

GM Recall: N192217500