U.S. Department of Transportation

National Highway Traffic Safety Administration

ODI RESUME

OFFICE OF DEFECTS INVESTIGATION
NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
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Investigation:	EA 19-005		
Prompted by:	RQ18-002		
Date Opened:	12/13/2019	**Date Closed:**	11/28/2022
Investigator:	Antonio Moore	**Reviewer:**	Sharon Yukevich
Approver:	Stephen Ridella		
Subject:	Front Wiper Transmission Inoperative		

MANUFACTURER & PRODUCT INFORMATION

Manufacturer:	General Motors, LLC
Products:	2010-2016 Equinox and Terrain, excluding MY2013
Population:	1,700,000 (Estimated)
Problem Description:	Windshield wiper transmission experiences an internal ball joint separation leading to a loss of windshield wiper function.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	998	1,023	1905**
Crashes/Fires:	2	5	7**
Injury Incidents:	0	0	0
Fatality Incidents:	0	0	0

** Total eliminates duplicates received by ODI and manufacturer.

ACTION / SUMMARY INFORMATION

Action: Close this Engineering Analysis. General Motors is conducting recall 22V-582 and special coverage program N192266181.

Summary:

On December 13, 2019, the Office of Defects Investigation (ODI) upgraded RQ18-002 to an Engineering Analysis (EA19-005) to further assess the MY2010-2016 Chevrolet Equinox and GMC Terrain windshield wiper failures. Due to a prior recall, 16V-582, addressing this issue in the MY2013 subject vehicles, MY2013 was not included in the analysis. To date, ODI had received 998 complaints with allegations of the front windshield wiper failing in adverse whether conditions, while the vehicle was in motion.

General Motors (GM) initiated Safety Recall 16V-582 on August 3, 2016 to address windshield wiper failure in the Model Year (MY) 2013 Chevrolet Equinox and GMC Terrain. Failures were attributed to water and debris intruding into the windshield wiper assembly ball joints, leading to excessive wear and eventual detachment of the affected ball joint resulting in loss of windshield wiper function.

ODI's review focused on 2010-2012 and 2014-2016 Equinox and Terrain vehicles. Owners were reporting a high rate of failures of the windshield wiper system. These failures were the same as that addressed by recall 16V-582. ODI's review of data supplied by GM as well as its own confirmed a high failure rate in model years 2014 and 2015.

On March 17, 2022, GM filed a defect information report recalling all MY2014-2015 Chevrolet Equinox and GMC Terrain vehicles to remedy the potential failure of the front windshield wiper transmission assembly. General Motors is also conducting a special coverage program, N192266181, for MY2010-2012 and MY2016-2017 Chevrolet Equinox and GMC Terrain vehicles. The special coverage is for a period of 15 years or 200,000 miles, whichever comes first.

Both the recall, 22V-165, and the special coverage program, N192266181, address windshield wiper system failures on the subject vehicles. The dealership will inspect the front wiper assembly for ball joint wear. Depending on the

degree of wear, the wiper links will be replaced, and a water shield installed or the entire module will be replaced.

In view of the recall and special coverage, ODI is closing this Engineering Analysis (EA). NHTSA reserves the right to take additional action if warranted by future circumstances.

The ODI complaints cited above can be viewed at www.nhtsa.gov under the following ODI identification numbers in a separate attachment.

11058562	11098430	11114275	11128470	11141920	11150367
11064945	11098812	11114930	11128472	11141948	11151160
11065454	11099130	11115066	11129118	11142115	11151333
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11075803	11102881	11115869	11130429	11143797	11151947
11078328	11103754	11118344	11130434	11144160	11152155
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