



# Service Bulletin


Bulletin No.: 21-NA-026

Date: February, 2021

## INFORMATION

**Subject:** Information on Accessory All-Weather Floor Liners and Flat Mats Warped or Misshapen

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks	2021 and Prior		—	—	All	All
Cadillac							
Chevrolet							
GMC							

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	Equipped with any of the following all-weather liners and all-weather flat mats, including RPOs: RIA, AAK, RIB, VAV, VKN or VLI
<b>Condition</b>	 <p>5721505</p> <p><b>Note:</b> An example of a warped part is shown in the graphic above.</p> <p>Dealership personnel/customers may comment that the accessory all-weather floor liners/flat mats appear to be warped and do not fit the vehicle as intended.</p>
<b>Cause</b>	The cause of the warped part(s) is the result of the packaging and the shipping process. Excess handling and extreme conditions may result in shipping in the packaging, resulting in deformed parts.
<b>Correction</b>	<p>Attempt to reshape the all-weather floor liner/flat mats following the steps in the Service Procedure below.</p> <p>In cases where the part reshaping is not successful, re-order and return the warped parts to ADI (U.S.). In Canada, submit a claim through Parts Workbench and return as "New Defective (Impedes normal function)."</p>

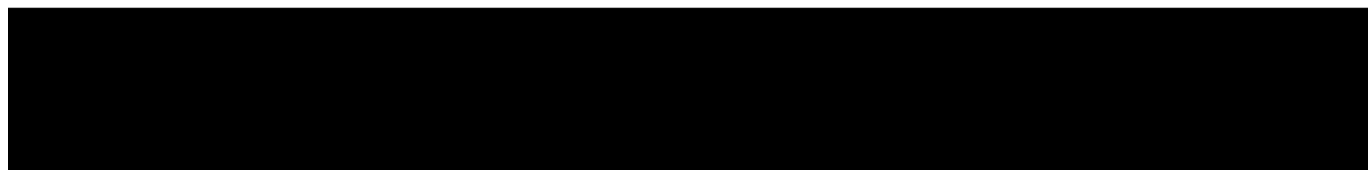
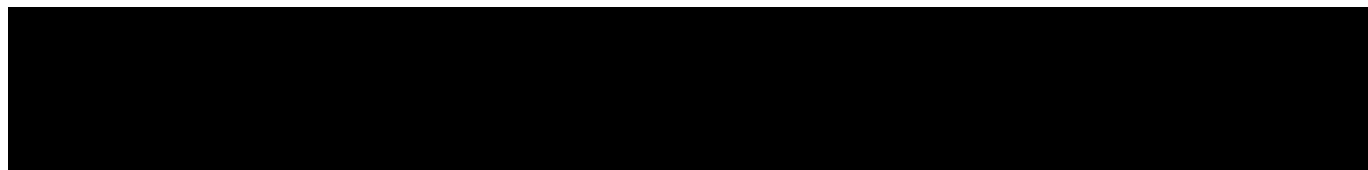
## Service Procedure

1. Remove the affected all-weather floor liner/flat mat(s) from the vehicle.



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2. Roll the warped edge in the opposite direction, towards the gapped area, and hold it in that position for approximately 10 seconds.
3. Unroll and position the mat(s) in the vehicle, to re-evaluate the fit again.



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- If the mat(s) have an acceptable fit to the vehicle, return the vehicle to the customer.
- If the mat(s) still display an unacceptable gap, it will be necessary to replace the part(s).

## Parts Information

In cases in which the reshaping does not solve the issue, use the VIN and refer to the GM Electronic Parts Catalog (EPC) to determine the proper all weather liner/flat mat(s) part(s) to order.

## 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
0588608*	Reshape Accessory All Weather Floor Liner/ Flat Mats	0.2 hr
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released January 29, 2021

