



Service Bulletin


Bulletin No.: 21-NA-026

Date: July, 2023

INFORMATION

Subject: Information on Accessory All-Weather Floor Liners and Flat Mats Warped or Mis-shapen

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	GM Passenger Cars and Light Duty Trucks	2024 and Prior		—		All	All
Cadillac							
Chevrolet							
GMC							

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with any of the following all-weather liners and all-weather flat mats, including RPOs: RIA, AAK, RIB, VAV, VKN or VLI
Condition	<div style="text-align: center;">  </div> <p style="text-align: right;">5721505</p> <p>Note: 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>
Cause	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 deformed parts.
Correction	<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

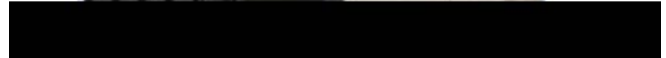
Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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



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2. If mat has rolled inward – flip mat upside down and use heat gun on the affected area (see below), being careful not to get too close to the mat material that it melts/burns but close enough to manipulate the mat to bend back straight. Once mat has straightened, leave mat to cool (approx. 5 min). Trial mat in vehicle – this may take multiple attempts to manipulate the material to get it to fit into position on the floor.



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If mat has rolled outward and no longer fits the floor space – use heat gun on the outside of the mat in the affected area, being careful not to get too close to the mat material that it melts/burns but close enough to manipulate the mat to bend back straight. Once affected area has started to straighten, immediately go to vehicle and place mat in location to help mold to floor area. This may take multiple attempts at getting it to correctly fit.

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	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Version	3
Modified	Released January 29, 2021 June 21, 2022 – Added the 2022-2023 Model Years and an Important statement. Revised July 17, 2023 – Added the 2024 Model Year, updated the Service Procedure, and increased Labor Time.

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.



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