



# Service Bulletin

File in Section: -

Bulletin No.: PI0595

Date: October, 2011

## PRELIMINARY INFORMATION

**Subject:** Information on Floor Mat Retainer Orientation

**Models:** 2011-2012 Buick Enclave  
2011-2012 Chevrolet Traverse  
2011-2012 GMC Acadia

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

A technician or customer may comment that the floor mat(s) will not properly install, or engage with, the carpet side mat retainer. This condition could occur at any of the front or second row floor mat locations.



## Recommendation/Instructions



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The opening on the floor mat is oriented for the carpet side quarter turn retainer to be in cross-car position when the mat is installed in the vehicle. Proper engagement of the floor mat is achieved when the retainer knob is rotated a quarter turn to the fore/aft position. If the orientation of the mat/retainer is not allowing proper engagement, the orientation of the carpet side retainer must be corrected.



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**Note:** In some cases, pliers, or a suitable tool, may be needed to achieve rotation of the retainer.

Verify the location(s) of the condition, and manually reorientate the carpet side retainer to match the positioning described above by grabbing the knob and rotating the complete retainer assembly within the carpet. Once matching orientation is achieved, the mat can be properly installed and engaged.