

December 2011

Dear General Motors Customer:

The manufacturer of the carpeted floor mats for your new 2011-2012 model year Chevrolet Captiva; 2012 model year Buick Enclave; Cadillac CTS; Chevrolet Cruze, Equinox, Impala, Traverse, Volt; GMC Acadia or Terrain vehicle is located in Pennsylvania, an area impacted by recent extreme rainfall and subsequent flooding. Due to this natural disaster, the floor mat manufacturer was not able to maintain production and, as a result, your vehicle may have been delivered to you without carpeted floor mats. If the carpeted floor mats have already been installed in your vehicle, please disregard this letter.

What We Will Do: Our supplier is back up and running and, if you have not already had the carpeted floor mats installed, your GM dealer is now able to install them. This service will be performed for you at **no charge**. If your dealer provided you with all-weather floor mats until the carpeted floor mats were available, they are yours to keep. You do not need to return them to your dealer; however, install only one set of the floor mats, either carpeted or all-weather. **DO NOT STACK ONE FLOOR MAT OVER ANOTHER.** In addition, if a floor mat is the wrong size, not properly installed, or stacked, it can interfere with the pedals. Interference with the pedals can cause unintended acceleration and/or increased stopping distance, which can cause a crash and injury. Make sure the floor mat does not interfere with the pedals and is securely attached to the retainer on the carpet, if equipped.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment to have your carpeted floor mats installed. By scheduling an appointment, your dealer can ensure that the floor mats will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Jim Moloney
General Director,
Customer and Relationship Services

ADI Fax Number

(Reproduce this form for dealer usage)

Customer Satisfaction Program - Replacement Floor Mat Request Form for Sold Vehicles Only**Request Log:****Date:**

Request Faxed To ADI	
Rec'd product From ADI	
Customer Contacted	
Floor Mats Installed	

As a result of this vehicle sale and delivery, we are requesting a set of carpeted floor mats. If carpeted floor mats are not available due to the recent flooding on the East Coast, we will be provided with a set of all-weather floor mats (if available) for installation until carpeted floor mats become available (not applicable for vehicles with all-weather floor mats as an LPO). These all-weather Mats will be provided to our dealership and the retail customer at no charge.

We understand that as the original carpeted floor mats become available, they will be provided to our dealership at no charge as originally intended to fulfill the missing content for our customer.

Vehicle Delivery Date:

VIN:

Vehicle Model

Selling Dealer BAC:

Dealership Name:

Dealership Address

City, State

Zip

Dealer Contact Name:

Dealer Contact Number

Dealer Auth. Signature

Dealership customer follow up information for delivery of mat.

Customer Name

Customer E-mail

Customer Ph. Number

Request Rules and Requirements:

- Vehicle must be sold for the dealership to be eligible to make this request. Carpeted floor mats for vehicles in dealer inventory will be automatically provided when mats become available - no request is necessary.
- Vehicle must be involved in this Customer Satisfaction Program offer and shipped short of carpeted floor mats.
- Vehicle can not already have all-weather floor mat protection provided by an LPO or base vehicle content.
- This request form must be retained in the vehicle sales jacket for future audit requirements.
- Dealer claims for all-weather mats for unsold vehicles will be subject to audit and chargeback.