



# Service Bulletin

File in Section: -

Bulletin No.: PI0871

Date: December, 2012

## PRELIMINARY INFORMATION

**Subject:** All Weather Floor Mat Retainer Broken or Will Not Fully Seat on Carpet Side Retainer

**Models:** 2013 Buick LaCrosse  
Built On or After November 27, 2012

### Condition/Concern

Some customers may comment on a broken floor mat retainer or the floor mat is difficult to fully seat onto the carpet side retainer. Beginning 11/27/12, vehicles are being produced with ITW V2.0 carpet side retainers. Floor mats containing ITW 1.0 retainers will not fully seat on the carpet side retainer and therefore, the mat side retainer may break.

### Recommendation/Instructions

If installing accessory mats in vehicles built on/after 11/27/12, before the mats contain ITW V2.0 retainers. ITW V2.0 retainers can be identified by a "V2.0" embossed on the back side of the floor mat retainer. If necessary, replace the floor mat retainers using the following instructions:

1. Align the upper piece of the mat retainer to the center of the retainer hole. Turn the mat over while maintaining the center position of the retainer.
2. Install the lower piece of the mat retainer onto the mat, aligning it with the upper retainer. Push down hard to engage several retention rings.
3. Using a rubber mallet, lightly tap on the retainer to engage the remaining retention rings.
4. Install the floor mat to the vehicle.

### Parts Information

| Part Number | Description                    | Qty       |
|-------------|--------------------------------|-----------|
| 22867502    | Floor Mat Retainer Kit (Black) | 2 Per Mat |

### Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description                    | Labor Time |
|-----------------|--------------------------------|------------|
| Z2408*          | Floor Mat Retainer Replacement | 0.2 hr     |

\*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.