

**Dealer TO: ALL CHEVROLET, GMC AND OLDSMOBILE DEALERS**

**Salutation: ATTENTION: SERVICE MANAGER, PARTS MANAGER AND WARRANTY ADMINISTRATOR**

**GM SERVICE AND PARTS OPERATIONS**

**DCS1224**

**URGENT DISTRIBUTE IMMEDIATELY**

**Date: July 6, 2004**

**Subject: 04005 - Product Safety Recall  
Windshield Wiper Operation**

**Models: 2002-2003 Chevrolet Trailblazer, Trailblazer EXT  
2002-2003 GMC Envoy, Envoy XL  
2002-2003 Oldsmobile Bravada**

**To: All Chevrolet, GMC and Oldsmobile Dealers**

**Attention: Service Manager, Parts Manager and Warranty Administrator**

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Product Safety Recall 04005 today. The total number of vehicles involved is 635,934. Please see the attached bulletin for details.

**Mailing Information:** Customer notification letter mailing will begin on July 13, 2004.

**GM Vehicle Inquiry System (GMVIS):** GMVIS information will be available on July 7, 2004.

**Service Information System (SI):** Bulletin 04005 is scheduled to be available in SI July 20, 2004.

**Campaign Initiation Detail Report (CIDR):** The CIDR will be available in GM DealerWorld on July 6, 2004.

**PLEASE DOUBLE CLICK ON THE ICON BELOW  
THEN SINGLE CLICK ON THE LAUNCH BUTTON  
TO VIEW OR PRINT THE BULLETIN**

**(See attached file: 04005 Bulletin.pdf)**

**END OF MESSAGE**

**GM SERVICE AND PARTS OPERATIONS**



# Recall Bulletin

File In Section: Product Recalls

Bulletin No.: 04005

Date: July 2004



## PRODUCT SAFETY RECALL

**SUBJECT:** WINDSHIELD WIPER OPERATION

**MODELS:** 2002-2003 CHEVROLET TRAILBLAZER, TRAILBLAZER EXT  
2002-2003 GMC ENVOY, ENVOY XL  
2002-2003 OLDSMOBILE BRAVADA

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2002 and 2003 model year Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, and Oldsmobile Bravada vehicles. Under certain conditions, water may seep into the windshield wiper module. If this were to happen, it could result in windshield wipers that will not turn on, cease operation while driving, fail to turn off, turn on by themselves, and/or continuous windshield washer pump operation. Improper operation of the windshield wiper system in a severe weather situation could reduce the driver's visibility, resulting in a possible vehicle crash without prior warning.

### CORRECTION

Dealers are to inspect and seal the windshield wiper motor. In some cases, the windshield wiper module may require replacement.

### VEHICLES INVOLVED

Involved are certain 2002 and 2003 model year Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, and Oldsmobile Bravada vehicles built within these VIN breakpoints:

| YEAR | DIVISION  | MODEL           | FROM     | THROUGH  |
|------|-----------|-----------------|----------|----------|
| 2002 | Chevrolet | TrailBlazer     | 22100007 | 22530814 |
| 2003 | Chevrolet | TrailBlazer     | 32100001 | 32207157 |
| 2002 | Chevrolet | TrailBlazer EXT | 22442652 | 22460353 |
|      |           |                 | 26100010 | 26138714 |
| 2003 | Chevrolet | TrailBlazer EXT | 32100002 | 32206820 |
|      |           |                 | 36100001 | 36159279 |
| 2002 | GMC       | Envoy           | 22100001 | 22530816 |
| 2003 | GMC       | Envoy           | 32100003 | 32207155 |
| 2002 | GMC       | Envoy XL        | 22437217 | 22460354 |
|      |           |                 | 26100018 | 26138713 |

**VEHICLES INVOLVED, Cont'd.**

| YEAR | DIVISION   | MODEL    | FROM     | THROUGH  |
|------|------------|----------|----------|----------|
| 2003 | GMC        | Envoy XL | 32100013 | 32191834 |
|      |            |          | 36100011 | 36159258 |
| 2002 | Oldsmobile | Bravada  | 22100005 | 22525168 |
| 2003 | Oldsmobile | Bravada  | 32100018 | 32207132 |

**IMPORTANT:** Dealers should confirm vehicle eligibility through **GMVIS** (GM Vehicle Inquiry System) prior to beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

**For US:** For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned, will not have a report available in GM DealerWorld.

**For Canada & IPC:** For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned, will not receive a report with the recall bulletin.

The Campaign Initiation Detail Report 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.

**PARTS INFORMATION****Parts Pre-Ship Information – For US and Canada**

**Important:** An initial supply of windshield wiper transmission seal assemblies required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin the week of June 28, 2004 and will be approximately 20% of each dealer's involved vehicles. 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" before ordering parts. 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.

| Part Number | Description                                 | Quantity/Vehicle |
|-------------|---|------------------|
| 10378689*   | Sealer Kit, WSW Mot                         | 1 (if req'd.)    |
| 15094704**  | Module, WSW Sys (W/O Rain Sense, - RPO CE1) | 1 (if req'd.)    |
| 15094705**  | Module, WSW Sys (W/Rain Sense, + RPO CE1)   | 1 (if req'd.)    |

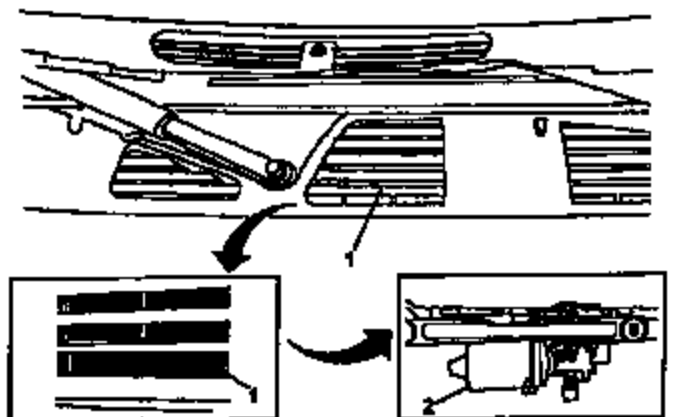
\* Sealer kits have a shelf life of 1 year. Do not over-order.

\*\* Less than 10% of the population worldwide is expected to require module replacement. Please order parts accordingly. Seal assemblies will not be required if the WSW module is replaced.

## **SERVICE PROCEDURE**

The following procedure provides instructions for inspecting the windshield wiper module, installing a breathable seal to the vent on the wiper motor cover if applicable, or if necessary, installing a new windshield wiper module.

## **INSPECTION PROCEDURE**

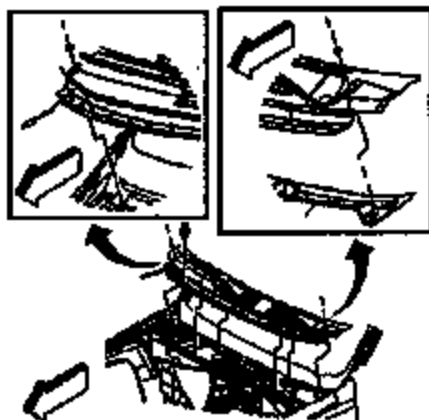


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1. Using a flashlight, look down through the air inlet screen (1) at the location shown.
  - o If the color of the can (2) on the wiper motor is **SILVER**, no repairs are required on the vehicle.
  - o If the color of the can (2) on the wiper motor is **BLACK**, proceed to the section below titled, **REPAIR PROCEDURE**.

## **REPAIR PROCEDURE**

1. Verify that all of the functions of the wiper system (low, high, delay, etc.) operate properly.
2. Turn the key to the OFF position.
3. Open the hood.



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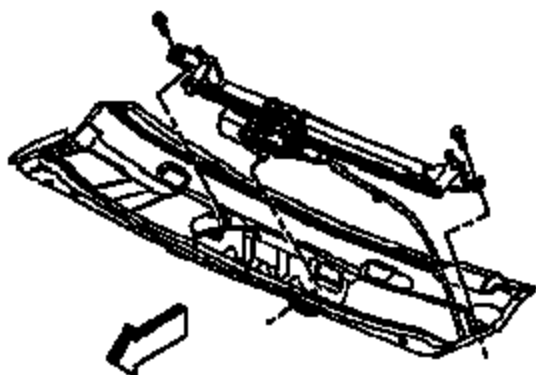
4. Remove the three push-in retainers that attach the air inlet grille (leaf screen) to the plenum sheet metal.
5. Lower the hood to the secondary latch.

6. Using a suitable marker or masking tape, mark the location of both wiper blades on the windshield.
7. Remove the covers from the nuts that attach the wiper arms.
8. Remove the nuts from the wiper arms.

#### **Important**

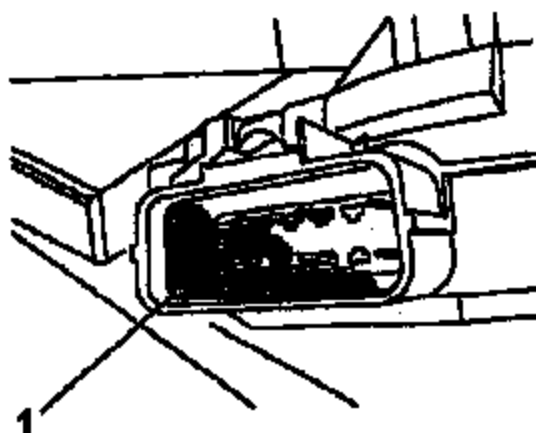
If the rocking action in the next step fails to loosen the wiper arm, it may be necessary to use a standard top-post battery cable terminal puller to remove the wiper arm.

9. Rock the wiper arms back and forth to loosen and remove them from the wiper transmission shaft.
10. Remove the antenna mast.
11. Remove the 10 mm hex head nut that attaches the left and right ends of the air inlet grille to the plenum sheet metal.
12. Remove the air inlet grille and reposition it up to the windshield. It is not necessary to disconnect the washer hose.



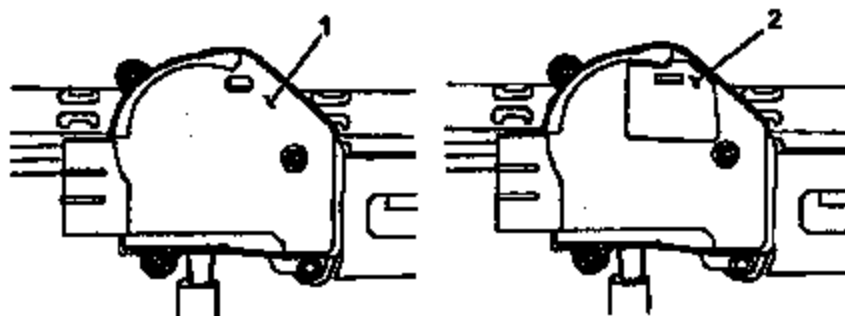
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13. Remove the two 10 mm hex head bolts that attach the wiper module to the plenum sheet metal.
14. Disconnect the electrical connector.
15. Remove the wiper module and place on a suitable work surface.



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16. Inspect the inside of the electrical connector on the wiper motor for moisture or water. If no moisture or water is found, continue inspecting for evidence or signs that moisture or water was present at some earlier time. Indicators include water stains, dried dirt, etc. (1).
- o If moisture or water is found in the electrical connector, or if there is evidence that there was moisture or water present at an earlier time, the complete wiper motor module (including the motor) **MUST** be replaced. Obtain a new wiper module and proceed to Step 20. The new wiper modules already have a different style of breathable seal on the wiper cover. **DO NOT** install the breathable seal described later in this recall on new wiper modules.
  - o If there is no moisture or water found in electrical connector, or if there is **NO** evidence that moisture or water was present at an earlier time, a breathable seal must be installed over the vent in the wiper motor cover. Proceed to the next step.



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17. Clean the exterior surface of the wiper motor cover thoroughly (1). It must be free of dirt, grease, oil, and other contamination.

#### **Important**

To ensure good adhesion of the seal being installed in the next steps, make sure that your hands are clean and free of oil and grease before proceeding.

18. Using the alcohol wipe included in the kit, wipe the complete exterior surface of the wiper cover thoroughly. Allow the surface to dry approximately 30-45 seconds before proceeding.

**Important**

When using the adhesion promoter in the next step:

- DO NOT open the adhesion promoter until you are ready to apply it.
- Use the complete contents of the packet as soon as it is opened.
- If the packet is dried-out when opened, obtain another sealer kit or use P/N 12378462 (4 oz. can of adhesion promoter).
- Do not allow the liquid to "spill" inside of the vent opening on the wiper motor cover when applying.
- Allow to dry 30-90 seconds before applying the seal.

19. Carefully apply the adhesion promoter that is included in the kit.

**Important**

The seal must be inspected before installing. If there are any creases in the seal or backing material, the seal must NOT be used. Obtain another sealer kit.

If you are unable to remove the backing material from the seal in the next step, the seal is beyond its shelf life of one year. Obtain another sealer kit. Do NOT touch the adhesive surface on the seal when removing the backing material.

20. Remove the backing material from the seal, align it over the wiper motor cover so that it completely covers the vent (2), and press it firmly into place as shown in the above illustration. Apply firm pressure across the entire surface of the seal and around all outside edges. Continue applying pressure a second time to the edges to assure full adhesion.
21. Position the wiper module to the vehicle and connect the electrical connector.
22. Install the wiper module in the plenum sheet metal.
23. Install the two 10 mm hex head bolts that attach the module to the plenum sheet metal.  
**Tighten**

Tighten the bolts to 8 N·m (71 lb in).

24. Install the air inlet grille to the plenum sheet metal.
25. Install the 10 mm hex head nut that attaches the left and right ends of the air inlet grille to the plenum sheet metal. **Tighten**

Tighten the nuts to 4 N·m (35 lb in).

26. Install the antenna mast.

**Important**

If installing a NEW wiper module, you must verify that the new wiper motor and transmissions are in the PARK position before installing the wiper arms.

27. If installing a NEW wiper module, turn the ignition switch to the ON position, turn the wiper switch ON, and visually verify that the wiper transmissions operate. After visually verifying operation, turn the wiper switch to the OFF position and allow the wiper transmissions to

stop moving before turning the ignition switch to the OFF position. The wiper motor will now be in the PARK position.

28. Using the marks or masking tape that were placed on the windshield, align and position the wiper arms on the wiper transmission shafts.
29. Install the nuts on the wiper transmission shafts. **Tighten**

Tighten the nuts to 30 N·m (22 lb ft).

30. Install the covers on the wiper arm nuts.
31. Remove the marks or masking tape from the windshield.
32. Open the hood.
33. Install the three push-in retainers that attach the air inlet grille to the plenum sheet metal.
34. Close the hood.
35. Verify that all functions of the wiper system (low, high, delay, etc.) operate properly.

#### **CUSTOMER REIMBURSEMENT** For US

All customer requests for reimbursement for previous repairs for the recall condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Product Recall Customer Reimbursement Procedure Form is included with the customer letter.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

#### **CUSTOMER REIMBURSEMENT** For Canada

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted by July 31, 2005.

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed will be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

**IMPORTANT:** Refer to the GM Service Policies and Procedures Manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.



**COURTESY TRANSPORTATION**

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product recall is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**CLAIM INFORMATION**

Submit a Product Recall Claim with the information indicated below:

| REPAIR PERFORMED                               | PART COUNT | PART NO. | PARTS ALLOW | CC-FC | LABOR OP | LABOR HOURS | NET ITEM |
|--|------------|----------|-------------|-------|----------|-------------|----------|
| Inspect WSW Module, No Further Action Req'd.   | 0          | N/A      | N/A         | MA-98 | V1114    | 0.2*        | N/A      |
| Inspect WSW Module & Install Seal Asm          | 1          | —        | **          | MA-98 | V1115    | 0.5*        | N/A      |
| Inspect WSW & Replace WSW Module               | 1          | —        | **          | MA-98 | V1116    | 0.5*        | N/A      |
| Courtesy Transportation                        | N/A        | N/A      | N/A         | MA-98 | ***      | N/A         | ****     |
| Customer Reimbursement (Canadian Dealers ONLY) | N/A        | N/A      | N/A         | MA-98 | V1155    | 0.2         | *****    |

\* For Recall 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 applicable Mark-Up or Landed Cost Mark-Up (for IPC) for the seal assembly or windshield wiper module, whichever is applicable, needed to complete the repair.

\*\*\* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.

\*\*\*\* The amount identified in the "Net Item" column should represent the actual dollar amount for courtesy transportation.

\*\*\*\*\* The amount identified in the "Net Item" column should represent the dollar amount reimbursed to the customer.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

**CUSTOMER NOTIFICATION – For US and CANADA**

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

**CUSTOMER NOTIFICATION – For IPC**

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

**DEALER RECALL RESPONSIBILITY – For US and IPC (US States, Territories, and Possessions)**

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.

**DEALER RECALL RESPONSIBILITY - ALL**

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

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.

Old bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform those technicians of conditions that may occur on these 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. Use your dealer/trainer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary  
Technician  
Certification**

July 2004

**Dear General Motors Customer:**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Reason For This Recall:** General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2002 and 2003 model year Chevrolet TrailBlazer and TrailBlazer EXT, GMC Envoy and Envoy XL, and Oldsmobile Bravada vehicles. Under certain conditions, water may seep into the windshield wiper module. If this were to happen, it could result in windshield wipers that will not turn on, cease operation while driving, fall to turn off, turn on by themselves, and/or continuous windshield washer pump operation. Improper operation of the windshield wiper system in a severe weather situation could reduce the driver's visibility, resulting in a possible vehicle crash without prior warning.

**What Will Be Done:** Your GM dealer will inspect and seal the windshield wiper motor. In some cases, the windshield wiper module may require replacement. This service will be performed for you at **no charge**.

**How Long Will The Repair Take?** This inspection will take approximately 15 minutes. If the motor requires sealing or replacement, an additional 15 minutes will be required. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**Contacting Your Dealer:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below. The hours of operation are 8:00 AM ~ 11:00PM, EST, Monday through Friday.

| Division              | Number         | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Chevrolet             | 1-800-630-2438 | 1-800-833-2438        |
| GMC                   | 1-888-986-9463 | 1-800-462-8583        |
| Oldsmobile            | 1-800-630-6537 | 1-800-833-6537        |
| Puerto Rico – English | 1-800-496-9992 |                       |
| Puerto Rico – Español | 1-800-496-9993 |                       |
| Virgin Islands        | 1-800-496-9994 |                       |

If, after contacting the appropriate 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 Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

**Customer Reply Form:** The enclosed customer reply form identifies your vehicle. Presentation of this form 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 form and mailing it back to us.

**Customer Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

**Courtesy Transportation:** If your vehicle is within the New Vehicle Limited Warranty your dealer may 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.

**Program Information Online:** More information about this program (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit [www.mygmlink.com](http://www.mygmlink.com), and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

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.

General Motors Corporation

Enclosure  
04005