

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5443
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 24, 2020

Subject: N192285070 - Safety Recall
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 N192285070 today. The total number of U.S. vehicles involved is approximately 12,777. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery April 16, 2020. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Vehicles delivered and closed with a notice to customer disclosure under labor code 9104674, will be contacted under Customer Satisfaction Program, N192285071.

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.

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 Safety Recall 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. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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