

GM CUSTOMER CARE AND AFTERSALES  
DCS2981  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 10, 2013

Subject: 13167A – Customer Satisfaction Program – Missing Floor Mats –  
Floor Mat Order Information

Models: 2014 Chevrolet Silverado and GMC Sierra Equipped with Rubber  
Floor Mats (B32)

To: All Chevrolet and GMC Dealers

Attention: Service Manager, Parts Manager, and New Vehicle Sales Manager

Per Bulletin 13167A, carpeted floor mats are no longer being pre-shipped to dealers. Rubber mats are now being preshipped (up to 20% of your impacted VIN's).

It is recommended that carpeted mats be retained for use in the event that a sufficient supply of rubber mats is not available at the time of vehicle delivery. If you feel it is necessary to return the carpeted mat set, utilize the MR Code 8 - Shipped in Error.

As you deplete your inventory of rubber mats, please order more to accommodate the balance of your vehicles. To aid you in determining your need by color, the VIN list attached to this message provides the interior color for each vehicle. The second tab contains the number of rubber mats, by color, pre-shipped to each BAC.

END OF MESSAGE  
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