

June 2013

Dear General Motors Customer:

Congratulations on the purchase of your new 2014 model year Chevrolet Silverado or GMC Sierra truck!

Due to a shortage of rubber floor mats at the time that you purchased your new vehicle, your dealer provided you with a set of carpeted floor mats to protect your carpet. This letter is to inform you that your rubber mats are now available.

To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment to have the floor mats installed at **no charge**. By scheduling an appointment, your dealer can ensure that your mats will be available on your scheduled appointment date.

Since you will now have two sets of floor mats, we want to remind you that only one set of floor mats should be installed. Installing more than one set of floor mats can interfere with the pedals. Below are the guidelines for proper floor mat usage:

- The original equipment floor mats were designed for your vehicle. If the floor mats need replacing, it is recommended that GM certified floor mats be purchased. Non-GM floor mats may not fit properly and may interfere with the pedals. Always check that the floor mats do not interfere with the pedals.
- Use the floor mat with the correct side up. Do not turn it over.
- Do not place anything on top of the driver side floor mats.
- Use only a single floor mat on the driver side.
- Do not place one floor mat on top of another.

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)
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 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

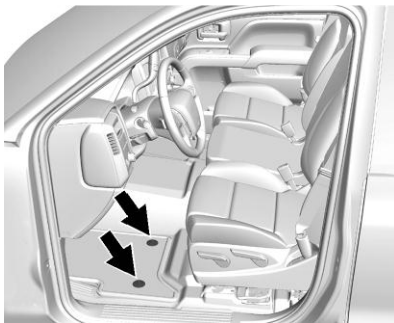
Use of Floor Mats

Warning: *If a floor mat is the wrong size or is not properly installed, 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.*

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- Use the floor mat with the correct side up. Do not turn it over.
- Do not place anything on top of the driver side floor mat.
- Use only a single floor mat on the driver side.
- Do not place one floor mat on top of another.

Removing and Replacing the Floor Mats



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Pull up on the rear of the floor mat to unlock each retainer and remove.

Reinstall by lining up the floor mat retainer openings over the carpet retainers and snapping into position.

Make sure the floor mat is properly secured in place.

Verify that the floor mat does not interfere with the pedals.