

Frequently Asked Questions (FAQs) for Safety Recall N192261860 Soft Tonneau Cover Retention

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

Q1) Which vehicles are involved?

A1) 2019 - 2020 model-year Chevrolet Silverado and GMC Sierra 1500 series (LD) trucks equipped with soft tri-fold tonneau covers sold as accessories/aftermarket parts.

Q2) What is the issue or condition?

A2) 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.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) None.

Q4) What is the remedy/repair?

A4) 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.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If the tonneau cover detaches from a moving vehicle and falls into a roadway, it may increase the risk of a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the remedy/repair is available now, please see the attached bulletin for details.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) Customers can remove and store the tonneau cover until the final repair is available to dealers.

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.