

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5444
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 24, 2020

Subject: N192285071 – Customer Satisfaction Program
Tonneau Cover Retention

Models: Hard tri-fold tonneau covers (Part Numbers 84060327, 84060328 and current part numbers 84679033, 84679034) sold as accessories for:
2019 Chevrolet Silverado 1500 Series LD (New Model)
2020 Chevrolet Silverado 1500 Series LD
2019 GMC Sierra 1500 Series LD (New Model)
2020 GMC Sierra 1500 Series LD

To: All General Motors Dealers

General Motors is releasing Safety Recall N192285071 today. The total number of U.S. vehicles involved is approximately 1,478. Please see the attached bulletin for details.

Dealers were notified of this stop part install/sell/delivery order for the subject tonneau covers on April 16, 2020 under equipment safety recall N192285070. The equipment safety recall involves hard tri-fold tonneau covers sold as a dealer-installed option and sold over-the-counter as a dealer accessory for 1500 series LD vehicles.

This Customer Satisfaction Program is for new vehicle owners who took delivery of the subject trucks without the hard tri-fold tonneau cover installed (sold with “Notice to Customer” disclosure form). Follow the inspection procedure outlined below for the presence of updated retention components or, if previously retained by dealer, install attachment kit per service procedure below.

Customer Letter Mailing

The customer letter mailing will begin in early July 2020.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 25, 2020 or sooner. A list of involved vehicles that have been identified in this Customer Satisfaction is still being determined. 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. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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