

## **Frequently Asked Questions (FAQs) for Equipment Safety Recall N222359640 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)** Certain tri-fold tonneau covers that may have been sold as over-the-counter accessories for 2019 – 2022 model year Chevrolet Silverado and GMC Sierra trucks.

**Q2) What is the issue or condition?**

**A2)** The tonneau cover may become loose and could detach from the pickup bed while driving. This is an expansion of NHTSA Equipment Recalls 19E066 (N192261860) and 20E024 (N192265070). The hard tri-fold tonneau cover's attachment system may not sufficiently secure the tonneau cover to the truck bed rails if the attachment system is damaged or improperly installed. The soft tri-fold may become loose and detach from the vehicle if not correctly installed according to the instructions provided with the vehicle in an owner's manual insert.

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

**A3)** If the tonneau cover is improperly installed, owners may notice noise coming from the cover, damage to cover attachments, or cover movement against the truck's bed rails.

**Q4) What is the remedy/repair?**

**A4)** Dealers will inspect the tonneau cover on the vehicle. If the tonneau is the recalled hard tri-fold tonneau, the dealer will replace the tonneau rails and clamps, and add a tether to prevent the tonneau from detaching onto the roadway even if improperly installed. If the tonneau is the recalled soft tri-fold tonneau, the dealer will provide the owner with improved instructions and additional labeling on the tonneau cover to facilitate proper installation, and a tether kit to retain the cover if it should be improperly installed.

**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, please see the attached bulletin for details.

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

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**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/>.

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**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.