

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5167
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 3, 2019

Subject: Stop Delivery Order for Upcoming Safety Recall N192261860

Models: Soft-trifold tonneau covers (Part Numbers 84060332, 84060331, 84060330, 84060329, 84625349, 84625350, 84625347, 84625352) sold as accessories for 2019 - 2020 Chevrolet Silverado 1500 Series LD (including New Model) 2019 - 2020 GMC Sierra 1500 Series LD (including New Model)

To: All General Motors Dealers

Stop Part Install/Sell/Delivery Order

Effective immediately, stop delivery of certain soft tri-fold tonneau covers sold as accessories in new or used vehicle inventory of 2019 – 2020 model-year Chevrolet Silverado and GMC Sierra 1500 series light duty trucks. 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** previous part numbers 84060332, 84060331, 84060330, 84060329 and current part numbers 84625349, 84625350, 84625347, 84625352 (quarantine and hold all of these tri-fold tonneau covers in inventory). The GM recall number is N192261860.

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.

If not correctly installed according to the instructions provided with the vehicle in an owner's manual insert, the tonneau cover may become loose and could detach from the pickup bed while driving. 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 instructions and additional labeling on the tonneau cover to facilitate proper installation. Owners will also be provided a tether kit to retain the cover if it should be improperly installed. In addition, an online video instruction will be available to further clarify proper installation.

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 has been 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.

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 October 3, 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 with the supplier to obtain the required parts as quickly as possible. When sufficient quantity of parts is available, the recall bulletin will be released, and dealers can begin repairing vehicles.

END OF MESSAGE
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