



Service Bulletin

Bulletin No.: 24-NA-195

Date: October, 2024

TECHNICAL

Subject: Front Floor Mat Loose / Not Retained

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Bolt EUV	2022	2023	—	—	All	All

Involved Region or Country	North America, Brazil, GM Korea Company
Condition	Some customers or technicians, upon installation of the front floor mat, may find the front floor mat is not properly retained nor will lock into floor carpet auxiliary mat retainer.
Cause	The condition may be caused by a floor carpet auxiliary mat retainer that is out of specification.
Correction	Replace the floor carpet auxiliary mat retainer, referring to the Service Procedure below.

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.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

Service Procedure

If you encounter a vehicle with the above concern, complete the following steps:

1. Remove the front side door sill garnish molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.
2. Move the floor panel carpet as needed to access the back side of the floor carpet auxiliary mat retainers. Refer to *Floor Panel Carpet Replacement* in SI.
3. Release the floor carpet auxiliary mat retainer on the backside of the floor panel carpet.
4. Remove and discard the floor carpet auxiliary mat retainer from the topside of the floor panel carpet.
5. Align the NEW floor carpet auxiliary mat retainer to the cutout on the topside in the carpet.



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6. Clip the floor carpet auxiliary mat retainer on the backside of the floor panel carpet. After reinstalling the front floor mat, check that it has been locked into place and the retention system is working. Make certain it cannot move and does not interfere with the accelerator or brake pedals.
7. Install the floor panel carpet as needed. Refer to *Floor Panel Carpet Replacement* in SI.
8. Install front side door sill garnish molding. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.

Parts Information

Causal Part	Description	Part Number	Color
X	FLR CPT AUX MAT RETAINER	11611845	Black
X	FLR CPT AUX MAT RETAINER	23438346	Ash Gray

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
1020710	Floor Carpet Auxiliary Mat Retainer Replacement	Use Published Labor Operation Time

Version	1
Modified	Released October 04, 2024