

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6091  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 21, 2022

Subject: N222360940 - Customer Satisfaction Program  
Rear All-Weather Floor Liners Not Included

Models: 2022 GMC Terrain

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N222360940 today. The total number of U.S. vehicles involved is 22. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on April 4, 2022.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 21, 2022. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

# Customer Satisfaction Program

## N222360940 Rear All-Weather Floor Liner Not Included



Release Date: March 2022

Revision: 00

**Attention:** This program is in effect until April 30, 2024.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Terrain	2022	2022		

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>	On some 2022 model year GMC Terrain vehicles with LPO AAK (Premium All-Weather Floor Liners), the purchased rear floor liner was not included in the vehicle.
<b>Correction</b>	Dealers are to ask the customer if they want the rear all-weather floor liner installed in the rear seat location, taking the place of any existing mats, or placed in the rear cargo compartment for future use. If the rear all-weather floor liner takes the place of any existing mats, the existing mats will be placed in the rear cargo compartment.

### Parts

Quantity	Part Name	Part No.
1	MAT PKG-R/FLR *BLACK	84728061

It is estimated that there are only 22 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
9106200	Install All-Weather Floor Liner (Rear Seat Position)	0.1	ZFAT	N/A

### Service Procedure

1. Ask the customer whether they would like the rear all-weather floor liner installed.
2. If the customer wants the rear seat all-weather floor liner installed, advise the customer that any existing rear seat floor mats will be removed and placed in the rear cargo compartment. Remove any existing rear seat floor mats and place them in the rear cargo compartment. Install the rear seat all-weather floor liner.
3. If the customer does not want the rear seat all-weather floor liner installed, advise the customer that it will be placed in the rear cargo compartment for their future use. Place the rear seat all-weather floor liner in the rear cargo compartment.

### 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, through April 30, 2024. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle 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 bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

# Customer Satisfaction Program

## N222360940 Rear All-Weather Floor Liner Not Included



In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through April 30, 2024, you must take the steps necessary to be sure the program correction has been made before selling or 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

## N222360940 Rear All-Weather Floor Liner Not Included



April 2022

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

Dear General Motors Customer:

We have learned that your 2022 model year GMC Terrain may not have the purchased rear all-weather floor liner included in your vehicle.

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

**What We Will Do:** Your GM dealer will ask you if you would like the rear all-weather floor liner installed in the rear seat location, taking the place of any existing mats, or placed in the rear cargo compartment for future use. If the rear all-weather floor liner takes the place of any existing mats, the existing mats will be placed in the rear cargo compartment. This service will be performed for you at **no charge until April 30, 2024**. After that, any applicable warranty will apply.

**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.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
GMC	1-800-462-8782	711 / 1-800-833-2438

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 Terrain provides you many miles of enjoyable driving.

Neelie O'Connor  
Global Executive Director  
Customer Experience Operations

N222360940