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**From:** [noreply@gm.com](mailto:noreply@gm.com) [<mailto:noreply@gm.com>]

**Sent:** Thursday, November 24, 2016 11:25 AM

**To:** Stacey Clark <[stacey.1.clark@gm.com](mailto:stacey.1.clark@gm.com)>

**Subject:** Alert - 25300 01 - Safety Recall - Revised Warranty Information Section -

\*\*\*Do not reply to this message, this mailbox is not manually monitored\*\*\*

25300 01 - Safety Recall - Revised Warranty Information Section

This content was forwarded to you from GlobalConnect by Stacey Clark

Page Image

## **25300 01 - Safety Recall - Revised Warranty Information Section**

Updated Date:Nov 24, 2016 11:25 ET

Page Content

### **FRENCH MESSAGE TO FOLLOW AS SOON AS AVAILABLE**

Date: November 24, 2016

25300 01 - Safety Recall

Subject: Revised Warranty Information Section

Canadian VIN population = 141,407

Models: 2010-2017 Chevrolet Equinox

2010-2017 GMC Terrain

To: All Chevrolet, Buick, GMC and Cadillac Dealers

Dealer Principal

Attention: Sales Manager

Service Manager

Parts Manager

Warranty Administrator

Regional Managers - Customer Care and Aftersales

cc: District Managers - Customer Care and Service Process

District Managers - Customer Care and Aftersales

Paul D'Aurelio

From: General Director


Customer Care and Aftersales

This bulletin has been updated to correct the reference to \* in the Warranty Information section.  
Please discard all copies of 25300.

END OF MESSAGE

GM CANADA COMPANY RECALL INFORMATION TEAM

[25300 01-ENGBULL.pdf](#)

Document : 

This message link is only valid through the expiry date.

Expires:Jan 23, 2017 00:00 ET

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# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



Reference Number: [REDACTED]

Release Date: November 2016  
Revision: 01

**Revision Description:** This bulletin has been updated to correct the reference to \* in the Warranty Information section. Please discard all copies of 25300.

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

2010-2015 model year Chevrolet Equinox and GMC Terrain vehicles involved in this recall were placed on stop delivery July 12, 2016. On October 24, 2016, 2016 and 2017 MY vehicles (built prior to August 11, 2016) were added to the population. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this safety recall but may be displaying the same condition.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2010	2017		Built Prior to August 11, 2016
GMC	Terrain	2010	2017		Built Prior to August 11, 2016

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>	<p>Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.</p> <p>The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.</p>
<b>Correction</b>	Dealers will replace the front wiper module with a new module with improved ball joints and a water deflector. If the wiper module has been recently replaced (within 6 months) with the improved ball joints, then only the water deflector and AIP drain repairs need to be completed. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of AIP to direct water away from the wiper transmission joints.

### Parts

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module Assembly – Windshield Wiper System	84126959
1	Deflector Assembly - Water	84244724

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



### Warranty Information

Labour Operation	Description	Labour Time	Trans. Type	Net Item
9102740	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision and Water Deflector Installation	0.5	ZFAT	N/A
9102755	Air Inlet Panel Revision and Water Deflector Installation (new wiper previously installed *)	0.6	ZFAT	N/A
9102741	Customer Reimbursement Approved	N/A	ZFAT	**
9102742	Floor Plan Reimbursement	N/A	ZFAT	***

\* Use this code if new Windshield Wiper Module Assembly was previously replaced and has been in service for less than 6 months. Repair order and service date of previous installation must be recorded on repair order and warranty transaction.

Note: To avoid having to “H” route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

\*\* Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

\*\*\* Vehicles eligible for floor plan reimbursement are to submit the amount in “Net Item” and should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (July 12, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 137 days):

Vehicle	Reimbursement Amount
2014 Chevrolet Equinox	\$ 4.42
2015 Chevrolet Equinox	\$ 4.42
2014 GMC Terrain	\$ 4.70
2015 GMC Terrain	\$ 4.71

### Service Procedure

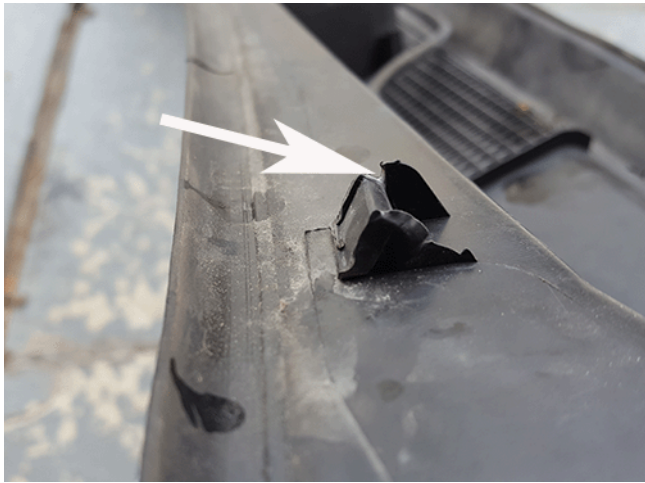


4627487

**Note:** Some interim repairs may have been completed under warranty or goodwill. With the wiper module assembly removed from the vehicle, inspect the part number tag located on the cross shaft. Determine if an interim repair was completed using PN 84126929. If so, check the vehicle repair history to determine if the repair was performed within the last 6 months. If the part has been in service for less than 6 months, this part does not have to be replaced again. Only the plug and deflector need to be installed, and add prior repair order number and date to warranty claim. If the interim repair was completed with the older part numbers (25948436 and 25942547) or if the interim repair was performed more than 6 months prior, the dealer must remove those parts and complete the entire recall using the new module assembly (PN 84126959) in addition to installing the plug and deflector.

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4625467



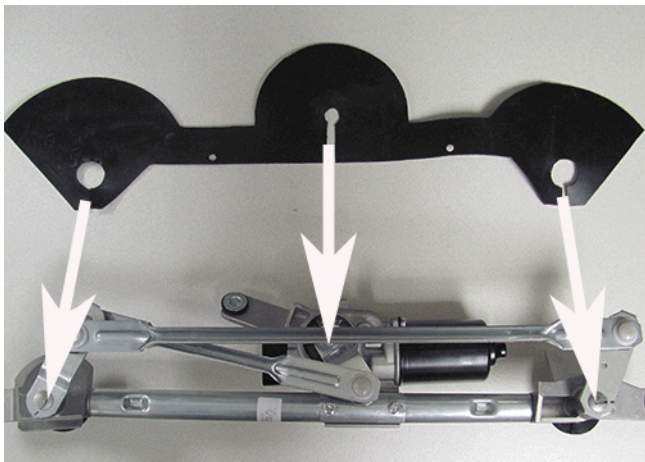
4625469

**Note:** Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

1. Remove the windshield wiper transmission assembly. Refer to *Windshield Wiper Transmission Replacement* in SI. It is not necessary to separate the wiper motor, the new assembly includes a new wiper motor.

**Note:** Some replacement wiper transmission assemblies may already have the water shield installed. If the water shield is already installed on the service part, the following 4 steps do not need to be performed.

2. Install the wiper transmission water shield.

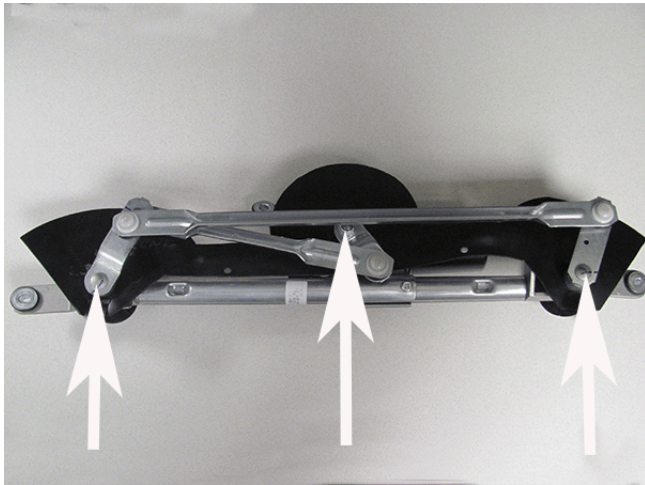


4625470

3. Slide the shield between the transmission arms and the housing.

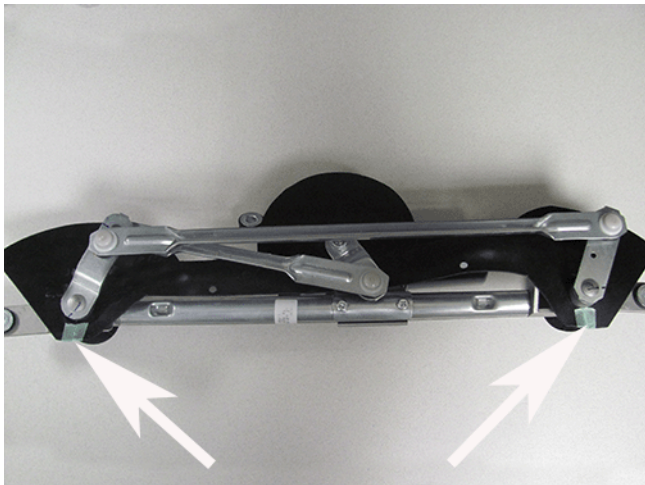
# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)

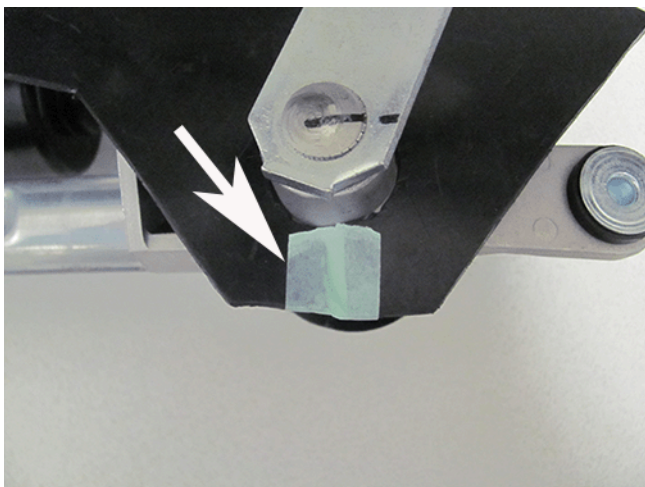


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4. Ensure the three openings are positioned around the three shafts.



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5. Apply two pieces of masking tape to the outboard shield positions as shown, this will hold the shield in the correct position while the assembly is being installed into the vehicle.

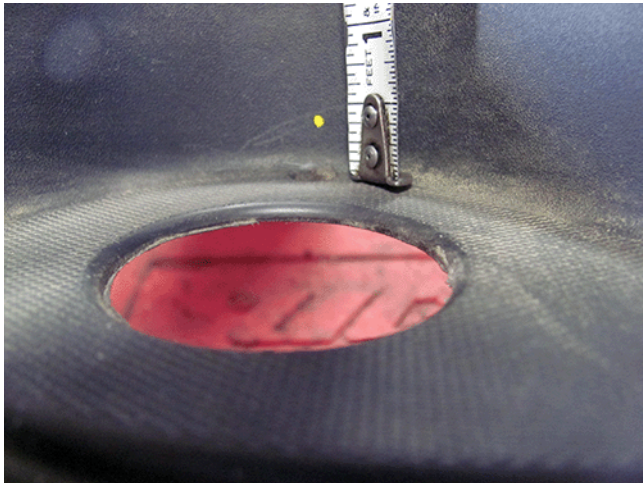
## Product Safety Recall

### 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



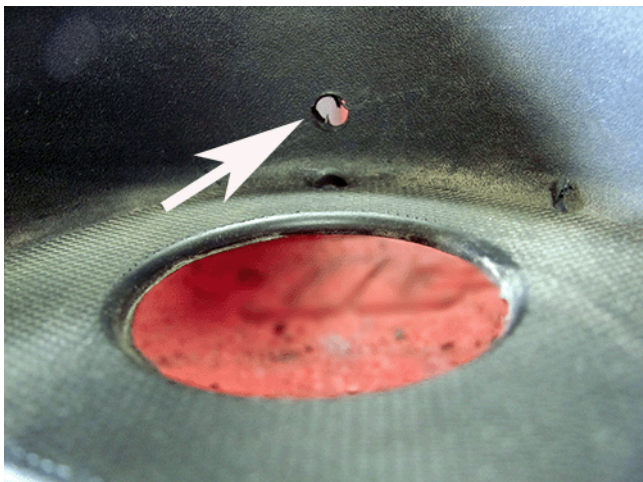
4625477

6. Locate the drain hole on the air inlet panel by the right side wiper shaft opening.
7. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.



4625481

8. Measure up 11mm (3/8 in.) from the existing drain hole.
9. Mark the drill location.



4625482

10. Drill a new 6mm (15/64 in.) drain hole.

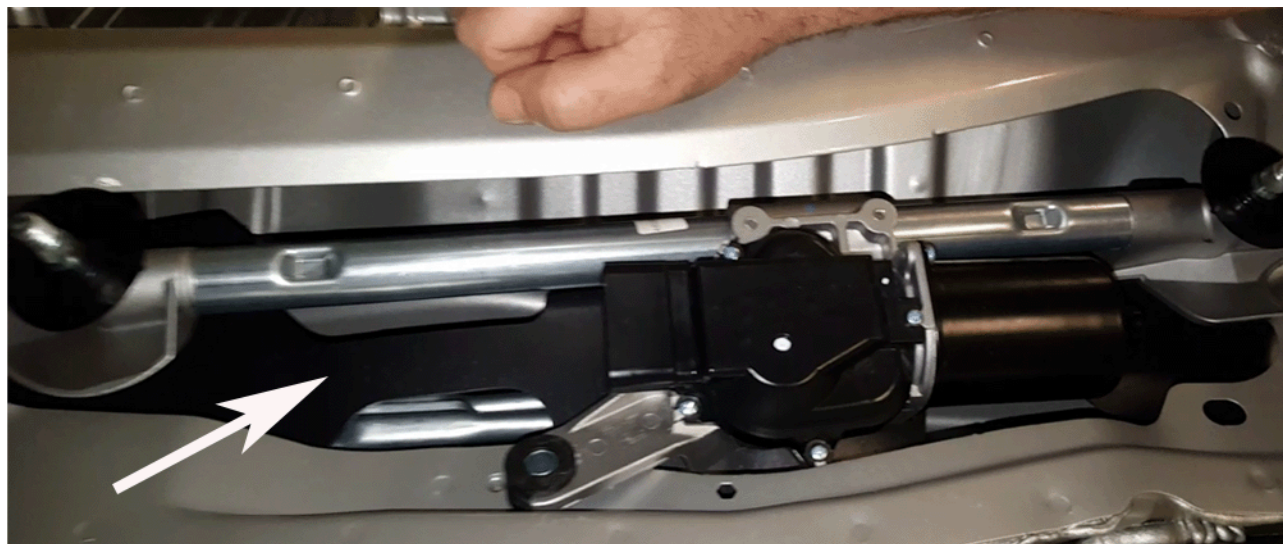
## Product Safety Recall

### 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4625488

11. Plug the original drain hole with the plug listed above.
12. Install the new windshield wiper transmission assembly. Refer to *Windshield Wiper Transmission Replacement* in SI.



4625489

13. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

#### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Courtesy Transportation

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

### 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 December 31, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

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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

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



December 2016

Your vehicle is involved in Safety Recall 25300.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall.

Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.

The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.

Your General Motors dealer will replace the front wiper module with a new module with improved ball joints and a water deflector. If you have had the module replaced within the last six months, the dealer will install the water deflector only. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of the AIP to direct water away from the wiper transmission joints. This service will be performed for you at **no charge**.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

You should contact your General Motors dealer as soon as possible to schedule an appointment for this repair. You can also check the status of any other possible recall and/or program for your vehicle at <https://recalls.gm.ca>.

You may be contacted by a dealer other than the dealer who sold or is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed.

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs now that the revised service part is available. If you have already paid for some or all of the cost to correct the condition in this recall, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with the original or clear copy of all receipts, invoices and/or repair orders verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer **by December 31, 2017**.

We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Customer Care and Aftersales  
General Motors of Canada Company  
GM #25300  
/(jh)

**From:** [NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com) [[mailto:NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com)]

**Sent:** Tuesday, November 29, 2016 4:20 PM

**Subject:** Alert - 25300 02 - Safety Recall - Revised Warranty and Service Procedure sections - V1.0

**Importance:** High

\*\*\*Do not reply to this message, this mailbox is not manually monitored\*\*\*

**Reference Number: GCCA-5-755**

## **25300 02 - Safety Recall - Revised Warranty and Service Procedure sections**

Page Content

### **FRENCH MESSAGE TO FOLLOW AS SOON AS AVAILABLE**

**Date:** November 29, 2016

25300 02 - Safety Recall

**Subject:** Front Wiper Transmission Corrosion Failure (Canada Only)

Revised Warranty and Service Procedure sections

Canadian VIN population = 141,407

**Models:** 2010-2017 Chevrolet Equinox

2010-2017 GMC Terrain

**To:** All Chevrolet, Buick, GMC and Cadillac Dealers

Dealer Principal

**Attention:** Sales Manager

Service Manager

Parts Manager

Warranty Administrator

Regional Managers - Customer Care and Aftersales

cc: District Managers - Customer Care and Service Process

District Managers - Customer Care and Aftersales

Paul D'Aurelio

From: General Director

Customer Care and Aftersales

This bulletin has been updated to clarify the floor plan reimbursement eligibility in the Warranty Information section and to update Step 1 of the service procedure. . Please discard all copies of 25300-01.

A list of all involved vehicles is attached to this message. Due to the size of the file, the list is broken down into three tabs that are sorted by BAC number.

END OF MESSAGE

GM CANADA COMPANY RECALL INFORMATION TEAM

[25300 02-ENGBULL.pdf25300 All Canadian VINs - By BAC 11.29.16.xls](#)

Document : <https://dealer.autopartners.net/portal/cacontent/en-ca/alerts/Pages/GCCA-5-755.aspx>

This message link is only valid through the expiry date.

Expires:Jan 28, 2017 00:00 ET

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# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



**Reference Number:** N15202530

**Release Date:** November 2016  
**Revision:** 02

**Revision Description:** This bulletin has been updated to clarify the floor plan reimbursement eligibility in the Warranty Information section and to update Step 1 of the service procedure. Please discard all copies of 25300-01.

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

2010-2015 model year Chevrolet Equinox and GMC Terrain vehicles involved in this recall were placed on stop delivery July 12, 2016. On October 24, 2016, 2016 and 2017 MY vehicles (built prior to August 11, 2016) were added to the population. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this safety recall but may be displaying the same condition.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2010	2017		Built Prior to August 11, 2016
GMC	Terrain	2010	2017		Built Prior to August 11, 2016

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>	<p>Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.</p> <p>The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.</p>
<b>Correction</b>	Dealers will replace the front wiper module with a new module with improved ball joints and a water deflector. If the wiper module has been recently replaced (within 6 months) with the improved ball joints, then only the water deflector and AIP drain repairs need to be completed. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of AIP to direct water away from the wiper transmission joints.

### Parts

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module Assembly – Windshield Wiper System	84126959
1	Deflector Assembly - Water	84244724

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



### Warranty Information

Labour Operation	Description	Labour Time	Trans. Type	Net Item
9102740	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision and Water Deflector Installation	0.5	ZFAT	N/A
9102755	Air Inlet Panel Revision and Water Deflector Installation (new wiper previously installed *)	0.6	ZFAT	N/A
9102741	Customer Reimbursement Approved	N/A	ZFAT	**
9102742	Floor Plan Reimbursement (New unsold vehicles only)	N/A	ZFAT	***

\* Use this code if new Windshield Wiper Module Assembly (PN 84126959) was previously replaced and has been in service for less than 6 months. Repair order and service date of previous installation must be recorded on repair order and warranty transaction.

Note: To avoid having to “H” route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

\*\* Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

\*\*\* Vehicles eligible for floor plan reimbursement (New unsold vehicles only) are to submit the amount in “Net Item” and should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (July 12, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 137 days):

Vehicle	Reimbursement Amount
2014 Chevrolet Equinox	\$ 4.42
2015 Chevrolet Equinox	\$ 4.42
2014 GMC Terrain	\$ 4.70
2015 GMC Terrain	\$ 4.71

### Service Procedure

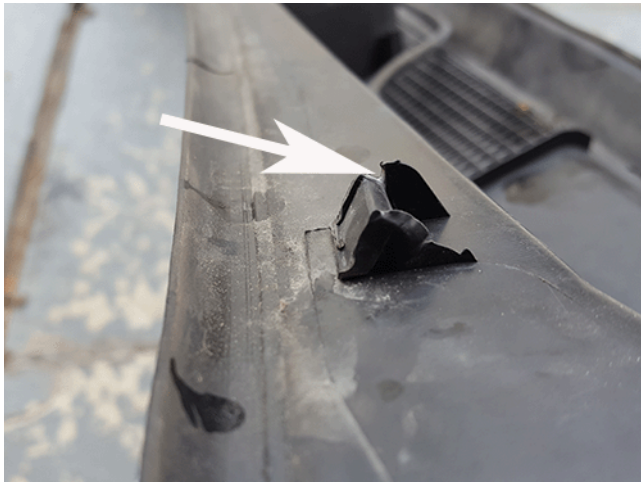


4627487

**Note:** Some interim repairs may have been completed under warranty or goodwill. With the wiper module assembly removed from the vehicle, inspect the part number tag located on the cross shaft. Determine if an interim repair was completed using PN 84126959. If so, check the vehicle repair history to determine if the repair was performed within the last 6 months. If the part has been in service for less than 6 months, this part does not have to be replaced again. Only the plug and deflector need to be installed, and add prior repair order number and date to warranty claim. If the interim repair was completed with the older part numbers (25948436 and 25942547) or if the interim repair was performed more than 6 months prior, the dealer must remove those parts and complete the entire recall using the new module assembly (PN 84126959) in addition to installing the plug and deflector.

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4625467



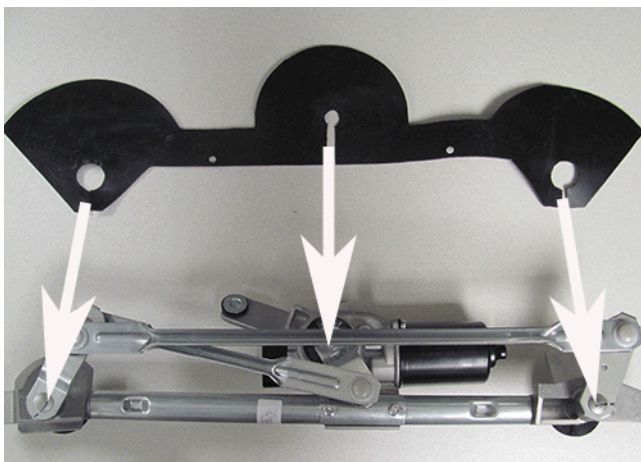
4625469

**Note:** Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

1. Remove the windshield wiper transmission assembly. Refer to *Windshield Wiper System Module Replacement* in SI. It is not necessary to separate the wiper motor, the new assembly includes a new wiper motor.

**Note:** Some replacement wiper transmission assemblies may already have the water shield installed. If the water shield is already installed on the service part, the following 4 steps do not need to be performed.

2. Install the wiper transmission water shield.

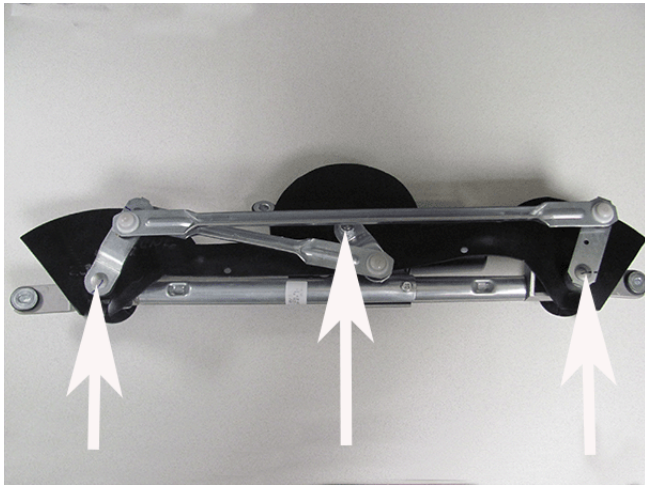


4625470

3. Slide the shield between the transmission arms and the housing.

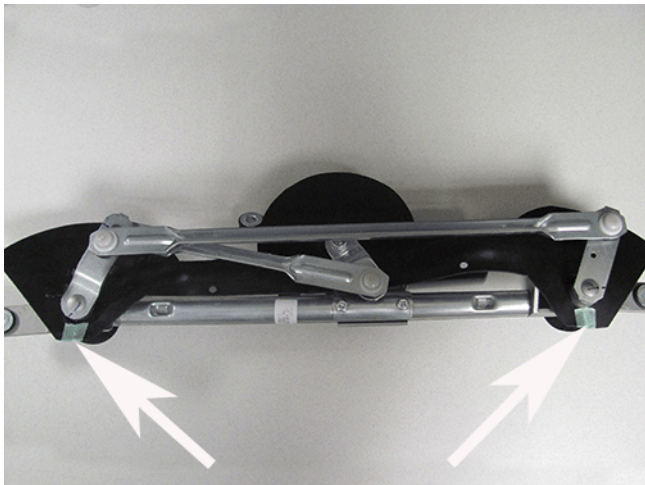
# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)

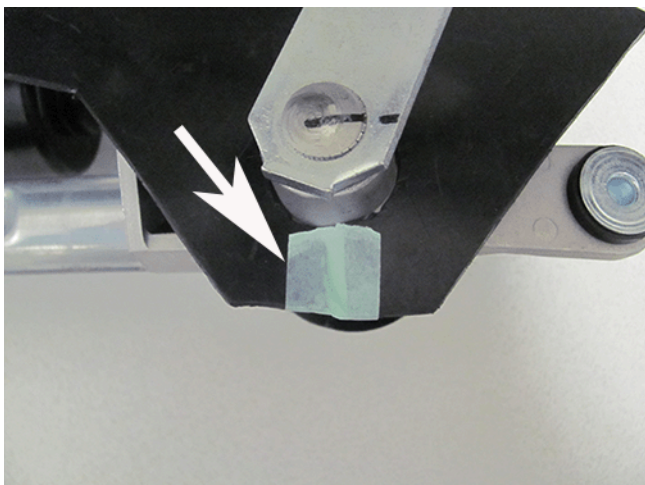


4625472

4. Ensure the three openings are positioned around the three shafts.



4625473



4625476

5. Apply two pieces of masking tape to the outboard shield positions as shown, this will hold the shield in the correct position while the assembly is being installed into the vehicle.

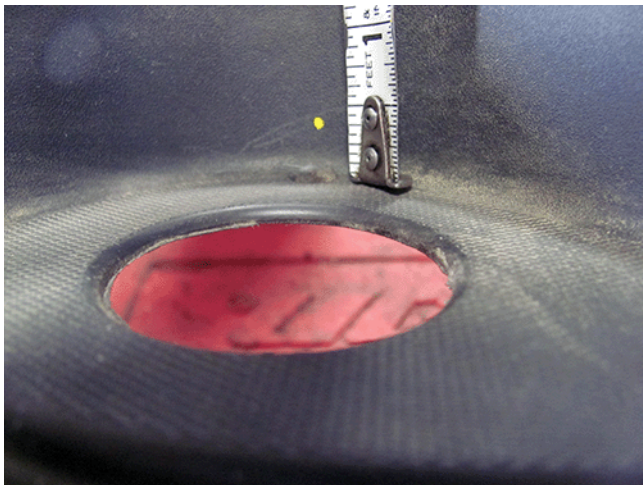
## Product Safety Recall

### 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



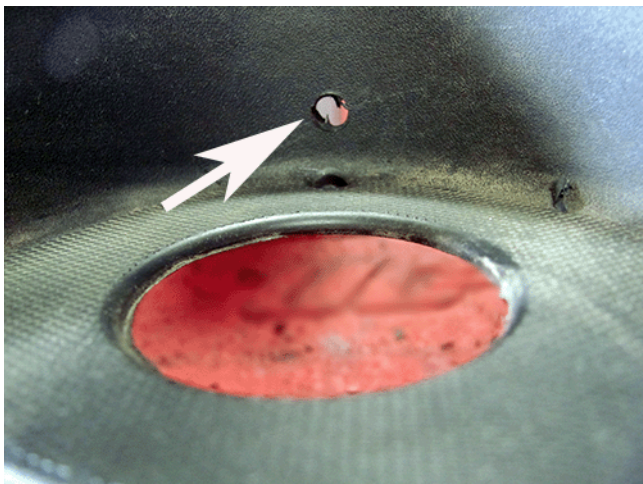
4625477

6. Locate the drain hole on the air inlet panel by the right side wiper shaft opening.
7. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.



4625481

8. Measure up 11mm (3/8 in.) from the existing drain hole.
9. Mark the drill location.



4625482

10. Drill a new 6mm (15/64 in.) drain hole.

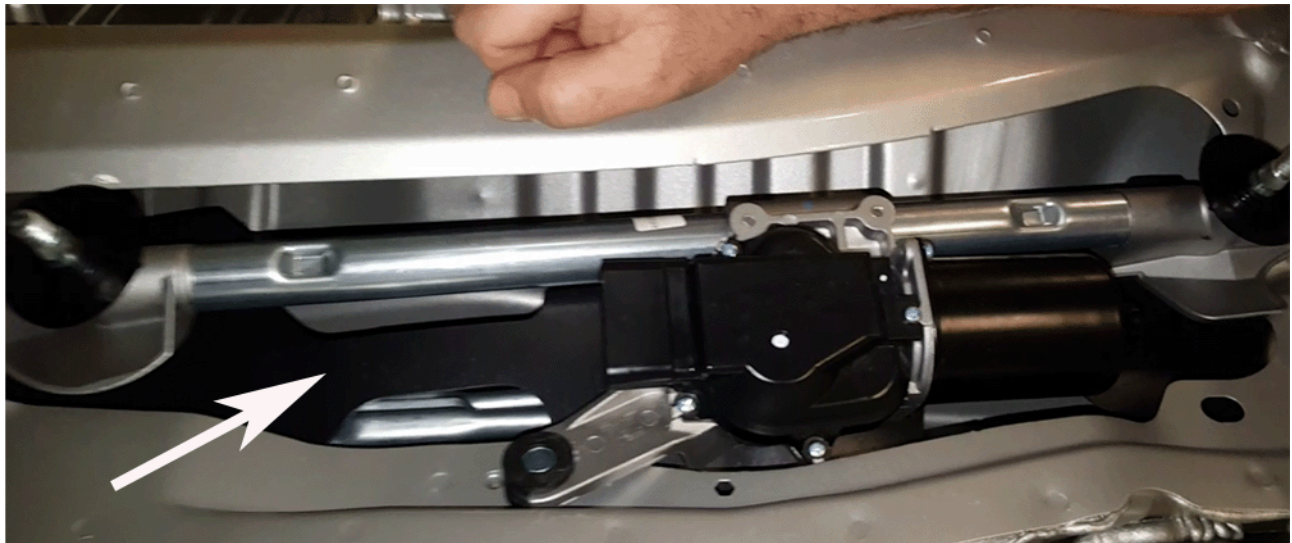
## Product Safety Recall

### 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4625488

11. Plug the original drain hole with the plug listed above.
12. Install the new windshield wiper transmission assembly. Refer to *Windshield Wiper Transmission Replacement* in SI.



4625489

13. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

#### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Courtesy Transportation

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

### 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 December 31, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure 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

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



December 2016

Your vehicle is involved in Safety Recall 25300.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall.

Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.

The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.

Your General Motors dealer will replace the front wiper module with a new module with improved ball joints and a water deflector. If you have had the module replaced within the last six months, the dealer will install the water deflector only. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of the AIP to direct water away from the wiper transmission joints. This service will be performed for you at **no charge**.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

You should contact your General Motors dealer as soon as possible to schedule an appointment for this repair. You can also check the status of any other possible recall and/or program for your vehicle at <https://recalls.gm.ca>.

You may be contacted by a dealer other than the dealer who sold or is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed.

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs now that the revised service part is available. If you have already paid for some or all of the cost to correct the condition in this recall, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with the original or clear copy of all receipts, invoices and/or repair orders verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer **by December 31, 2017**.

We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Customer Care and Aftersales  
General Motors of Canada Company  
GM #25300  
/(jh)

**From:** [NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com) [[mailto:NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com)]

**Sent:** Friday, January 06, 2017 2:11 PM

**Subject:** Alert - 25300 03 - Safety Recall - Revised Parts section - V1.0

**Importance:** High

\*\*\*Do not reply to this message, this mailbox is not manually monitored\*\*\*

**Reference Number: GCCA-5-785**

## **25300 03 - Safety Recall - Revised Parts section**

Page Content

### **FRENCH MESSAGE TO FOLLOW AS SOON AS AVAILABLE**

**Date:** January 6, 2017

25300 03 - Safety Recall

**Subject:** Front Wiper Transmission Corrosion Failure (Canada Only)

Revised Parts section

Canadian VIN population = 141,407

2010-2017 Chevrolet Equinox

**Models:**

2010-2017 GMC Terrain

**To:** All Chevrolet, Buick, GMC and Cadillac Dealers

Dealer Principal

Sales Manager

**Attention:** Service Manager

Parts Manager

Warranty Administrator

Regional Managers - Customer Care and Aftersales

cc: District Managers - Customer Care and Service Process

District Managers - Customer Care and Aftersales

Paul D'Aurelio

From: General Director

Customer Care and Aftersales

This bulletin has been revised to update the Parts section. Please discard all copies of bulletin 25300-02.

END OF MESSAGE

GM CANADA COMPANY RECALL INFORMATION TEAM

[25300 03-ENGBULL.pdf](#)

Document : 

This message link is only valid through the expiry date.

Expires: Mar 07, 2017 00:00 ET

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# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



**Reference Number:** N15202530

**Release Date:** January 2017  
**Revision:** 03

**Revision Description:** This bulletin has been revised to update the Parts section. Please discard all copies of bulletin 25300-02.

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

2010-2015 model year Chevrolet Equinox and GMC Terrain vehicles involved in this recall were placed on stop delivery July 12, 2016. On October 24, 2016, 2016 and 2017 MY vehicles (built prior to August 11, 2016) were added to the population. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 – Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this safety recall but may be displaying the same condition.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2010	2017		Built Prior to August 11, 2016
GMC	Terrain	2010	2017		Built Prior to August 11, 2016

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>	<p>Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver’s visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.</p> <p>The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.</p>
<b>Correction</b>	<p>Dealers will replace the front wiper module with a new module with improved ball joints and a water deflector. If the wiper module has been recently replaced (within 6 months) with the improved ball joints, then only the water deflector and AIP drain repairs need to be completed. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of AIP to direct water away from the wiper transmission joints.</p>

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



### Parts

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module Assembly – Windshield Wiper System	84126959
1	Deflector Assembly – Water	84244724
1	Module/Deflector Assembly – Windshield Wiper System	84241847 *

\* As the inventory of the individual parts of the module assembly (PN 84126959) and the deflector assembly (PN 84244724) are depleted, we will transition to use PN 84241847 which includes both the module assembly and the deflector assembly. Dealers can continue to use the individual parts that are in dealer inventory. The plug still needs to be ordered separately from the module/deflector assembly.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

### Warranty Information

Labour Operation	Description	Labour Time	Trans. Type	Net Item
9102740	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision and Water Deflector Installation	0.5	ZFAT	N/A
9102755	Air Inlet Panel Revision and Water Deflector Installation (new wiper previously installed *)	0.6	ZFAT	N/A
9102741	Customer Reimbursement Approved	N/A	ZFAT	**
9102742	Floor Plan Reimbursement (New unsold vehicles only)	N/A	ZFAT	***

\* Use this code if new Windshield Wiper Module Assembly (PN 84126959) was previously replaced and has been in service for less than 6 months. Repair order and service date of previous installation must be recorded on repair order and warranty transaction.

Note: To avoid having to “H” route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

\*\* Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

\*\*\* Vehicles eligible for floor plan reimbursement (New unsold vehicles only) are to submit the amount in “Net Item” and should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (July 12, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 137 days):

Vehicle	Reimbursement Amount
2014 Chevrolet Equinox	\$ 4.42
2015 Chevrolet Equinox	\$ 4.42
2014 GMC Terrain	\$ 4.70
2015 GMC Terrain	\$ 4.71

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



### Service Procedure



4627487

**Note:** Some interim repairs may have been completed under warranty or goodwill. With the wiper module assembly removed from the vehicle, inspect the part number tag located on the cross shaft. Determine if an interim repair was completed using PN 84126959. If so, check the vehicle repair history to determine if the repair was performed within the last 6 months. If the part has been in service for less than 6 months, this part does not have to be replaced again. Only the plug and deflector need to be installed, and add prior repair order number and date to warranty claim. If the interim repair was completed with the older part numbers (25948436 and 25942547) or if the interim repair was performed more than 6 months prior, the dealer must remove those parts and complete the entire recall using the new module assembly (PN 84126959) in addition to installing the plug and deflector.



4625467

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



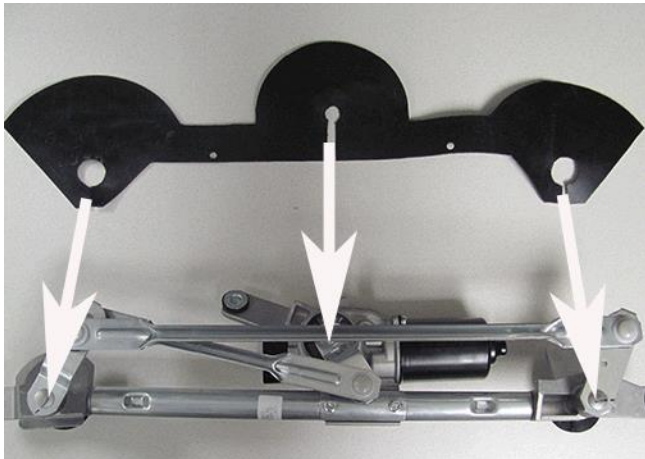
4625469

**Note:** Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

1. Remove the windshield wiper transmission assembly. Refer to *Windshield Wiper System Module Replacement* in SI. It is not necessary to separate the wiper motor, the new assembly includes a new wiper motor.

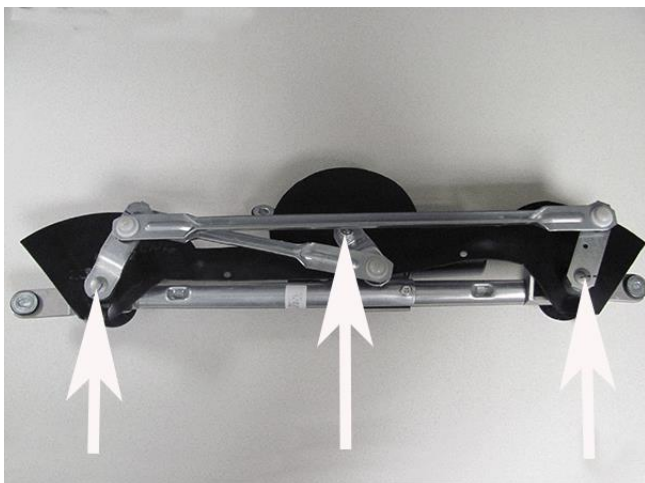
**Note:** Some replacement wiper transmission assemblies may already have the water shield installed. If the water shield is already installed on the service part, the following 4 steps do not need to be performed.

2. Install the wiper transmission water shield.



4625470

3. Slide the shield between the transmission arms and the housing.



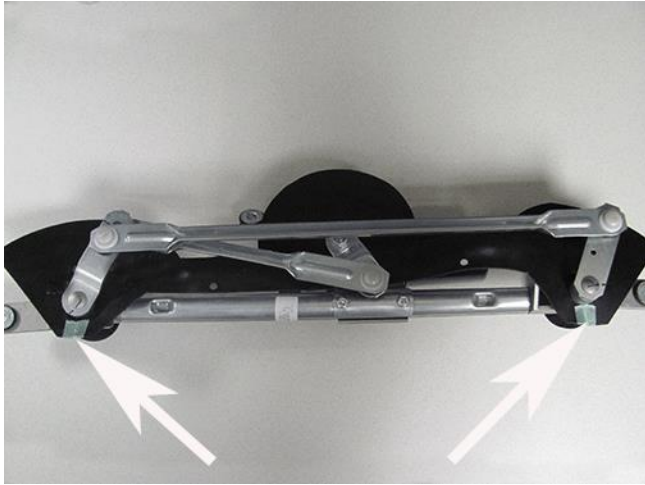
4625472

# Product Safety Recall

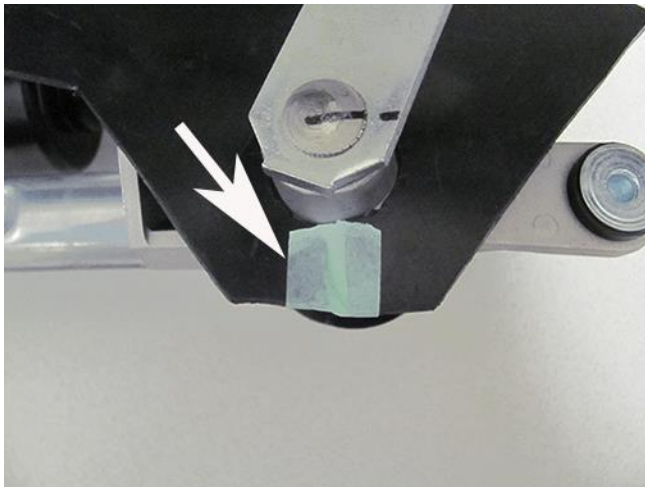
## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4. Ensure the three openings are positioned around the three shafts.



4625473



4625476

5. Apply two pieces of masking tape to the outboard shield positions as shown, this will hold the shield in the correct position while the assembly is being installed into the vehicle.

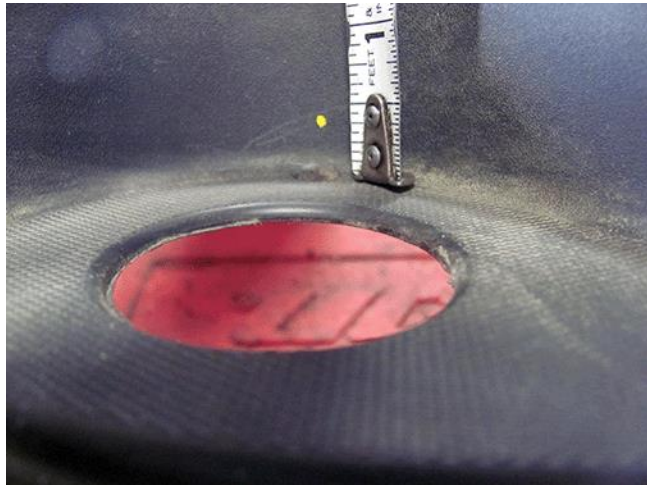


4625477

6. Locate the drain hole on the air inlet panel by the right side wiper shaft opening.
7. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.

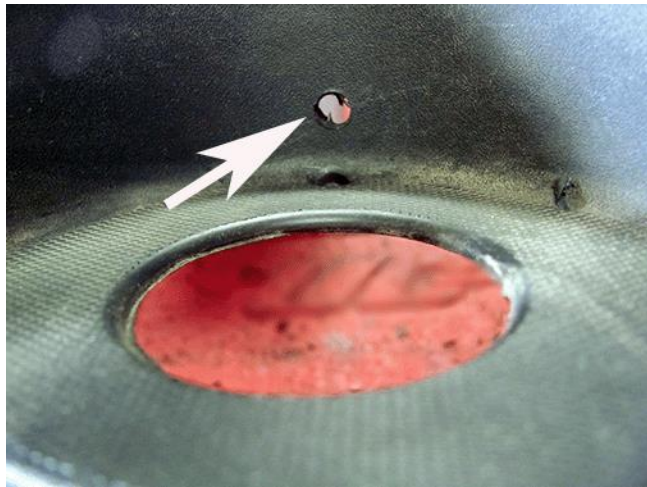
# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4625481

8. Measure up 11mm (3/8 in.) from the existing drain hole.
9. Mark the drill location.



4625482

10. Drill a new 6mm (15/64 in.) drain hole.

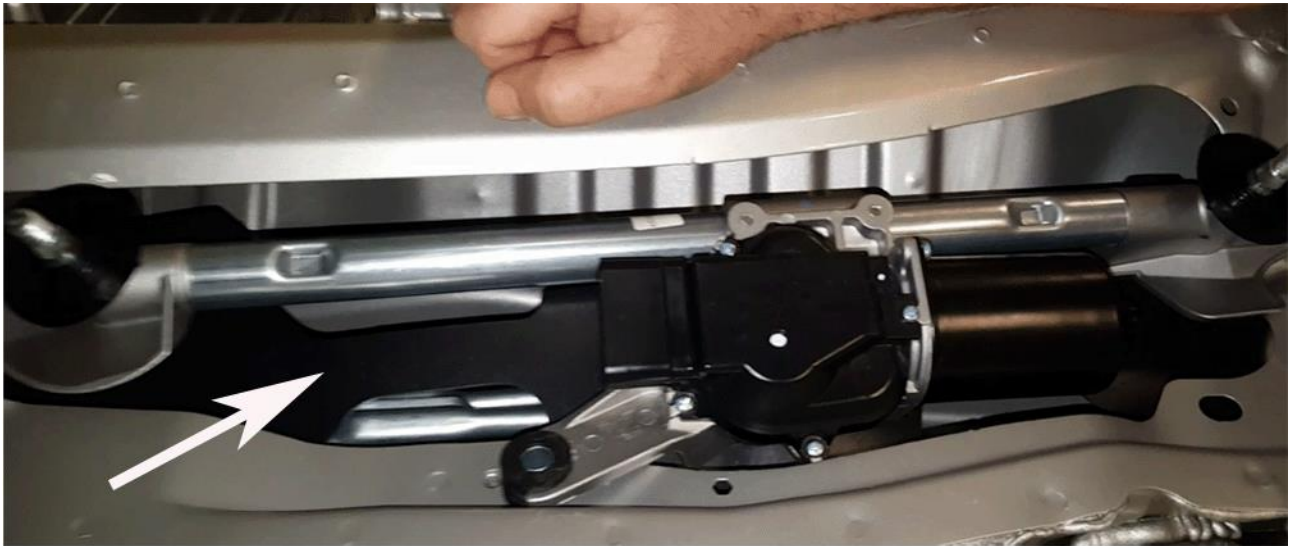


4625488

11. Plug the original drain hole with the plug listed above.
12. Install the new windshield wiper transmission assembly. Refer to *Windshield Wiper Transmission Replacement* in SI.

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4625489

13. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Courtesy Transportation

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

## Product Safety Recall

### 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



#### 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 December 31, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

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**We Support  
Voluntary Technician  
Certification**

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



December 2016

Your vehicle is involved in Safety Recall 25300.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall.

Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.

The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.

Your General Motors dealer will replace the front wiper module with a new module with improved ball joints and a water deflector. If you have had the module replaced within the last six months, the dealer will install the water deflector only. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of the AIP to direct water away from the wiper transmission joints. This service will be performed for you at **no charge**.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

You should contact your General Motors dealer as soon as possible to schedule an appointment for this repair. You can also check the status of any other possible recall and/or program for your vehicle at <https://recalls.gm.ca>.

You may be contacted by a dealer other than the dealer who sold or is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed.

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs now that the revised service part is available. If you have already paid for some or all of the cost to correct the condition in this recall, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with the original or clear copy of all receipts, invoices and/or repair orders verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer **by December 31, 2017**.

We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Customer Care and Aftersales  
General Motors of Canada Company  
GM #25300  
/(jh)

The following message was posted on GlobalConnect today.

**From:** [NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com) [[mailto:NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com)]

**Sent:** Thursday, March 15, 2018 5:41 PM

**Subject:** Alert - 25300 04 - Safety Recall - Population Expansion and Revised Parts, Warranty Information, and Service Procedure sections - V1.0

**Importance:** High

\*\*\*Do not reply to this message, this mailbox is not manually monitored\*\*\*

**Reference Number: GCCA-5-1104**

## **25300 04 - Safety Recall - Population Expansion and Revised Parts, Warranty Information, and Service Procedure sections**

Page Content

**FRENCH MESSAGE TO FOLLOW AS SOON AS AVAILABLE**

**Date:** March 15, 2018

**Subject:** 25300 04 - Safety Recall  
Front Wiper Transmission Corrosion Failure (Canada Only)  
Population Expansion and Revised Parts, Warranty Information, and Service Procedure sections  
Added British Columbia VIN population = 15,661 (Stock 0)  
Revised Total Canadian VIN population = 157,068

**Models:** 2010-2017 Chevrolet Equinox

2010-2017 GMC Terrain

**To:** All Chevrolet, Buick, GMC and Cadillac Dealers

**Attention:** Dealer Principal

Sales Manager

Service Manager

Parts Manager

Warranty Administrator

Regional Managers - Customer Care and Aftersales

cc: District Managers - Customer Care and Service Process

District Managers - Customer Care and Aftersales

Paul D'Aurelio

From: General Director

Customer Care and Aftersales

This bulletin has been revised to add the province of British Columbia and to update the Parts, Warranty Information, and Service Procedure sections. Please discard all copies of bulletin 25300-03.

END OF MESSAGE

GM CANADA COMPANY RECALL INFORMATION TEAM

[25300 04-ENGBULL.pdf25300-ENGOL-April 2018.pdf](#)

Document : <https://dealer.autopartners.net/portal/cacontent/en-ca/alerts/Pages/GCCA-5-1104.aspx>

This message link is only valid through the expiry date.  
Expires: Sep 10, 2018 00:00 ET

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**From:** [NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com) [[mailto:NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com)]  
**Sent:** Friday, April 06, 2018 5:20 PM  
**Subject:** Alert - 25300 04 - Safety Recall - 2nd British Columbia Population Expansion - V1.0  
**Importance:** High

\*\*\*Do not reply to this message, this mailbox is not manually monitored\*\*\*

**Reference Number: GCCA-5-1123**

## **25300 04 - Safety Recall - 2nd British Columbia Population Expansion**

Page Content

**FRENCH MESSAGE TO FOLLOW AS SOON AS AVAILABLE**

Date: April 6, 2018

Subject: 25300 04 - Safety Recall  
Front Wiper Transmission Corrosion Failure (Canada Only)  
2<sup>nd</sup> British Columbia Population Expansion  
Added British Columbia VIN population = 1,664 (Stock 0)  
Revised Total Canadian VIN population = 158,732

Models: 2010-2017 Chevrolet Equinox  
2010-2017 GMC Terrain

To: All Chevrolet, Buick, GMC and Cadillac Dealers  
Dealer Principal  
Sales Manager

Attention: Service Manager  
Parts Manager

Warranty Administrator

Regional Managers - Customer Care and Aftersales

cc: District Managers - Customer Care and Service Process

District Managers - Customer Care and Aftersales

Paul D'Aurelio


From: General Director

Customer Care and Aftersales

We have identified 1, 725 additional vehicles that are currently or were historically registered in the province of British Columbia. (1,664 in Canada, 61 in the USA) The total number of Canadian vehicles involved in Safety Recall 25300 has therefore been increased from 157,068 to 158,732.

END OF MESSAGE

GM CANADA COMPANY RECALL INFORMATION TEAM

Document 

This message link is only valid through the expiry date.

Expires: Oct 03, 2018 00:00 ET

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# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



Reference Number: [REDACTED]

Release Date: March 2018  
Revision: 04

**Revision Description:** This bulletin has been revised to add the province of British Columbia and to update the Parts, Warranty Information, and Service Procedure sections. Please discard all copies of bulletin 25300-03.

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 – Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this safety recall but may be displaying the same condition.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2010	2017		Built Prior to August 11, 2016
GMC	Terrain	2010	2017		Built Prior to August 11, 2016

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>	Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the provinces of British Columbia, Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver’s visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.  The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.
<b>Correction</b>	Dealers will replace the front wiper module with a new module with improved ball joints and a water deflector. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of AIP to direct water away from the wiper transmission joints.

### Parts

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module/Deflector Assembly – Windshield Wiper System	84241847

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

**Reminder:** Parts may be removed from RIM management. Dealers should review the affected parts to confirm RIM managed status. **Parts may have quantity limiters in effect.**

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



### Warranty Information

Labour Operation	Description	Labour Time	Trans. Type	Net Item
9102740	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision and Water Deflector Installation	0.5	ZFAT	N/A
9102741	Customer Reimbursement Approved	N/A	ZFAT	*
9103742	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9102742	Floor Plan Reimbursement (New unsold vehicles only)	N/A	ZFAT	***

Note: To avoid having to “H” route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

- \* Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.
- \*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.
- \*\*\* Vehicles eligible for floor plan reimbursement (New unsold vehicles only) are to submit the amount in “Net Item” and should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (July 12, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 137 days):

Vehicle	Reimbursement Amount
2014 Chevrolet Equinox	\$ 4.42
2015 Chevrolet Equinox	\$ 4.42
2014 GMC Terrain	\$ 4.70
2015 GMC Terrain	\$ 4.71

### Service Procedure



4627487

**Note:** Some previous repairs may have been completed under customer pay, warranty or goodwill. If the windshield wiper system module assembly has been replaced with part number 84241847, do not replace the windshield wiper system module assembly. This service part has the water deflector installed. On these vehicles, only the air inlet panel drain hole plug and relocation steps may be required.

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



**Note:** Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

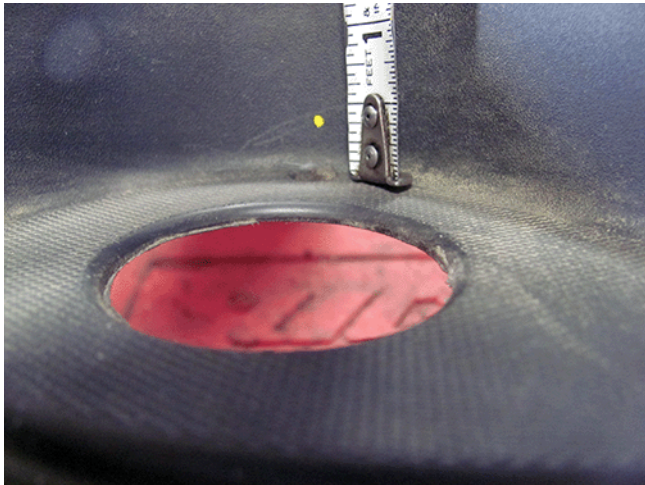
1. Remove the windshield wiper transmission assembly. Refer to *Windshield Wiper System Module Replacement* in SI.



2. With the air inlet panel removed from the vehicle, locate the drain hole by the right side wiper shaft opening.
3. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.

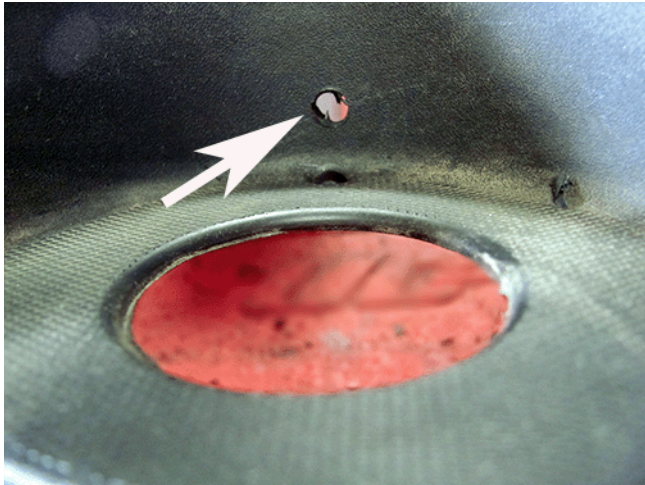
# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4625481

4. Measure up 11mm (3/8 in.) from the existing drain hole.
5. Mark the drill location.



4625482

6. Drill a new 6mm (15/64 in.) drain hole.

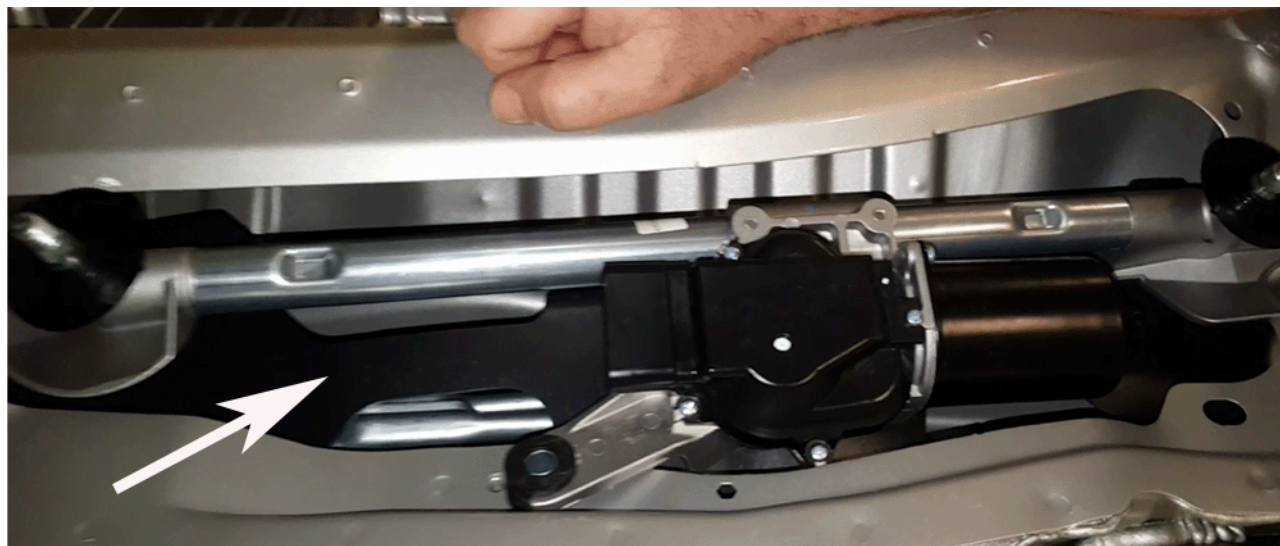


4625488

7. Plug the original drain hole with the plug listed above.
8. Install the new windshield wiper transmission assembly. Refer to *Windshield Wiper Transmission Replacement* in SI.

## Product Safety Recall

### 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4625489

9. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

#### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

#### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

#### Courtesy Transportation

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

#### Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



### 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 December 31, 2017. (The reimbursement date for vehicles added to the population on March 15, 2018 is April 30, 2019). See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

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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**

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



December 2016

Your vehicle is involved in Safety Recall 25300.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall.

Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.

The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.

Your General Motors dealer will replace the front wiper module with a new module with improved ball joints and a water deflector. If you have had the module replaced within the last six months, the dealer will install the water deflector only. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of the AIP to direct water away from the wiper transmission joints. This service will be performed for you at **no charge**.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

You should contact your General Motors dealer as soon as possible to schedule an appointment for this repair. You can also check the status of any other possible recall and/or program for your vehicle at <https://recalls.gm.ca>.

You may be contacted by a dealer other than the dealer who sold or is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed.

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs now that the revised service part is available. If you have already paid for some or all of the cost to correct the condition in this recall, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with the original or clear copy of all receipts, invoices and/or repair orders verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer **by December 31, 2017**.

We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Customer Care and Aftersales  
General Motors of Canada Company  
GM #25300  
/(jh)

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



April 2018

Your vehicle is involved in Safety Recall 25300.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall.

Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the provinces of British Columbia, Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.

The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.

Your General Motors dealer will replace the front wiper module with a new module with improved ball joints and a water deflector. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of the AIP to direct water away from the wiper transmission joints. This service will be performed for you at **no charge**.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

You should contact your General Motors dealer as soon as possible to schedule an appointment for this repair. You can also check the status of any other possible recall and/or program for your vehicle at [gmrecallcentre.ca](http://gmrecallcentre.ca).

You may be contacted by a dealer other than the dealer who sold or is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed.

If you have already paid for some or all of the cost to correct the condition in this recall, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with the original or clear copy of all receipts, invoices and/or repair orders verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by **April 30, 2019**.

We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Customer Care and Aftersales  
General Motors of Canada Company  
GM #25300  
/(jh)

**From:** [NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com) [[mailto:NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com)]

**Sent:** Wednesday, November 23, 2016 11:32 AM

**Subject:** Alert - 25300 - Safety Recall - Front Wiper Transmission Corrosion Failure (Canada Only) - V1.0

**Importance:** High

\*\*\*Do not reply to this message, this mailbox is not manually monitored\*\*\*

**Reference Number:** [REDACTED]

## **25300 - Safety Recall - Front Wiper Transmission Corrosion Failure (Canada Only)**

Page Content

### **FRENCH MESSAGE TO FOLLOW AS SOON AS AVAILABLE**

Date: November 23, 2016

25300 - Safety Recall

Subject: Front Wiper Transmission Corrosion Failure (Canada Only)

Canadian VIN population = 141,407 (Stock = 343)

Models: 2010-2017 Chevrolet Equinox

2010-2017 GMC Terrain

To: All Chevrolet, Buick, GMC and Cadillac Dealers

Dealer Principal

Attention: Sales Manager

Service Manager

Parts Manager

Warranty Administrator

Regional Managers - Customer Care and Aftersales

cc: District Managers - Customer Care and Service Process

District Managers - Customer Care and Aftersales

Paul D'Aurelio

From: General Director

Customer Care and Aftersales

## **PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Safety Recall 25300 today. The total number of Canadian vehicles involved is 141,407. 2010-2015 model year Chevrolet Equinox and GMC Terrain vehicles involved in this recall were placed on stop delivery July 12, 2016. On October 24, 2016, 2016 and 2017 MY vehicles (built prior to August 11, 2016) were added to the population. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer. Please see attached bulletin for details.

### **Mailing Information**

Customer notification letter mailing will begin in mid-December 2016. A parts letter will be mailed to 2010-2015 customers who already received an advisory letter. An owner letter will be mailed to the newly added 2016-2017 customers to advise them of the recall.

### **Investigate Vehicle History**

This link on the GWM application will be updated November 23, 2016. A list of involved vehicles in dealer inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GM CANADA COMPANY RECALL INFORMATION TEAM



Document :



This message link is only valid through the expiry date.  
Expires:Jan 22, 2017 00:00 ET

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The following message was posted on GlobalConnect today.

**From:** [NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com) [mailto:[NoReply\\_MyGlobalConnect@gm.com](mailto:NoReply_MyGlobalConnect@gm.com)]

**Sent:** Wednesday, November 23, 2016 3:58 PM

**Subject:** Alert - 25300 - Safety Recall - Inaccurate Stock VIN List - V1.0

**Importance:** High

\*\*\*Do not reply to this message, this mailbox is not manually monitored\*\*\*

**Reference Number:** [REDACTED]

## **25300 - Safety Recall - Inaccurate Stock VIN List**

Page Content

### **FRENCH MESSAGE TO FOLLOW AS SOON AS AVAILABLE**

**Date:** November 23, 2016

25300 - Safety Recall

**Subject:** Front Wiper Transmission Corrosion Failure (Canada Only)  
Inaccurate Stock VIN List

Canadian VIN population = 141,407

**Models:** 2010-2017 Chevrolet Equinox  
2010-2017 GMC Terrain

**To:** All Chevrolet, Buick, GMC and Cadillac Dealers

Dealer Principal

**Attention:** Sales Manager

Service Manager

Parts Manager

Warranty Administrator

Regional Managers - Customer Care and Aftersales

cc: District Managers - Customer Care and Service Process

District Managers - Customer Care and Aftersales

Paul D'Aurelio

From: General Director

Customer Care and Aftersales

Please be advised the Stock VIN list that was provided is not accurate. We are investigating this issue. Please see the attached list of all VINs which can be used until IVH is loaded after 6:00 PM today.

END OF MESSAGE

GM CANADA COMPANY RECALL INFORMATION TEAM

[25300 All Canadian VINs.xls](#)

Document :



This message link is only valid through the expiry date.  
Expires:Jan 22, 2017 00:00 ET

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## #25300-04: Safety Recall - Front Wiper Transmission Corrosion Failure (Canada Only) - (Mar 19, 2018)

**Subject:** 25300-04 – Front Wiper Transmission Corrosion Failure (Canada Only)



**Models:** 2010–2017 Chevrolet Equinox  
2010–2017 GMC Terrain

<b>Reference Number:</b> [REDACTED]	<b>Release Date:</b> March 2018
<b>Revision:</b> 04	
<b>Revision Description:</b> This bulletin has been revised to add the province of British Columbia and to update the Parts, Warranty Information, and Service Procedure sections. Please discard all copies of bulletin 25300-03.	

<b>Attention:</b>	<p>It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.</p> <p>Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this safety recall but may be displaying the same condition.</p>
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2010	2017		Built Prior to August 11, 2016
GMC	Terrain	2010	2017		Built Prior to August 11, 2016

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>	<p>Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the provinces of British Columbia, Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers</p>
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	<p>could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.</p> <p>The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.</p>
<b>Correction</b>	Dealers will replace the front wiper module with a new module with improved ball joints and a water deflector. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of AIP to direct water away from the wiper transmission joints.

### Parts Information

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module/Deflector Assembly – Windshield Wiper System	84241847

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

**Reminder:** Parts may be removed from RIM management. 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
9102740	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision and Water Deflector Installation	0.5	ZFAT	N/A
9102741	Customer Reimbursement Approved	N/A	ZFAT	*
9103742	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9102742	Floor Plan Reimbursement (New unsold vehicles only)	N/A	ZFAT	***

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

\* Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

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

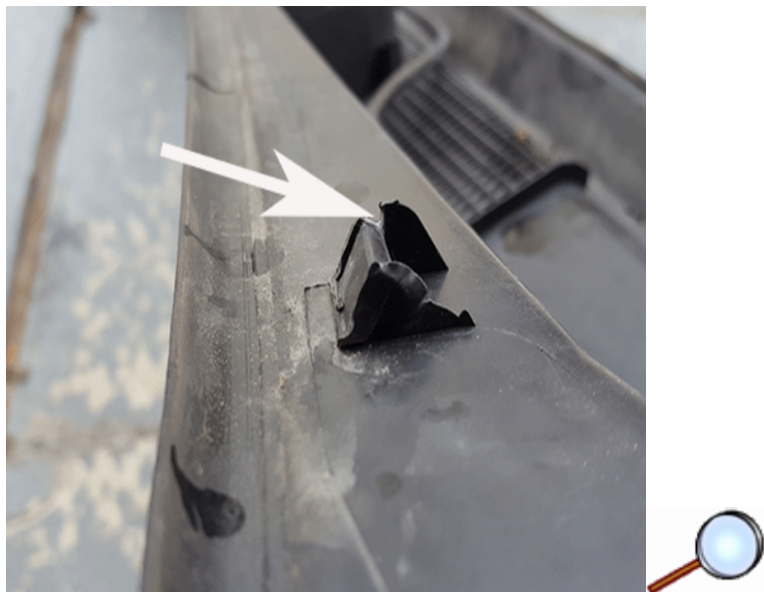
\*\*\* Vehicles eligible for floor plan reimbursement (New unsold vehicles only) are to submit the amount in "Net Item" and should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (July 12, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 137 days):

Vehicle	Reimbursement Amount
2014 Chevrolet Equinox	\$ 4.42
2015 Chevrolet Equinox	\$ 4.42
2014 GMC Terrain	\$ 4.70
2015 GMC Terrain	\$ 4.71

### Service Procedure



**Note:** Some previous repairs may have been completed under customer pay, warranty or goodwill. If the windshield wiper system module assembly has been replaced with part number 84241847, do not replace the windshield wiper system module assembly. This service part has the water deflector installed. On these vehicles, only the air inlet panel drain hole plug and relocation steps may be required.

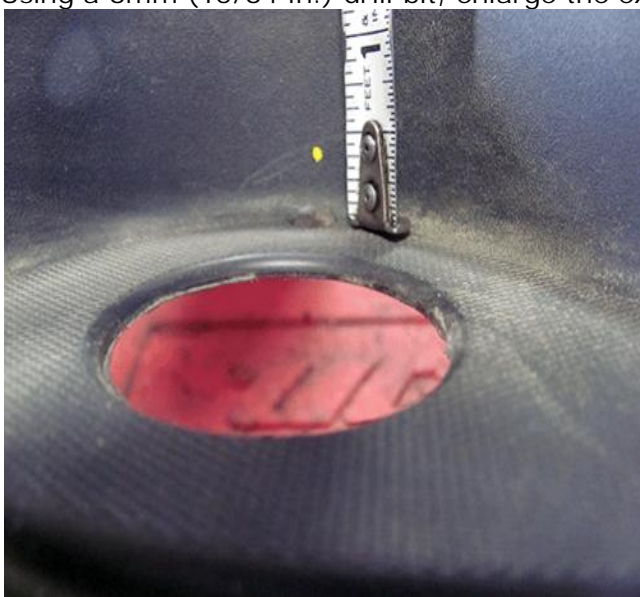


Note: Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

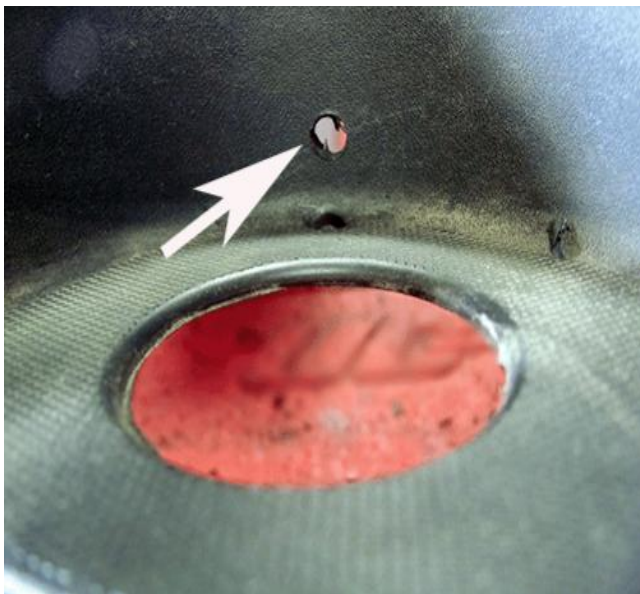
1. Remove the windshield wiper transmission assembly. Refer to *Windshield Wiper System Module Replacement* in SI.



2. With the air inlet panel removed from the vehicle, locate the drain hole by the right side wiper shaft opening.
3. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.



4. Measure up 11mm (3/8 in.) from the existing drain hole.
5. Mark the drill location.

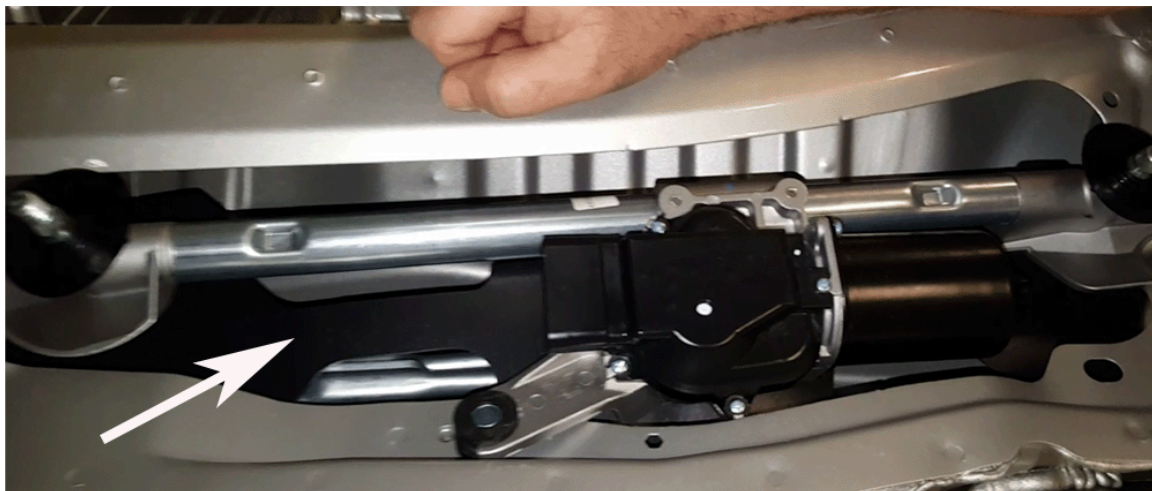


6. Drill a new 6mm (15/64 in.) drain hole.



7. Plug the original drain hole with the plug listed above.

8. Install the new windshield wiper transmission assembly. Refer to *Windshield Wiper Transmission Replacement* in SI.



9. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

### [Dealer Responsibility](#)

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall *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 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

### [Dealer Reports](#)

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### [Courtesy Transportation](#)

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

### 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 December 31, 2017. (The reimbursement date for vehicles added to the population on March 15, 2018 is April 30, 2019). See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

### IMPORTANT SAFETY RECALL

December 2016

Your vehicle is involved in Safety Recall 25300.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall.

Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.

The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.

Your General Motors dealer will replace the front wiper module with a new module with improved ball joints and a water deflector. If you have had the module replaced within the last six months, the dealer will install the water deflector only. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of the AIP to direct water away from the wiper transmission joints. This service will be performed for you at no charge.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

You should contact your General Motors dealer as soon as possible to schedule an appointment for this repair. You can also check the status of any other possible recall and/or program for your vehicle at <https://recalls.gm.ca>.

You may be contacted by a dealer other than the dealer who sold or is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed.

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs now that the revised service part is available. If you have already paid for some or all of the cost to correct the condition in this recall, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with the original or clear copy of all receipts, invoices and/or repair orders verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by December 31, 2017.

We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Customer Care and Aftersales

General Motors of Canada Company

GM #25300

/(jh)

April 2018

Your vehicle is involved in Safety Recall 25300.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall.

Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the provinces of British Columbia, Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.

The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.

Your General Motors dealer will replace the front wiper module with a new module with improved ball joints and a water deflector. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of the AIP to direct water away from the wiper transmission joints. This service will be performed for you at no charge.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

You should contact your General Motors dealer as soon as possible to schedule an appointment for this repair. You can also check the status of any other possible recall and/or program for your vehicle at [gmrecallcentre.ca](http://gmrecallcentre.ca).

You may be contacted by a dealer other than the dealer who sold or is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed.

If you have already paid for some or all of the cost to correct the condition in this recall, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with the original or clear copy of all receipts, invoices and/or repair orders verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by April 30, 2019.

We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Customer Care and Aftersales

General Motors of Canada Company

GM #25300

/(jh)

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.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



Reference Number: ██████████

Release Date: November 2016  
Revision: 00

**Attention:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

2010-2015 model year Chevrolet Equinox and GMC Terrain vehicles involved in this recall were placed on stop delivery July 12, 2016. On October 24, 2016, 2016 and 2017 MY vehicles (built prior to August 11, 2016) were added to the population. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Dealers are to refer to the General Motors Service Policies and Procedures Manual, Section 6.1.2 - Regional Product Field Actions, for guidelines on handling vehicles that are not involved in this safety recall but may be displaying the same condition.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2010	2017		Built Prior to August 11, 2016
GMC	Terrain	2010	2017		Built Prior to August 11, 2016

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>	<p>Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.</p> <p>The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.</p>
<b>Correction</b>	Dealers will replace the front wiper module with a new module with improved ball joints and a water deflector. If the wiper module has been recently replaced (within 6 months) with the improved ball joints, then only the water deflector and AIP drain repairs need to be completed. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of AIP to direct water away from the wiper transmission joints.

### Parts

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module Assembly – Windshield Wiper System	84126959
1	Deflector Assembly - Water	84244724

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



### Warranty Information

Labour Operation	Description	Labour Time	Trans. Type	Net Item
9102740	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision and Water Deflector Installation	0.5	ZFAT	N/A
9102755	Air Inlet Panel Revision and Water Deflector Installation (new wiper previously installed*)	0.6	ZFAT	N/A
9102741	Customer Reimbursement Approved	N/A	ZFAT	*
9102742	Floor Plan Reimbursement	N/A	ZFAT	**

\*Use this code if new Windshield Wiper Module Assembly was previously replaced and has been in service for less than 6 months. Repair order and service date of previous installation must be recorded on repair order and warranty transaction.

Note: To avoid having to “H” route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

- \* Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.
- \*\* Vehicles eligible for floor plan reimbursement are to submit the amount in “Net Item” and should represent the product of the vehicle’s average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (July 12, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 137 days):

Vehicle	Reimbursement Amount
2014 Chevrolet Equinox	\$ 4.42
2015 Chevrolet Equinox	\$ 4.42
2014 GMC Terrain	\$ 4.70
2015 GMC Terrain	\$ 4.71

### Service Procedure



4627487

**Note:** Some interim repairs may have been completed under warranty or goodwill. With the wiper module assembly removed from the vehicle, inspect the part number tag located on the cross shaft. Determine if an interim repair was completed using PN 84126929. If so, check the vehicle repair history to determine if the repair was performed within the last 6 months. If the part has been in service for less than 6 months, this part does not have to be replaced again. Only the plug and deflector need to be installed, and add prior repair order number and date to warranty claim. If the interim repair was completed with the older part numbers (25948436 and 25942547) or if the interim repair was performed more than 6 months prior, the dealer must remove those parts and complete the entire recall using the new module assembly (PN 84126959) in addition to installing the plug and deflector.

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4625467



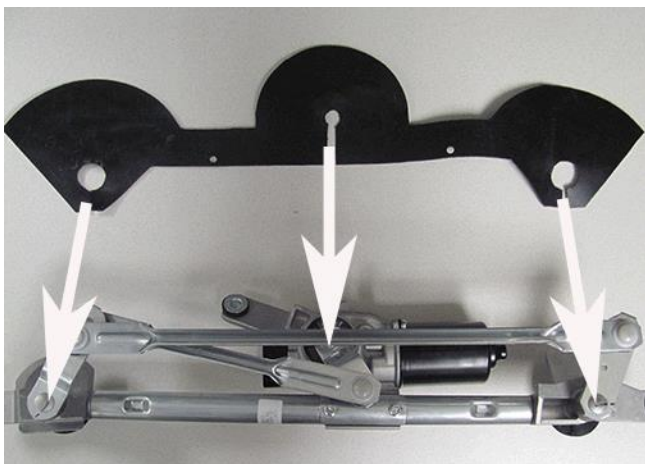
4625469

**Note:** Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

1. Remove the windshield wiper transmission assembly. Refer to *Windshield Wiper Transmission Replacement* in SI. It is not necessary to separate the wiper motor, the new assembly includes a new wiper motor.

**Note:** Some replacement wiper transmission assemblies may already have the water shield installed. If the water shield is already installed on the service part, the following 4 steps do not need to be performed.

2. Install the wiper transmission water shield.

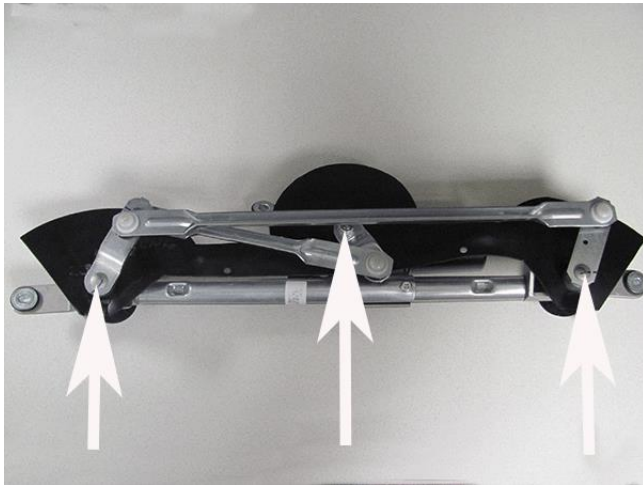


4625470

3. Slide the shield between the transmission arms and the housing.

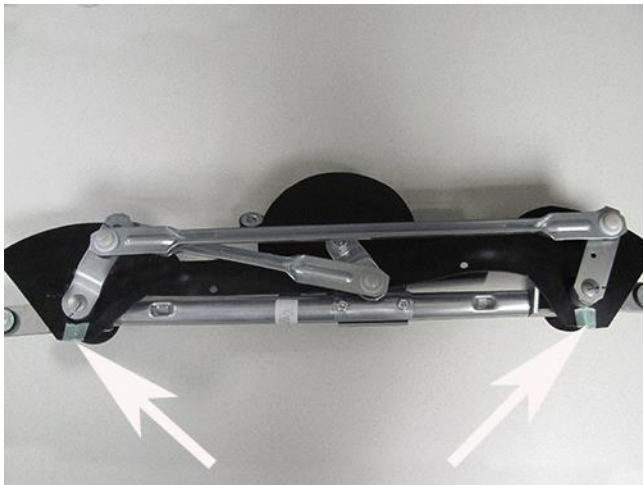
# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)

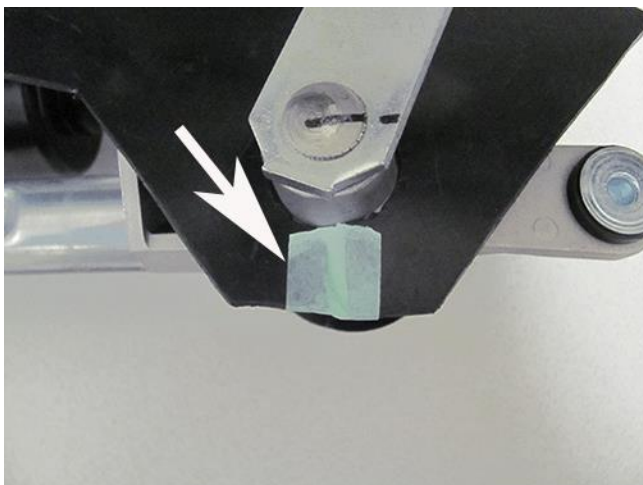


4625472

4. Ensure the three openings are positioned around the three shafts.



4625473



4625476

5. Apply two pieces of masking tape to the outboard shield positions as shown, this will hold the shield in the correct position while the assembly is being installed into the vehicle.

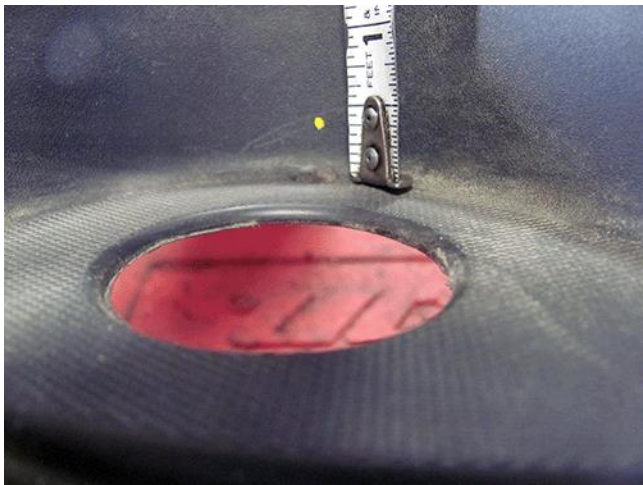
## Product Safety Recall

### 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



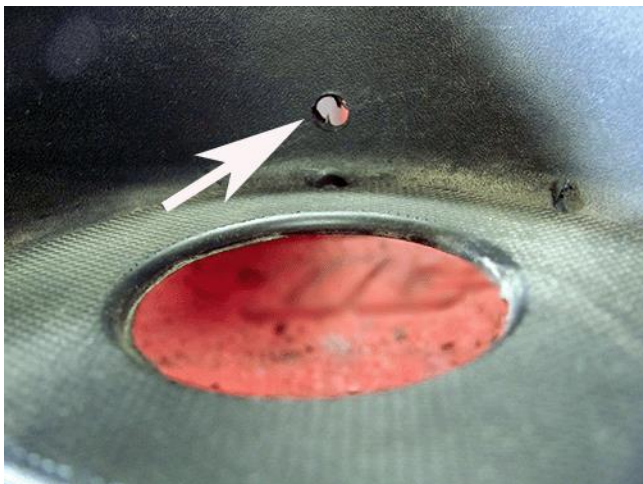
4625477

6. Locate the drain hole on the air inlet panel by the right side wiper shaft opening.
7. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.



4625481

8. Measure up 11mm (3/8 in.) from the existing drain hole.
9. Mark the drill location.



4625482

10. Drill a new 6mm (15/64 in.) drain hole.

## Product Safety Recall

### 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



4625488

11. Plug the original drain hole with the plug listed above.
12. Install the new windshield wiper transmission assembly. Refer to *Windshield Wiper Transmission Replacement* in SI.



4625489

13. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

#### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall 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 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

## Product Safety Recall

### 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

#### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

#### Courtesy Transportation

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, Sections 1.4 and 6.1.10, for courtesy transportation program details.

#### Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

#### 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 December 31, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

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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

# Product Safety Recall

## 25300 Front Wiper Transmission Corrosion Failure (Canada Only)



December 2016

Your vehicle is involved in Safety Recall 25300.

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall.

Certain 2010-2017 model year Chevrolet Equinox and GMC Terrain vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.

The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.

Your General Motors dealer will replace the front wiper module with a new module with improved ball joints and a water deflector. If you have had the module replaced within the last six months, the dealer will install the water deflector only. In addition, dealers will fill the water management hole near the passenger side wiper pivot and drill a small hole on the adjacent wall of the AIP to direct water away from the wiper transmission joints. This service will be performed for you at **no charge**.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

You should contact your General Motors dealer as soon as possible to schedule an appointment for this repair. You can also check the status of any other possible recall and/or program for your vehicle at <https://recalls.gm.ca>.

You may be contacted by a dealer other than the dealer who sold or is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed.

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs now that the revised service part is available. If you have already paid for some or all of the cost to correct the condition in this recall, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with the original or clear copy of all receipts, invoices and/or repair orders verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer **by December 31, 2017**.

We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Customer Care and Aftersales  
General Motors of Canada Company  
GM #25300  
/(jh)

[2013 Chevrolet Equinox](#) | [Equinox, Terrain VIN L Service Manual 3100](#) | [Campaigns](#) | [Safety](#) | Document ID: [REDACTED]

## #25302-01: Safety Recall - Front Wiper Transmission Corrosion Failure (USA Only) - (Apr 10, 2017)

Subject: 25302 – Front Wiper Transmission Corrosion Failure (USA Only)

Models: 2013 Chevrolet Equinox  
2013 GMC Terrain



<b>Reference Number:</b> [REDACTED]	<b>Release Date:</b> April 2017
<b>Revision:</b> 01	
<b>Revision Description:</b> This bulletin has been revised to add a copy of the customer notification letter. Please discard all copies of bulletin 25302.	

<b>Attention:</b>	It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2013	2013		
GMC	Terrain	2013	2013		

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>	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Chevrolet Equinox and GMC Terrain vehicles. The ball joints in the windshield wiper modules of these vehicles may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit the driver's visibility under certain operating conditions, which may increase the risk of a crash.
<b>Correction</b>	Dealers will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, then the dealers will replace it with the new module (i.e., 84241847) that has a water deflector and improved ball joints. In

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addition, dealers will fill the water-management hole near the passenger-side wiper-pivot and drill a small hole on the adjacent wall of the air inlet panel (AIP). If the module was previously replaced with part 84241847, then the only repair dealers need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP.

### Parts Information

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module Assembly – Windshield Wiper System	84241847

### Parts Pre-Ship Information

**Important:** An initial supply of all parts for the 15259076 (Plug) and 84241847 (Windshield Wiper System Module Assembly) required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of March 20, 2017. Pre-shipped parts will be charged to dealer's open parts account,

Additional parts, if required, to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect.

**Important:** Due to limited initial parts availability, dealers are encouraged not to order recall 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.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102504	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision	0.5	ZFAT	N/A
9103074*	Air Inlet Panel Revision Only (New Windshield Wiper Module Assembly Previously Installed)	0.4	ZFAT	N/A
9103046	Customer Reimbursement Approved	N/A	ZFAT	**
9103047	Customer Reimbursement Denied	N/A	ZFAT	***

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

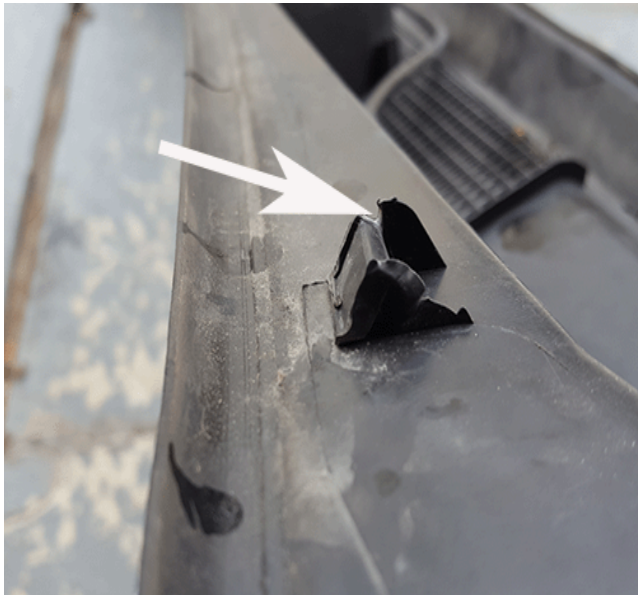
\* Use this code if the new Windshield Wiper Module Assembly (PN 84241847) was previously replaced.

\*\* Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

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

### [Service Procedure](#)

Note: Some previous repairs may have been completed under customer pay, warranty or goodwill. If the windshield wiper system module assembly has been replaced with part number 84241847, do not replace the windshield wiper system module assembly. This service part has the water deflector installed. On these vehicles, only the air inlet panel drain hole plug and relocation steps are required.



Note: Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

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1. Remove the windshield wiper module assembly. Refer to *Windshield Wiper System Module Replacement* in SI.

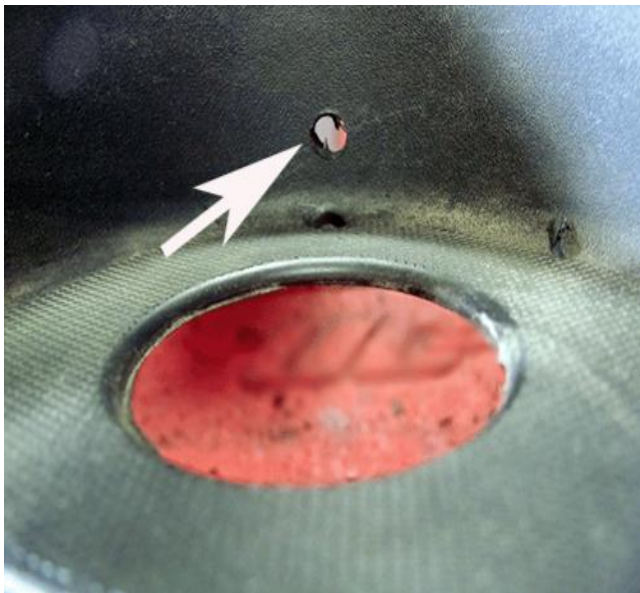


2. With the air inlet panel removed from the vehicle, locate the drain hole by the right side wiper shaft opening.
3. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.



4. Measure up 11mm (3/8 in.) from the existing drain hole.

5. Mark the drill location.



6. Drill a new 6mm (15/64 in.) drain hole.



7. Plug the original drain hole with the plug listed above.
8. Install the new windshield wiper module assembly. Refer to *Windshield Wiper System Module Replacement* in SI.



9. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

### [Dealer Responsibility](#)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall *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 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

### 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 April 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

### IMPORTANT SAFETY RECALL

April 2017

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

#### Important:

- Your vehicle is involved in GM recall 25302.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at no charge.

Why is your vehicle being recalled?	The ball joints in the windshield wiper modules in your vehicle may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit your visibility under certain operating conditions, which may increase the risk of a crash.
What will we do?	Your dealer will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, your dealer will © 2018 General Motors. All rights reserved.

	replace it with the new module (i.e., 84241847) that has a water deflector and improved ball joints. In addition, your dealer will fill the water-management hole near the passenger-side wiper-pivot and drill a small hole on the adjacent wall of the air inlet panel (AIP). If the module was previously replaced with part 84241847, then the only repair your dealer would need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP. This service will be performed for you at <b>no charge</b> . Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 35 minutes.
<b>What should you do?</b>	You should contact your GM dealer to arrange a service appointment as soon as possible.
<b>Did you already pay for this repair?</b>	Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, 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 April 30, 2018, unless state law specifies a longer reimbursement period.
<b>Do you have questions?</b>	If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

<b>Division</b>	<b>Number</b>	<b>Text Telephones (TTY)</b>
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V582.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer

Vice President

Global Vehicle Safety

Enclosure

GM Recall 25302

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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Document ID: [REDACTED]

## #PIT5127: Front Wipers Only Work On High Speed And Will Not Park At The Bottom Of The Windshield - (Nov 7, 2011)

Subject: Front Wipers Only Work On High Speed And Will Not Park At The Bottom Of The Windshield



Models: 2011 - 2012 Chevrolet Equinox  
\2011 - 2012 GMC Terrain

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern:

A few customers may comment that the front wipers only work when turned on to the high speed. The customer may also comment the wipers will not park at the bottom of the windshield. This can be caused by a poor terminal fit at the Underhood Bussed Electrical Center (UBEC) for the KR12C Windshield Wiper Speed Control Relay terminal 87A.

### Recommendation/Instructions:

To test for this concern, set windshield wipers to an intermittent speed, and then move the relay side to side to see if the wipers start to work. If the wipers start to work, it will be necessary to replace the Underhood Bussed Electrical Center (UBEC).

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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CERTIFICATION

Document ID: [REDACTED]

## #25302-01: Safety Recall - Front Wiper Transmission Corrosion Failure (USA Only) - (Apr 10, 2017)

Subject: 25302 – Front Wiper Transmission Corrosion Failure (USA Only)



Models: 2013 Chevrolet Equinox  
2013 GMC Terrain

<b>Reference Number:</b> [REDACTED]	<b>Release Date:</b> April 2017
<b>Revision:</b> 01	
<b>Revision Description:</b> This bulletin has been revised to add a copy of the customer notification letter. Please discard all copies of bulletin 25302.	

<b>Attention:</b>	It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.
-------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2013	2013		
GMC	Terrain	2013	2013		

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>	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Chevrolet Equinox and GMC Terrain vehicles. The ball joints in the windshield wiper modules of these vehicles may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit the driver's visibility under certain operating conditions, which may increase the risk of a crash.
<b>Correction</b>	Dealers will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, then the dealers will replace it with the new module (i.e., 84241847) that has a water deflector and improved ball joints. In

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addition, dealers will fill the water-management hole near the passenger-side wiper-pivot and drill a small hole on the adjacent wall of the air inlet panel (AIP). If the module was previously replaced with part 84241847, then the only repair dealers need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP.

### Parts Information

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module Assembly – Windshield Wiper System	84241847

### Parts Pre-Ship Information

**Important:** An initial supply of all parts for the 15259076 (Plug) and 84241847 (Windshield Wiper System Module Assembly) required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of March 20, 2017. Pre-shipped parts will be charged to dealer's open parts account,

Additional parts, if required, to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Order parts on a CSO = Customer Special Order only. DRO's may be cancelled. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect.

**Important:** Due to limited initial parts availability, dealers are encouraged not to order recall 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.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102504	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision	0.5	ZFAT	N/A
9103074*	Air Inlet Panel Revision Only (New Windshield Wiper Module Assembly Previously Installed)	0.4	ZFAT	N/A
9103046	Customer Reimbursement Approved	N/A	ZFAT	**
9103047	Customer Reimbursement Denied	N/A	ZFAT	***

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

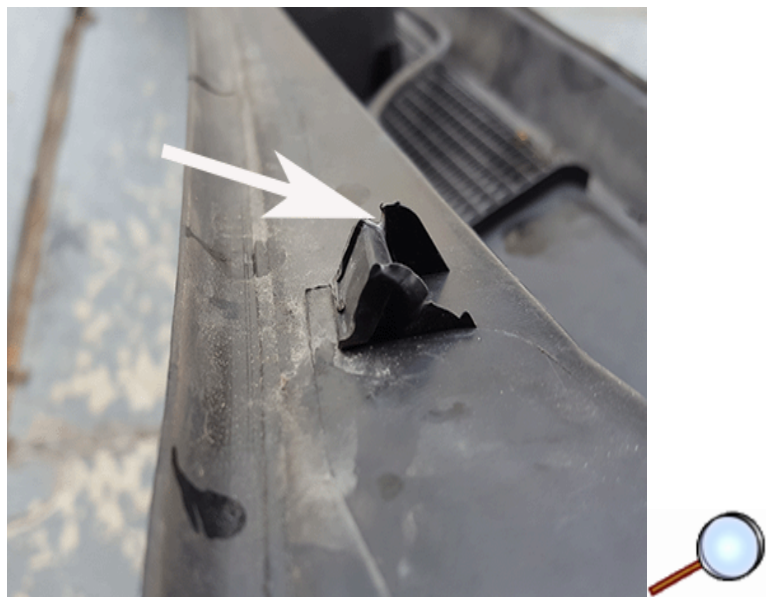
\* Use this code if the new Windshield Wiper Module Assembly (PN 84241847) was previously replaced.

\*\* Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

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

### [Service Procedure](#)

Note: Some previous repairs may have been completed under customer pay, warranty or goodwill. If the windshield wiper system module assembly has been replaced with part number 84241847, do not replace the windshield wiper system module assembly. This service part has the water deflector installed. On these vehicles, only the air inlet panel drain hole plug and relocation steps are required.



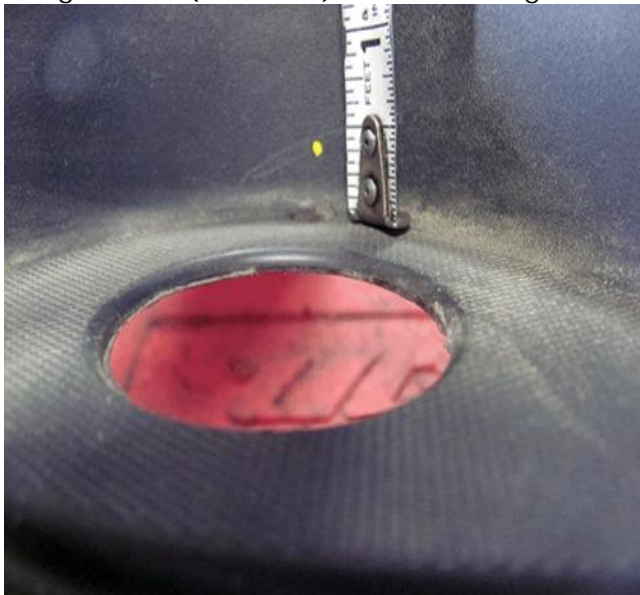
Note: Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

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1. Remove the windshield wiper module assembly. Refer to *Windshield Wiper System Module Replacement* in SI.

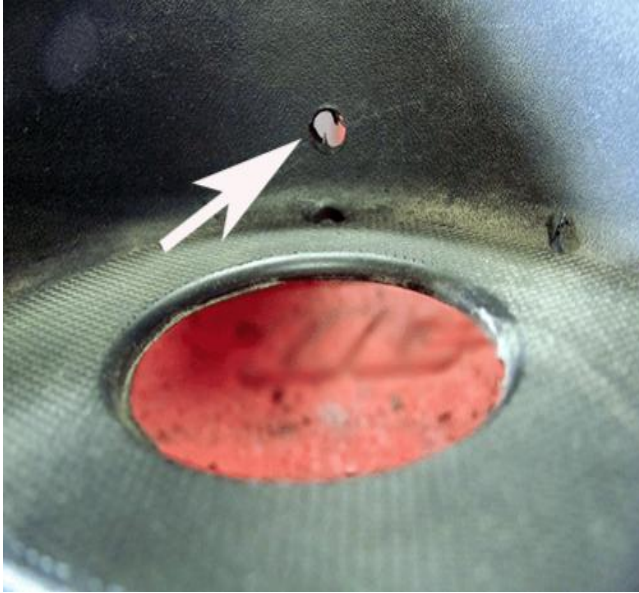


2. With the air inlet panel removed from the vehicle, locate the drain hole by the right side wiper shaft opening.
3. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.



4. Measure up 11mm (3/8 in.) from the existing drain hole.

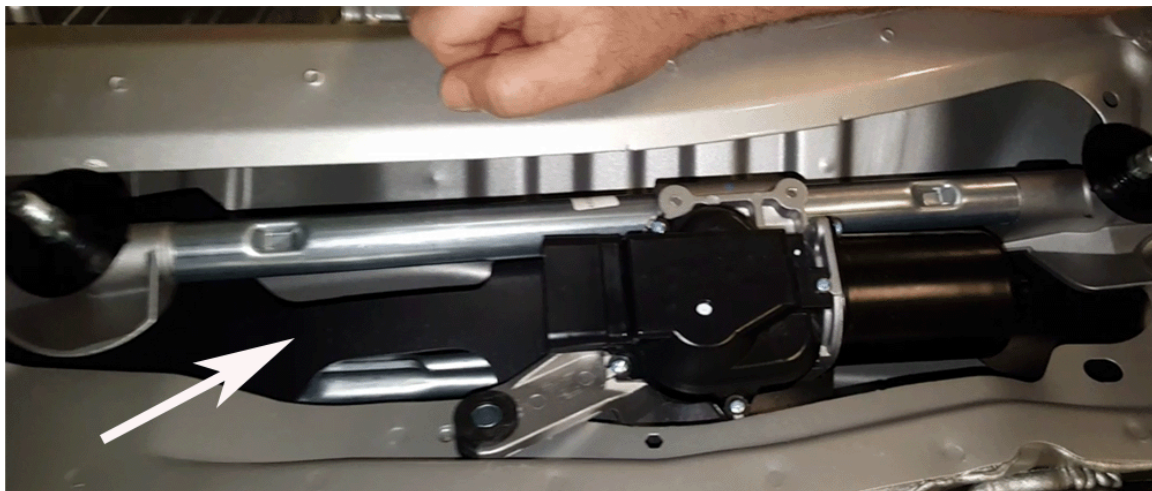
5. Mark the drill location.



6. Drill a new 6mm (15/64 in.) drain hole.



7. Plug the original drain hole with the plug listed above.
8. Install the new windshield wiper module assembly. Refer to *Windshield Wiper System Module Replacement* in SI.



9. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

### [Dealer Responsibility](#)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall *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 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 recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer 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. Recall 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

### 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 April 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

### IMPORTANT SAFETY RECALL

April 2017

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

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Chevrolet Equinox and GMC Terrain vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

#### Important:

- Your vehicle is involved in GM recall 25302.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at no charge.

Why is your vehicle being recalled?	The ball joints in the windshield wiper modules in your vehicle may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. If one or both of the windshield wipers become inoperative, it could limit your visibility under certain operating conditions, which may increase the risk of a crash.
What will we do?	Your dealer will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, your dealer will © 2018 General Motors. All rights reserved.

	replace it with the new module (i.e., 84241847) that has a water deflector and improved ball joints. In addition, your dealer will fill the water-management hole near the passenger-side wiper-pivot and drill a small hole on the adjacent wall of the air inlet panel (AIP). If the module was previously replaced with part 84241847, then the only repair your dealer would need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP. This service will be performed for you at <b>no charge</b> . Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 35 minutes.
<b>What should you do?</b>	You should contact your GM dealer to arrange a service appointment as soon as possible.
<b>Did you already pay for this repair?</b>	Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the condition described in this letter, 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 April 30, 2018, unless state law specifies a longer reimbursement period.
<b>Do you have questions?</b>	If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

<b>Division</b>	<b>Number</b>	<b>Text Telephones (TTY)</b>
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V582.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer

Vice President

Global Vehicle Safety

Enclosure

GM Recall 25302

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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**FRENCH MESSAGE TO FOLLOW AS SOON AS AVAILABLE**

Date: July 12, 2016

Subject: Stop Delivery Order for Upcoming Safety Recall 25300  
Front Wiper Transmission Corrosion Failure  
Canadian Total VIN population = 126,001 (Stock = 122)

Models: 2010 – 2015 Model Year Chevrolet Equinox & GMC Terrain

To: All Chevrolet, Buick, GMC and Cadillac Dealers

Attention: Dealer Operator  
Sales Manager  
Service Manager  
Fleet Manager  
Inventory Manager  
Warranty Administrator

cc: Regional Directors  
Regional Managers - Customer Care and Aftersales  
Regional Managers – Sales  
District Managers - Customer Care and Service Process  
Regional District Sales Managers  
District Managers - Customer Care and Aftersales

From: Paul D'Aurelio  
General Director  
Customer Care and Aftersales

**STOP DELIVERY ORDER**

Effective immediately, stop the delivery of certain **2010 - 2015 model year Chevrolet Equinox and GMC Terrain** vehicles in new or used vehicle inventory. General Motors has notified Transport Canada about an upcoming safety recall that involves these vehicles. The GM recall number is 25300.

It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification until the defect is remedied.

Certain **2010-2015 Model Year Chevrolet Equinox and GMC Terrain** vehicles located in the high corrosion provinces of Ontario, Quebec, New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland/Labrador may experience high wiper module

transmission ball joint corrosion and/or wear which could result in the separation of one or more ball joints from its corresponding socket during operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative, which could limit the driver's visibility under certain operating conditions which may increase the risk of a crash causing injury and/or damage to property.

The predominant failure mode is water draining through the Air Inlet Panel (AIP) onto the wiper transmission ball joints, leading to grease washout of the link ball sockets. As the grease washes out of the transmission ball joint sockets, contaminants are able to enter the joints causing corrosion and wear of the link ball and socket, resulting in a reduced retention force of the joint.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall on July 12, 2016. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. A file identifying involved vehicles in dealer used inventory will be published in GM GlobalConnect, under the Service tab in Field Action Inventory Reports.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs, and should not deliver the vehicle until the defect is remedied.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE  
GM CANADA COMPANY RECALL INFORMATION TEAM