

**GM SERVICE AND PARTS OPERATIONS
DCS1128
URGENT - DISTRIBUTE IMMEDIATELY**

Date: February 11, 2004

Subject: Upcoming Safety Recall
04005 – Windshield Wiper Motor Failure

Models: 2002-2003 Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, and Oldsmobile Bravada

To: All Chevrolet, GMC and Oldsmobile Dealers

Attention: Dealer Operator, General Manager, Sales Manager, Used Car Manager, Service Manager, Parts Manager and Warranty Administrator

Based on information from the National Highway Traffic Safety Administration (NHTSA) web site, the media may report that General Motors will be announcing a safety recall involving certain 2002 model year Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, and Oldsmobile Bravada SUVs built between October 2000 and June 2002. Some 2003 model year Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, and Oldsmobile Bravada SUVs built between April and November 2002 also are included.

These vehicles have a windshield wiper system in which water can enter the wiper module, causing a short circuit or corrosion of components within the module. This may cause the windshield wipers to not turn on, cease operation while in use, fail to turn off/on by themselves (with moisture sensitive wiper systems), or have continuous windshield pump operation.

To correct this condition dealers will cover the windshield wiper module vent hole with a patch. Also, the wiper motor, circuit board, and electrical connector will be inspected for signs of water intrusion and/or corrosion and be replaced as required. These repairs will be performed at no cost to the customers.

There are approximately 636,000 vehicles involved. GM is working with its suppliers to obtain the parts needed to correct this condition as quickly as possible. Based on the anticipated schedule, we plan to notify customers about this recall during the third quarter of 2004. **GMVIS information will not be available until the recall is formally announced.**

Listed below are some anticipated questions and answers to assist in responding to customer inquiries.

Q1: What is the condition that prompted a safety recall?

A1: Some of the 2002-2003 Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, and Oldsmobile Bravada midsize SUVs have a windshield wiper system in which water can enter the wiper module, causing a short circuit or corrosion of components within the module.

Q2: What might occur as a result of this condition?

A2: This may cause the windshield wipers to not turn on, cease operation while in use, fail to turn off/on automatically (with moisture sensitive wiper systems), or have continuous windshield pump operation.

Q3: How does water enter the module and cause the short circuit or corrosion?

A3: Water seeps through a vent hole and pools at the bottom of the module. The water in the module can either cause a short circuit or can lead to the corrosion of components within the module, thus rendering the wiper circuit board and/or motor inoperative.

Q4: Is there a reason to be concerned about the condition?

A4: Depending on the weather situation, driver visibility could be reduced.

Q5: Wasn't there a recall of these vehicles due to a windshield wiper condition last year?

A5: GM recalled certain 1994-1997 Chevrolet C/K, GMC Sierra full-size pickups; Chevrolet Tahoe and Suburban, and GMC Yukon and Suburban full-size SUVs; 1995-1997 Chevrolet Astro, GMC Safari midsize vans and Chevrolet C/K, GMC Sierra full-size crew cabs; and, 1996-1997 Chevrolet S10, GMC Sonoma small pickups; Chevrolet Blazer, GMC Jimmy, Oldsmobile Bravada midsize SUVs due to cracked solder joints on the controller circuit board near the wiring harness connector. Approximately 1.7 million of these trucks were recalled. Dealers replaced the wiper motor circuit board.

The SUVs in this recall population are designed differently than the SUVs in the last recall.

Q6: How many incidents, crashes, injuries or fatalities related to this condition?

A6: There have been 1,200 reports of incidents, two crashes, and no injuries or fatalities related to this condition.

Q7: How was this condition discovered?

A7: Water ingestion was first identified through examination of parts replaced under warranty in 2002. GM and its supplier did extensive testing and analysis.

Q8: Why are you not recalling all 2003 midsize SUVs?

A8: Not all of the 2003 models have the same windshield wiper design. Prior to the testing and analysis of the condition of the subject wiper system (February 2002), the supplier was already designing, developing, and validating a new wiper module design that was intended to save money and incorporate improvements. The new design was targeted for incorporation during the 2003 model year. GM incorporated the new design system in November 2002. The new design wiper system included changes that prevented water intrusion in the module.

Q9: What will GM do to correct this condition on the subject vehicles?

A9: Chevrolet, GMC and Oldsmobile dealers will cover the windshield wiper module vent hole with a patch. Also, the wiper motor, circuit board, and electrical connector will be inspected for signs of water intrusion and/or corrosion and be replaced as required. This work will be done at no charge to the customers.

Q10: Are parts at the dealers, and can owners bring in their vehicles for repair right away?

A10: No. The recall begins during the third quarter of 2004.

Q11: Why are you waiting to conduct this recall?

A11: GM needs to complete a number of validation tests of the material and adhesives needed to fix the condition. We anticipate concluding these activities near the third quarter. We're doing everything we can to move up this timing.

Q12: Is it safe to drive these vehicles?

A12: These vehicles meet all FMVSS safety standards. This is not a common condition. Owners should bring their vehicles to the dealers as soon as they receive their notification letters.

Q13: What if customers in the suspect population are experiencing the recall condition?

A13: If customers are experiencing the problems described above with their windshield wipers, they should take their vehicles to a GM dealer for repair. Dealers should replace the windshield wiper module at no cost to the customer using labor operation N3520 until the recall is officially announced during the third quarter of 2004. For vehicles that are beyond warranty coverage, dealer empowerment guidelines for goodwill adjustments should be applied.

Q14: What if customers in the suspect population had their windshield wipers repaired due to this condition?

A14: If customers have already paid for some or all of the costs to have their wiper motor repaired, they should retain all receipts and related documentation until they receive their notification letter during the third quarter of 2004. Included with the letter will be a Product Recall Customer Reimbursement Claim Form, which should be used to process their reimbursement claim.

Please contact the GM Dealer Business Center at 1-888-414-6322 (Prompt #3) if you have questions about this message.

**END OF MESSAGE
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