

GENERAL MOTORS
DCS7057
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 23, 2024

Subject: N242466851- Customer Satisfaction Program
All Weather Accessory Floor Liner

Models: 2024 Buick Envision

General Motors is releasing Customer Satisfaction Program N242466851 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

Customer Satisfaction Program

N242466851 All Weather Accessory Floor Liner



Release Date: October 2024

Revision: 00

Attention: This program is in effect until November 30, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Envision	2024	2024		

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.

Condition	Certain 2024 model year Buick Envision vehicles may have missing floor liners/floor mats.
Correction	Dealers are to inspect for the All Weather Accessory Floor Liner and replace with Carpeted Floor Mats.

Parts

Quantity	Part Name	Part No.
1	MAT PKG (Base)	26505442
1	MAT PKG (Avenir)	26505444
1	MAT PKG (ST)	26506258

Parts Pre-Ship Information – For US and Canada

Important: An initial supply of PN 26505442, PN 26505444 and PN 26506258 required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week(s) of 10/21/24. Pre-shipped parts will be charged to dealer's open parts account.

Beginning the week of 10/21/24, additional parts, if required, are to be obtained from GMCC&A. Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency, parts should be ordered on a CSO = Customer Special Order. Parts may have quantity limiters in effect. Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Floor Mat package to order.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107624	Install Carpet Floor Mats (Includes Inspection)	0.2	ZFAT	N/A
9107664	Trim Driver Side All Weather Floor Liner or Discard and issue Replacement Carpet Mats (Includes inspection)	0.3	ZFAT	N/A
9107659	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9107660	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to "H" route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

*For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

**Submit \$10.00 administrative allowance in Net/Admin Allowance.

Customer Satisfaction Program

N242466851 All Weather Accessory Floor Liner



Service Procedure



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1. Inspect the vehicle for Front Driver and Front Passenger All Weather Accessory Floor Liners (pictured above).
 - a. If the vehicle has Front Driver and Front Passenger All Weather Accessory Floor Liners, proceed to Step 2.
 - b. If the vehicle does NOT have Front Driver and Front Passenger All Weather Accessory Floor Liners, Install the replacement Carpet Floor Mats. No further action will be required.
2. Consult the customer about which one of the two repair options they may receive.
 - Customer Only Option A: Remove the Front Driver Side All Weather Accessory Floor Liner from the vehicle, cut and discard per the steps below. The Customer will receive replacement Carpet Floor Mats AND can submit for reimbursement for the Driver Side Liner.
 - Customer Only Option B: Trim the Front Driver Side All Weather Accessory Floor Liner back away from the Accelerator Pedal and Around the Heel Stop on the floorboard. The Customer will also receive replacement Carpet Floor Mats AND can submit for reimbursement for the Driver Side Liner.

(Customer Only Option A) Remove Front Driver Side All Weather Floor Accessory Floor Liner from Vehicle

Note: Option A will involve destroying the Front Driver Side Accessory All Weather Floor Liner. The Customer WILL NOT Receive a replacement Floor Liner as part of this repair. They will instead, receive Replacement Carpet Floor Mats and can submit for reimbursement for the Front Driver Side All Weather Accessory Floor Liner.

Note: This procedure only applies to the Front Driver Side All Weather Accessory Floor Liner floor covering. Do not modify, destroy, or discard any other type of floor covering.

1. Remove the Front Driver Side All Weather Accessory Floor Liner.
2. Using aircraft style tin snips, or equivalent, cut the liner in half, making it unusable.
3. Dispose of the Front Driver Side All Weather Accessory Floor Liner.
4. Install the replacement Carpet Floor Mats in the vehicle.
5. Inform the customer they can submit for reimbursement of the All Weather Accessory Floor Liner.

(Customer Only Option B) Trim Front Driver Side Accessory All Weather Floor Liner Away From Accelerator Pedal

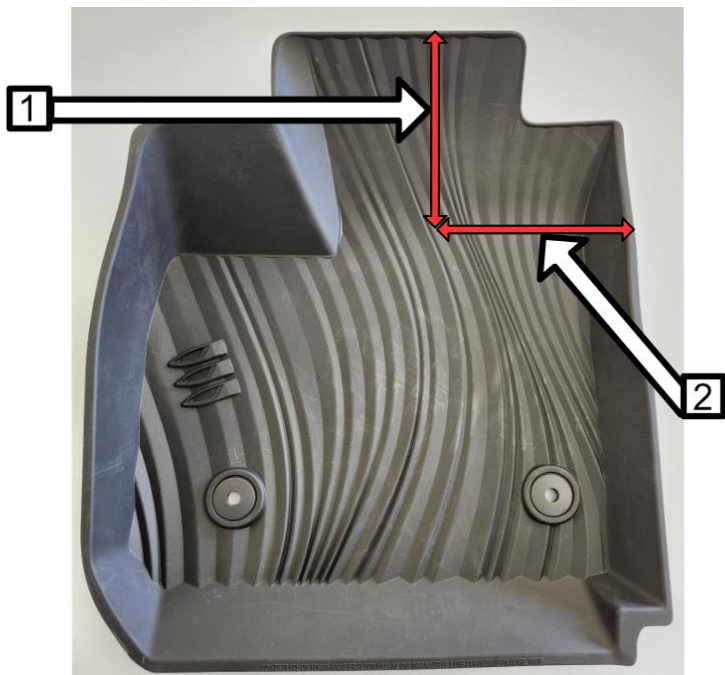
Note: Option B will involve physically altering the existing Front Driver Side Accessory All Weather Floor Liner to clear both the Accelerator Pedal AND the Heel Stop on the floorboard. The Customer WILL NOT Receive a replacement Floor Liner as part of this repair. They will instead, receive Replacement Carpet Floor Mats and can submit for reimbursement for the Front Driver Side All Weather Accessory Floor Liner.

Customer Satisfaction Program

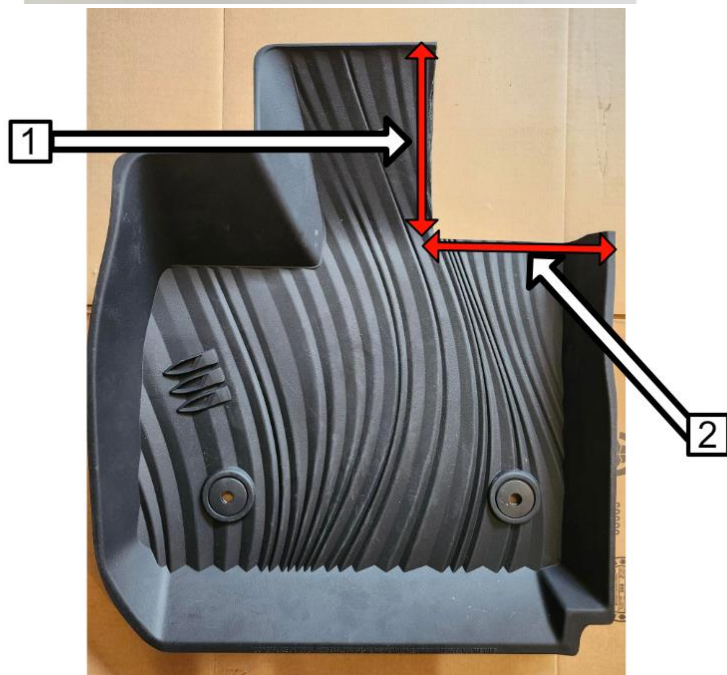
N242466851 All Weather Accessory Floor Liner



Note: This procedure only applies to the Front Driver Side All Weather Accessory Floor Liner floor covering. Do not modify, destroy, or discard any other type of floor covering.



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Important: If making markings on the floor liner is necessary, DO NOT use any permanent marking device that will remain on the floor liner.

1. Using Aircraft style tin snips or another adequate cutting tool, use the graphics above to follow the cutting area. Measure and cut Section "1" to 7.75 In (19.69 Cm) and Section "2" 7.25 inch (18.42 Cm).
2. Reinstall the modified Front Driver Side All Weather Accessory Floor Liner. Ensure the attachment features are engaged and that the floor liner clears the heel stop on the floorboard of the vehicle.

Customer Satisfaction Program

N242466851 All Weather Accessory Floor Liner



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Important: If any markings were made to the floor liner, ensure that they are fully removed before returning the vehicle to the customer.

3. Ensure the liner clears the heel stop on the floorboard. Slowly depress the Accelerator Pedal fully to ensure that there is enough clearance between the Accelerator Pedal and the Floor Liner so that the Accelerator Pedal does not catch on the liner.
 - If there is enough clearance between the Accelerator Pedal and the floor liner so that the Accelerator Pedal does not catch on the liner, proceed to step 4.
 - If there IS NOT enough clearance between the Accelerator Pedal and the floor liner so that the Accelerator Pedal catches on the liner, refer back to step 3 and trim off the remaining section of the liner until the Accelerator Pedal does not catch on the liner AND that the liner fully clears the heel stop on the floorboard.
4. Place the replacement Front Driver and Front Passenger Carpet Floor Mats inside the rear of the vehicle.
5. Inform the customer they can submit for reimbursement of the All Weather Accessory Floor Liner.

Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repaired 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 Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system 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 SHIFT Digital system, or once again be used in the Courtesy Transportation 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 the end date as noted in the Attention box. 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.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through the end date as noted in the Attention box, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Customer Satisfaction Program

N242466851 All Weather Accessory Floor Liner



Dealer Reports – For USA & Export

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.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

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

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2025. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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

N242466851 All Weather Accessory Floor Liner



This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2024 model year Buick Envision may have missing floor liners/floor mats.

Your satisfaction with your Envision is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will install driver and passenger front carpeted floor mats. This service will be performed for you at **no charge until November 30, 2026**. After that, any applicable warranty will apply.

What You Should Do: Until this field action is performed, owners should – as a precaution – remove the front-driver all-weather floor liner from the vehicle. 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. The all-weather floor liner should be brought with you to your service appointment.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2025, unless state law specifies a longer reimbursement period.

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
Buick	1-800-521-7300
Puerto Rico – English	1-866-467-9700
Puerto Rico – Español	1-866-467-9700
Virgin Islands	1-866-467-9700

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 Buick Envision provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N242466851