



Service Bulletin


Bulletin No.: 19-NA-055

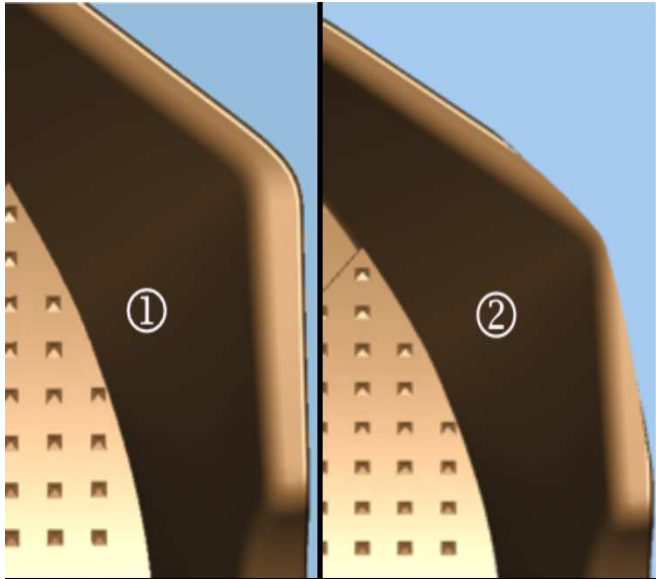
Date: November, 2020

TECHNICAL

Subject: Accessory Front Floor Liner Warped, Bent Inward

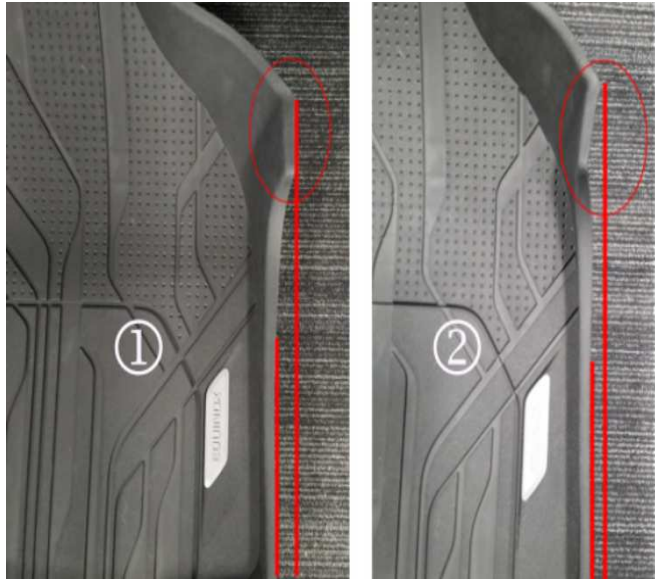
| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|---|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Cruze Gen II (VIN B) | 2018 | 2019 | | | All | All |
| | Cruze Gen II (VIN B) (China, Argentina, Brazil, Paraguay and Uruguay Only) | 2020 | 2020 | | | | |
| | Equinox | 2018 | 2021 | | | | |
| GMC | Terrain | 2018 | 2021 | | | | |

| | |
|-----------------------------------|--|
| 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> |
|-------------------|---|

5280097

Service Procedure



5280101

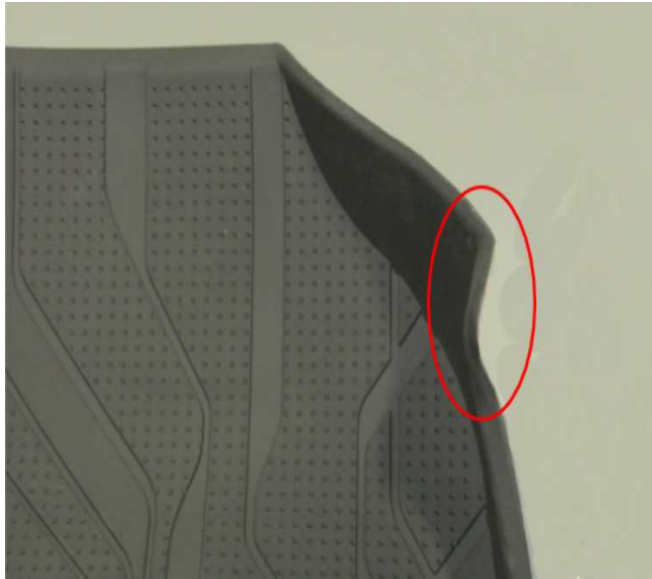
Note: Examples of a good (1) and bad (2) floor liner are shown in the graphic above.

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:



5280111

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



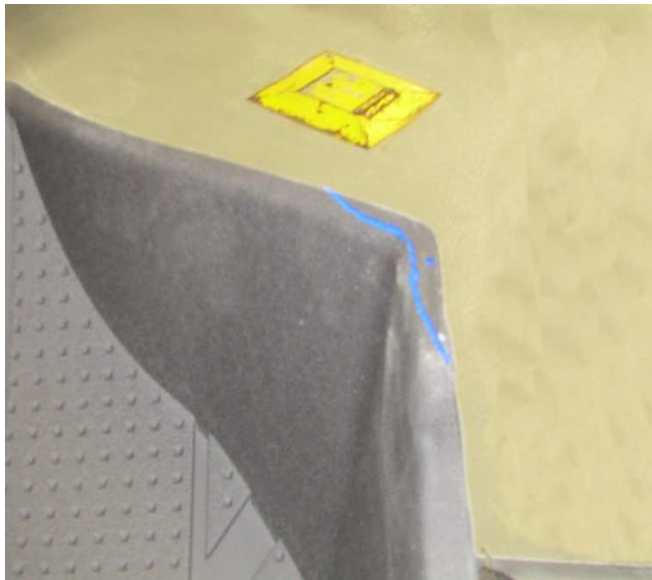
5280118



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

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.



5280137

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.



5280141

4. Repeat the test fit and additional trimming as necessary, until the proper gap it 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 | 3 |
| Modified | Released March 19, 2019 Revised October 08, 2019 – Added 2020 Model Year Revised November 02, 2020 – Added 2021 Model Year to Equinox and Terrain and added the Export designations for the 2020 Cruze. |

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION