



Safety Center
NORTH AMERICAN OPERATIONS

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98 JUL -1 PM 12:35

OFFICE
DEFECTS INVESTIGATION

June 25, 1998

Mr. K. N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

98V-144 (u)

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.5 as it applies to a determination by General Motors of a noncompliance involving certain 1998 Cadillac Seville model vehicles.

573.5(c)(1): Cadillac Division of the General Motors Corporation.

573.5(c)(2)(3)(4): This information is shown on the attached sheet.

573.5(c)(5): General Motors has decided that certain 1998 Cadillac Seville model vehicles fail to conform to the Federal Motor Vehicle Safety Standard (FMVSS) 104, "Windshield Wiping and Washing System". Some of these vehicles exhibit a condition in which the windshield wiper motor low speed function may become inoperative when the motor is switched from high to low speed. The high speed motor function is not affected. The low speed function will return after the ignition is cycled off and on, but may be lost again when the wipers are switched from high to low speed. If this were to occur while the vehicle was in motion, the driver's visibility could be affected.

573.5(c)(7): General Motors first became aware of this condition on June 4, 1998. An investigation was initiated to determine the cause and extent of the condition.

573.5(c)(8): This information is set forth in the dealer bulletin.

573.5(c)(9): Draft copies of the owner notification and dealer bulletin are attached. GM plans to begin this campaign in July 1998. The final owner letter and dealer bulletin will be forwarded when they are available.

Very truly yours,

Frank C. Sonye, Jr.
Director
Product Investigations

1831 / 98025
attachments

Product Investigations

Mail Code 480-06-304 • 30500 Vicuna Road • Warren, Michigan 48090-0055
Phone: (810) 996-8029 • Fax: (810) 947-2318



573.5(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
				<u>(FROM)</u>	<u>(TO)</u>		
Cadillac	K	1998	1,059	6/98	6/98	Seville	Unknown

* All affected vehicles will be corrected.

1831 98025

11/14/98 (26)



Campaign Bulletin

File In Location: Product Campaigns
Bulletin No.: 980##
Date: Month, 199#
Draft #: 2



9/1/98 (S)

PRODUCT RECALL CAMPAIGN

FMVSS NON-COMPLIANCE CAMPAIGN

SUBJECT: 980## - WINDSHIELD WIPER LOW SPEED OPERATION

MODELS: CERTAIN 1998 CADILLAC SEVILLE MODEL VEHICLES

DRAFT

A FINAL VERSION OF THIS DRAFT WILL BE USED
IF THERE IS A DECISION TO CAMPAIGN

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign 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 (60) 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. As you will see in reading the attached copy of the divisional letter that is being sent to customers, the customers are being instructed to contact the appropriate Customer Assistance Center if their dealer does not remedy the condition within five (5) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

DEFECT INVOLVED

General Motors has decided that certain 1998 Cadillac Seville model vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 104, "Windshield Wiping and Washing System". These vehicles may exhibit a condition in which the windshield wiper motor low speed function may be lost when the motor is switched from high speed to low speed. The high speed motor function is not affected. The

low speed function will return after the ignition is cycled off and on, but may be lost again when the wipers are switched from high speed to low speed. If this were to occur while the vehicle was in motion, the driver's visibility could be affected.

To prevent the possibility of this condition occurring, dealers are to replace the windshield wiper motor cover which contains the microprocessor on all suspect vehicles.

VEHICLES INVOLVED

Involved are certain 1998 Cadillac Seville model vehicles built within the following VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	PLANT CODE	FROM	THROUGH
1998	Cadillac	Seville	Hamtramck	"U"	WU930050	WU931975

NOTICE: Dealers should confirm vehicle eligibility through VISS (Vehicle Information Service System) prior to beginning campaign repairs. **[Not all vehicles within the above breakpoints may be involved.]**

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow-up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

PARTS INFORMATION

Notice: An initial supply of parts required to complete this campaign will be pre-shipped to involved dealers of record. This pre-shipment will occur the week of _____ ##, 1998. Parts received for a recently transferred vehicle should be forwarded by the original dealer (with a phone call) to the dealer that received the transferred vehicle. Pre-shipped parts will be charged to dealer's open parts account.

Additional parts, if required, are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" prior to ordering requirements. Normal orders should be placed on a DRO = Daily Replenishment Order. An emergency requirement should be ordered on a CSO = Customer Special Order.



Part Number	Description	Quantity/ Vehicle
12365314	Cover Assembly - Wiper Motor	1
12345739	Sealer - 3.5 oz tube	As Req'd

CUSTOMER NOTIFICATION

Customers will be notified of this campaign on their vehicles by General Motors (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

DEALER CAMPAIGN RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this campaign must be held and inspected/repaired per the service procedure of this campaign bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign 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. This could be done by mailing to such customers a copy of the appropriate divisional customer letter accompanying this bulletin. Campaign 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 campaign enters your vehicle inventory, or is in your dealership for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

This bulletin is notice to you that the new motor vehicles included in this campaign may not comply with the standard identified above. Under 41 U.S.C. section 30112 of the Highway Safety Act as amended, it is illegal for a dealer to sell a new motor vehicle which the dealer knows does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the campaign correction, your dealership may be subject to a civil penalty up to \$1,100 for each such sale.

SERVICE PROCEDURE

1. Turn ignition key to the "OFF" position.
2. Disconnect the electrical connector from the wiper motor cover as shown in Figure 1.

FIGURE 1 GOES HERE

3. Remove three (3) screws that attach the wiper motor cover to the wiper motor. Remove the wiper motor cover. Discard the wiper motor cover and screws.
4. Carefully remove any old excess sealant from the wiper motor housing.

IMPORTANT: When applying sealant in the next step, do not allow any sealant to contact the electronic components or electrical terminals.

5. Following the instructions and illustration included with the new cover, carefully apply a bead of P/N 12345739 (or GE-162 sealant or equivalent) to the groove in the cover assembly.
6. Install the new wiper motor cover assembly to the wiper motor and secure with the three (3) screws included in the cover kit. Tighten to 2.0 N.m (18 lb. in.).
7. Reconnect the electrical connector to the wiper motor cover.
8. Check wiper system for proper operation (delay/low/high/wash/etc.), making sure to switch between high and low speeds several times.
9. Install the GM Campaign Identification Label.

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CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin will require a "Campaign Identification Label". Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.



Each "Campaign Identification Label" is to be located on the radiator core support in an area which will be visible when the vehicle is brought in by the customer for periodic servicing. **When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels can be obtained from VISPAC Incorporated by calling 1-800-269-5100 (Monday-Friday, 8:00 a.m. to 4:30 p.m. EST). Ask for Item Number S-1015 when ordering.**

Apply the "Campaign Identification Label" only on a clean, dry surface.

CLAIM INFORMATION

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	FAILED PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Replace wiper motor cover assembly	1	12365314	**	MA-96	V__0	0.3	***

- * For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".
- ** The "Parts Allowance" should be the sum total of the current GMSPD Dealer Net price plus 40% for wiper motor covers needed to complete the repair.
- *** The amount identified in the "Net Item" column should represent the sum total of the Current GMSPD Dealer Net Price plus 40% for sealer needed to perform the required repairs, not to exceed \$.84 (includes 40% mark up) per vehicle.

Refer to the General Motors Corporation Claims Processing Manual for details on Product Campaign Claim Submission.



<Safety or Non-Compliance Format>

980##

(Sample Of Notification Used)

<Month Of Mailing>, 199#

Dear Cadillac Seville Customer:

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

Reason For This Recall: General Motors has decided that certain 1998 Cadillac Seville model vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 104, "Windshield Wiping and Washing System". These vehicles may exhibit a condition in which the windshield wiper motor low speed function may be lost when the motor is switched from high speed to low speed. The high speed motor function is not affected. The low speed function will return after the ignition is cycled off and on, but may be lost again when the wipers are switched from high speed to low speed. If this were to occur while the vehicle was in motion, the driver's visibility could be affected.

What Will Be Done: To prevent the possibility of this condition occurring, dealers are to replace the windshield wiper motor cover which contains the microprocessor on all suspect vehicles. This service will be performed for you at **no charge**.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately fifteen minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed.

Contacting Your Dealer: Please contact your dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process and repair your vehicle. Your Cadillac dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the Cadillac Customer Assistance/Relations Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Cadillac	1-800-458-8006	1-800-833-2622

* Utilizes Telecommunication Devices for the Deaf/Text: Telephones (TDD/TTY)

If, after contacting the Cadillac customer assistance center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National

V-1: (05)

Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Customer Reply Card: The enclosed customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the postage paid reply card and returning it to us.

Courtesy Transportation: Your dealer will provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Cadillac Motor Car Division
General Motors Corporation

Enclosure