



Service Bulletin


Bulletin No.: 19-NA-055

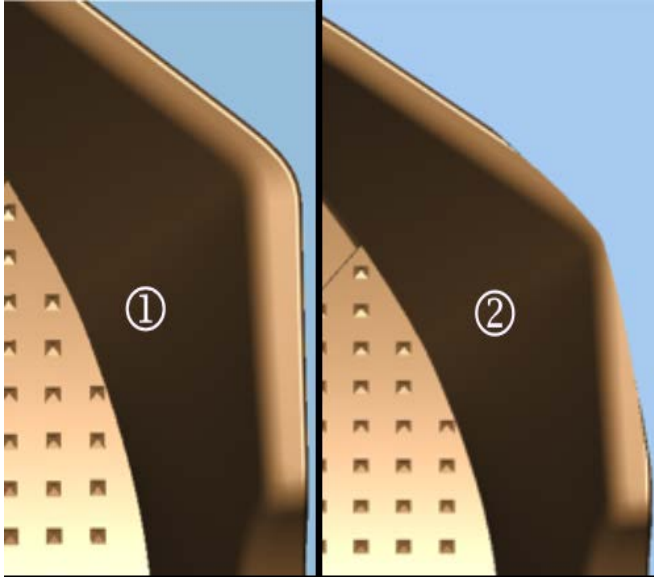
Date: October, 2019

TECHNICAL

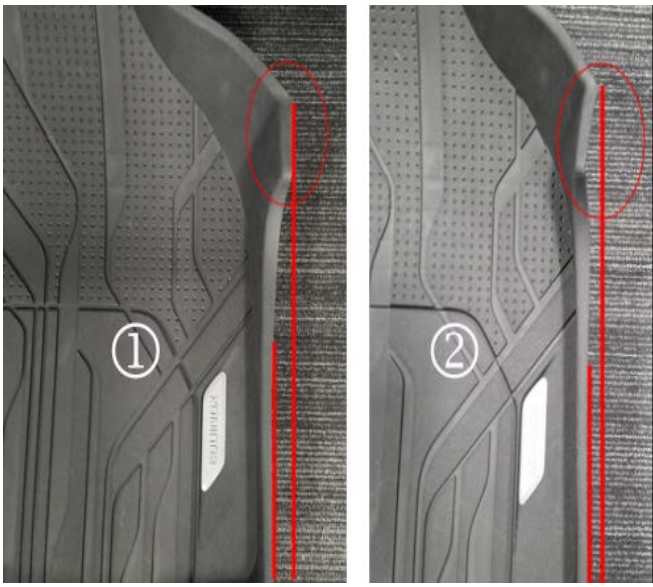
Subject: Accessory Front Floor Liner Warped, Bent Inward

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze Gen II (VIN B)	2018	2019			All	All
	Cruze Gen II (VIN B)	2020	2020				
	Equinox	2018	2020				
GMC	Terrain	2018	2020				

Involved Region or Country	North America, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, GM Korea Co., China, Taiwan, Australia, New Zealand, Egypt and Other Africa.
Additional Options (RPOs)	
Condition	 <p style="text-align: right;">5280096</p> <p>Customer may comment on one, or both, front floor liners that being warped or bent inward.</p>
Cause	The cause of the condition may be a wire harness behind the garnish trim which pushes the trim inboard, creating a gap to the floor liner.

<p>Correction</p>	 <p>Note: The graphic above show examples of before (1) and after (2) the repair. Verify the condition, and cut away small portions of material at the outboard corner of the floor liner, following the steps in the Service Procedure below.</p> <p style="text-align: right;">5280097</p>
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Service Procedure

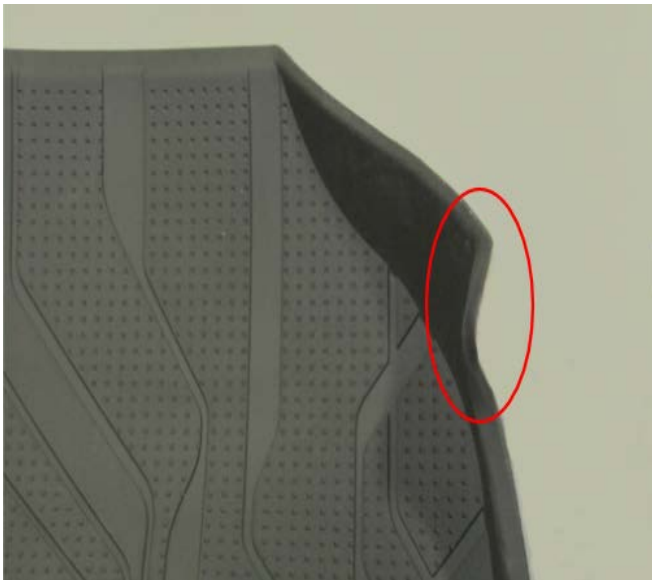


Note: Examples of a good (1) and bad (2) floor liner are shown in the graphic above.

First inspect the affected floor liner(s) to verify if it is a candidate for the trimming repair. Remove the floor liner(s) from the vehicle and lay flat on a clean surface:



- If the outboard corner, shown circled above, returns to normal shape, the liner can be trimmed. Proceed ahead to the repair procedure below.



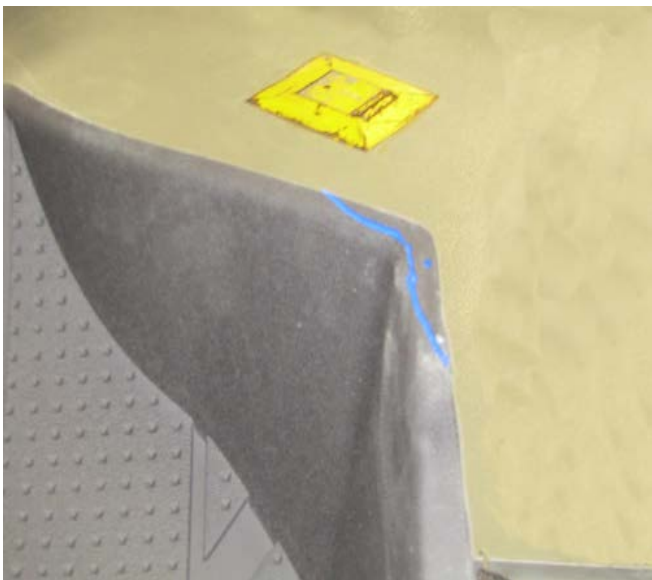
5280118



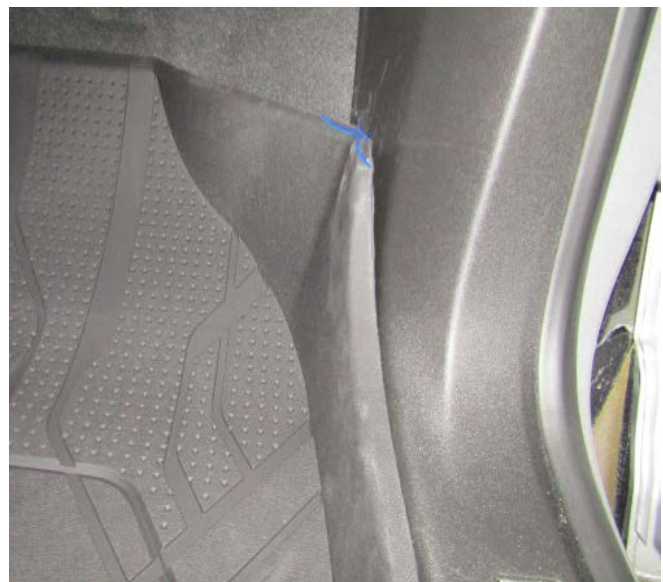
5280130

- If the outboard corner, remains warped or has taken a set, the trimming repair will not improve the condition and it would be necessary to replace the floor liner.

2. Working closer to the corner, remove a small amount of the liner material.



5280124



5280137

1. With temporary marker, draw a boundary across the corner of the liner as shown above. This would be worst case scenario for the amount of material to be removed.

3. Reinstall the liner to vehicle, and verify if mis-fit condition has been eliminated:
 - If the liner is now fitting properly, no further repairs are necessary.
 - If the liner is still showing a gap, remove it from vehicle and trim another small amount of material from the corner.



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4. Repeat the test fit and additional trimming as necessary, until the proper gap is attained.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
0580408*	Trim Driver or Passenger Side Front Floor Liner	0.2 hr
Add:	Trim Front Floor Liners on Both Sides	0.1 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	Released March 19, 2019 Revised October 08, 2019 – Added 2020 Model Year

