



Service Bulletin


Bulletin No.: 19-NA-055

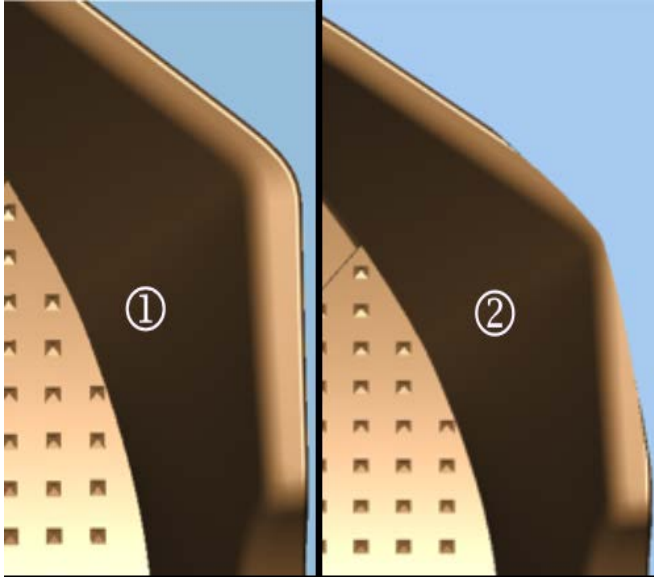
Date: March, 2019

TECHNICAL

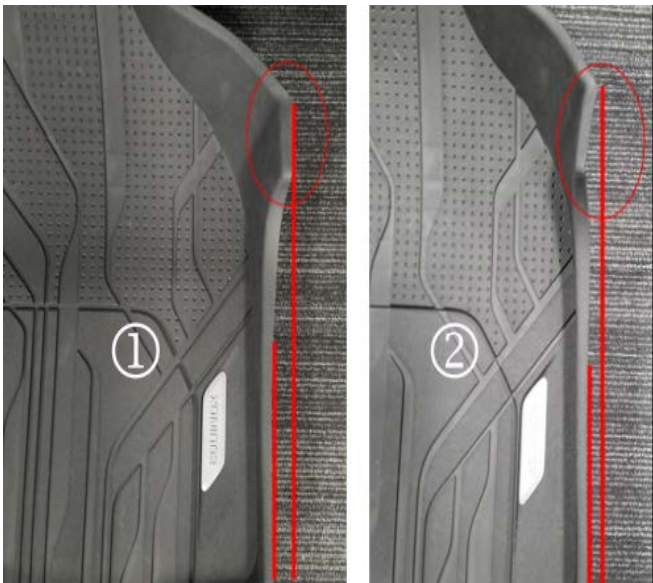
Subject: Accessory Front Floor Liner Warped, Bent Inward

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|----------------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Chevrolet | Cruze Gen II (VIN B) | 2018 | 2019 | | | All | All |
| | Equinox | 2018 | 2019 | | | | |
| GMC | Terrain | 2018 | 2019 | | | | |

| | |
|-----------------------------------|---|
| Involved Region or Country | North America, N.A. Export Regions |
| Additional Options (RPOs) | |
| Condition |  <p style="text-align: right; font-size: small;">5280096</p> <p>Customer may comment on one, or both, front floor liners that being warped or bent inward.</p> |
| Cause | The cause of the condition may be a wire harness behind the garnish trim which pushes the trim inboard, creating a gap to the floor liner. |

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|--------------------------|---|
| <p>Correction</p> |  <p>Note: The graphic above show examples of before (1) and after (2) the repair. Verify the condition, and cut away small portions of material at the outboard corner of the floor liner, following the steps in the Service Procedure below.</p> <p style="text-align: right;">5280097</p> |
|--------------------------|---|

Service Procedure

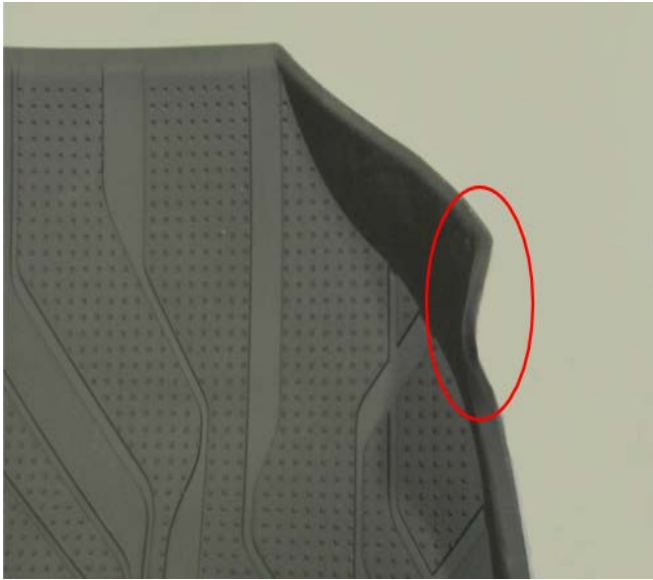


Note: Examples of a good (1) and bad (2) floor liner are shown in the graphic above.

First inspect the affected floor liner(s) to verify if it is a candidate for the trimming repair. Remove the floor liner(s) from the vehicle and lay flat on a clean surface:



- If the outboard corner, shown circled above, returns to normal shape, the liner can be trimmed. Proceed ahead to the repair procedure below.



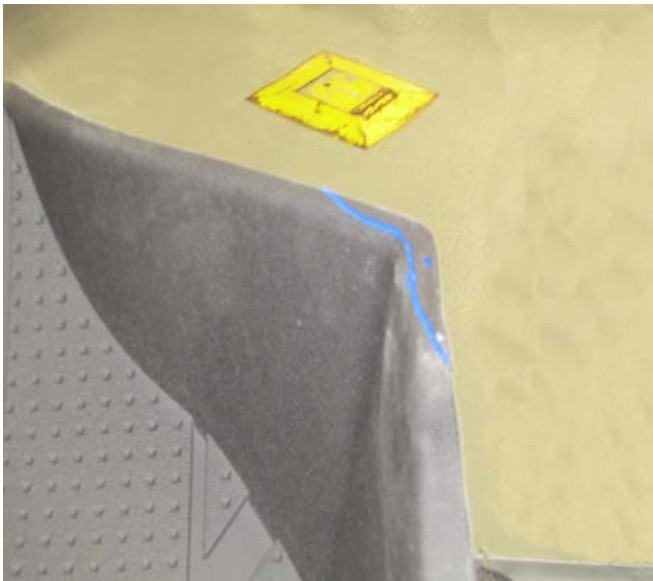
5280118



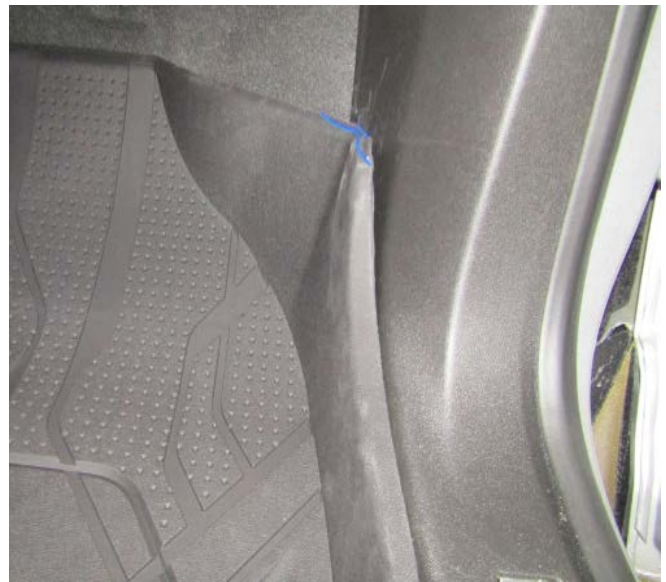
5280130

- If the outboard corner, remains warped or has taken a set, the trimming repair will not improve the condition and it would be necessary to replace the floor liner.

2. Working closer to the corner, remove a small amount of the liner material.



5280124



5280137

1. With temporary marker, draw a boundary across the corner of the liner as shown above. This would be worst case scenario for the amount of material to be removed.

3. Reinstall the liner to vehicle, and verify if mis-fit condition has been eliminated:
 - If the liner is now fitting properly, no further repairs are necessary.
 - If the liner is still showing a gap, remove it from vehicle and trim another small amount of material from the corner.



5280141

4. Repeat the test fit and additional trimming as necessary, until the proper gap is attained.

Parts Information

No parts are required for this repair.

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 |
|--|---|------------|
| 0580408* | Trim Driver or Passenger Side Front Floor Liner | 0.2 hr |
| Add: | Trim Front Floor Liners on Both Sides | 0.1 hr |
| *This is a unique Labor Operation for Bulletin use only. | | |

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| Version | 1 |
| Modified | Released March 19, 2019 |

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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