

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5680  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 11, 2021

Subject: N202325360 – Customer Satisfaction Program  
All Weather Floor Mat Not Delivered with Vehicle

Models: 2021 Buick Enclave  
2021 Chevrolet Traverse.

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N202325360 today. The total number of U.S. vehicles involved is approximately 897. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on February 25, 2021.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated February 12, 2021 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N202325360 All Weather Floor Mat Not Delivered with Vehicle



Release Date: February 2021

Revision: 00

**Attention:** All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2021	2021		
Chevrolet	Traverse				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2021 model year Buick Enclave and Chevrolet Traverse vehicles were delivered without floor mats.
<b>Correction</b>	Dealers will install standard floor mats.

### Parts

Quantity	Part Name	Part No.
1	MAT PKG, FLR AUX Enclave Avenir Captain– Black	84285423
1	MAT PKG, FLR AUX Traverse (Bucket-ABE) Captain – Black	84332395
1	MAT PKG, FLR AUX Traverse (Bucket-ABE) Captain – Dark Atmosphere	84332396
1	MAT PKG, FLR AUX Traverse (Bench-ABC) Bench - Black	84332398
1	MAT PKG, FLR AUX Enclave Captain - Black	84332401
1	MAT PKG, FLR AUX Traverse High Country Captain – Black	84501543

**Note:** Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which color mat package to order.

It is estimated that there are only 379 involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105565	Install Floor Mats	0.1	ZFAT	N/A

### Service Procedure

1. Install vehicle floor mats.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this

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bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

# Customer Satisfaction Program

N202325360 All Weather Floor Mat Not Delivered with Vehicle



February 2021

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2021 model year Buick Enclave or Chevrolet Traverse may have been delivered without floor mats.

Your satisfaction with your Enclave or Traverse is very important to us, so we are announcing a program to fix this condition.

**What We Will Do:** Your GM dealer will install your floor mats. This service will be performed for you at **no charge**.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N202325360