



# Service Bulletin

Bulletin No.: 21-NA-110

Date: March, 2023

## INFORMATION

**Subject: Information on GM Accessories - Instructions on Claim Submission on Dealer-Replaced Tonneau Covers During Warranty Period**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500 (New Model)	2019	2019			All	All
	Silverado 1500	2020	2021				
	Silverado 2500HD/3500HD						
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 1500	2020	2021				
	Sierra 2500HD/3500HD						

<b>Involved Region or Country</b>	North America, Canada, IPC Middle East, Israel, Palestine, Chile, Paraguay, Uruguay, Thailand, Australia and New Zealand.
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### Information

**Note:** This bulletin pertains only to vehicles that had an original Genuine GM tonneau cover installed.

For OEM Tonneau cover replacement under warranty, GM P/N's are being discontinued (see chart below). As these GM part numbers sell down, GM will be replacing these part numbers with IBP\* part numbers, both for new sales and for warranty replacements. For a cross-reference of these parts lists, see the Parts Information table below. However, using these part numbers will cause errors in claim submissions to GWM. Please reference instructions below for claim support.

**Note:** For fading/discolored of VOZ, GM Accessory Tonneau covers, refer to Bulletin 20-NA-141 for proper/validated service repairs. Replacing these tonneau covers is not the proper repair for fading/discoloration and could be subject to chargeback or debit.

#### For Genuine GM Accessory Part (LPO\*) Originally Installed during PDI

For vehicles with RPO 63B/VOZ on the build, please submit your warranty claim using labor code 0522230 and the corresponding IBP part # (see below). This will result in an "51 Service Agent is not allowed to submit part product line 32" error, which will need to be authorized by the Warranty Support Center.

#### For Genuine GM Accessory Part Purchased as an ACO\* (over the counter)

For vehicles with add on option #92 or #93 in the "Added Option Codes" in IVH – verify that the original install was the Genuine GM part numbers (see below). If so, submit claim the same way as an LPO.

If not listed as LPO or as an Added Option in IVH, dealer will have to review install RO or receive receipt information from customer.

#### If original install was IBP part

Contact the IBP supplier for warranty coverage. Dealership labor for processing warranty repairs approved by the accessory manufacturer may be claimed through GWM. Refer to bulletin # 22-NA-244.

\*LPO – Limited Production Option, Ordered with the vehicle, not an over the counter sale.

\*ACO – Accessory Catalog Offering, Over the counter sale.

\*IBP – Integrated Business Partner

## Parts Information

RPO	GM ACCESSORY TONNEAU	IBP REPLACEMENT
63B	84815929 84815930	19416976
63B	84815931 84815932	19416977
63B	84815933 84815934	19418643
63B	84791288	19421162
VOZ	84791287	19433570
VOZ	84786353	19433568
VOZ	84786354	19433566
VOZ	84786355	19433569

## Warranty Information

For vehicles repaired under applicable warranty, use:

Labor Operation	Description	Labor Time
0522230	Pickup Box Tonneau Cover Replacement	Use Published Labor Operation Time

Version	2
Modified	Released May 06, 2021 Revised March 07, 2023 — Updated Part numbers and added Note.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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