

GM SERVICE AND PARTS OPERATIONS  
DCS2174  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 31, 2008

Subject: 08243 - Product Safety Recall  
Front Windshield Wiper Operation - Replace Module Cover

Models: 2003 HUMMER H2

To: All HUMMER Dealers

Attention: Service Manager, Parts Manager, and  
Warranty Administrator

**PRODUCT FIELD ACTION ANNOUNCEMENT**

General Motors is announcing Product Safety Recall 08243 today. The total number of vehicles involved is 13,877. Please see the attached bulletin for details.

**Mailing Information**

Customer notification letter mailing will begin on November 7, 2008.

**GM Vehicle Inquiry System (GMVIS)**

GMVIS information is currently available.

**Service Information System (SI)**

The bulletin is scheduled to be available on November 1, 2008.

**Campaign Initiation Detail Report (CIDR)**

The CIDR will be available in GM DealerWorld today, October 31, 2008.

**PLEASE CLICK ON THE MESSAGE ATTACHMENT**

**TO VIEW OR PRINT THE BULLETIN**

END OF MESSAGE

GM SERVICE AND PARTS OPERATIONS

Message Attachment(s):

 [08243 bulletin.pdf](#) Acrobat PDF (392.2KB)

08243 Bulletin



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Front Windshield Wiper Operation – Replace Module Cover

**MODELS:** 2003 HUMMER H2

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2003 model year HUMMER H2 vehicles. Some of these vehicles have a condition in which water can enter the windshield wiper motor module. If a sufficient amount of water enters the module, the front windshield wipers may work intermittently, may work on the high or low speed only, may self activate, may not park at full down position, or they may become inoperative. If this were to occur in a severe weather situation, driver visibility could be reduced resulting in a vehicle crash without prior warning.

### CORRECTION

Dealers are to inspect the windshield wiper module cover, and if necessary, replace the windshield wiper module cover.

### VEHICLES INVOLVED

Involved are **certain** 2003 model year HUMMER H2 vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2003	HUMMER	H2	3H115778	3H142067

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers will not have a report available if they have no involved vehicles currently assigned.

- US dealers - GM DealerWorld Recall Information
- Canadian dealers - GMinfoNet Recall Reports
- Export dealers - sent directly to 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.

### PARTS INFORMATION

Parts required to complete this recall are to be obtained from General Motors Service and 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
19120103	COVER, WSW SYS MDL	1 (If Req'd.)

### SERVICE PROCEDURE

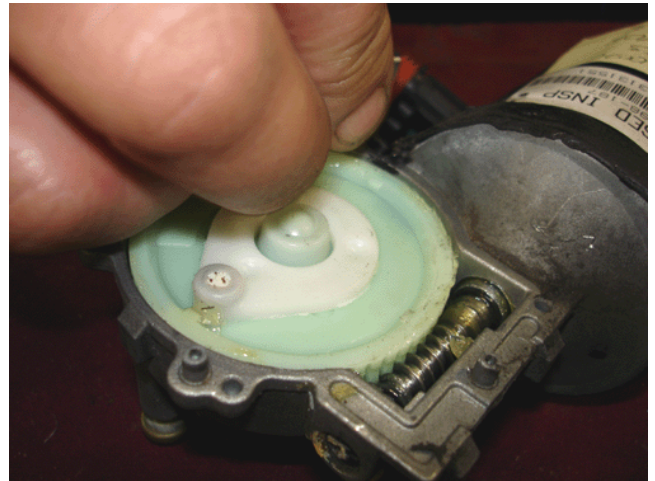
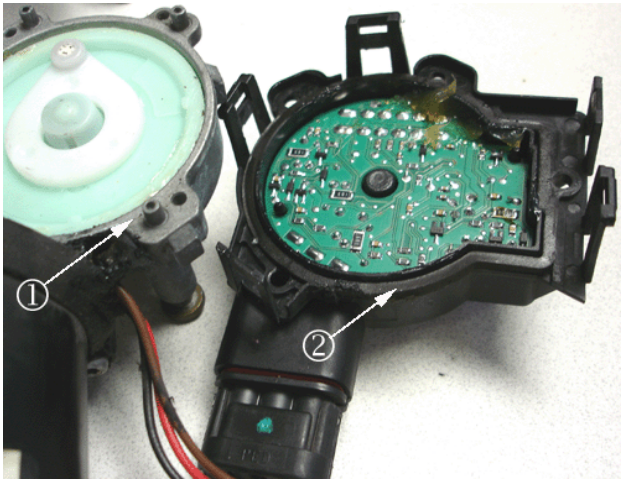
1. Remove the wiper arms. Lift the arm and raise it approximately 50 mm (2 in) from the glass. Release the locking tab at the base of the arm by sliding the tab outward with a flat bladed tool. With a flat bladed tool, lift the wiper arms off of the post.
2. Remove the air inlet grille panel caps by applying upward pressure to the caps.
3. Remove the air inlet grille panel. The panel has two screws, one on each end of the panel and two push pins in the front of the panel. Use a flat bladed tool to release the four retainers under the panel.
4. Move the panel forward to gain access to the wiper motor.
5. Disconnect the electrical connector from the module.



Wiper motor shown out of vehicle for illustration purposes only.

2182695

6. Release the five retainers (1) that retain the cover/module to the motor.



Wiper motor/module shown out of vehicle for illustration purposes only

2182696

2182697

7. Inspect the plastic module cover (2) and metal module (1) sealing surfaces for butyl.
  - If butyl is on either sealing surface, discard the plastic cover and replace it with a new cover. Ensure that all of the butyl is removed from the metal sealing surface BEFORE installing a new cover. Use a flat-blade screw driver or razor blade to remove the butyl from the metal surface.
  - If no butyl is on either sealing surface, re-install the cover. Refer to Step 8.
8. Install the wiper cover/module. Align the retainer with the tang on the motor and push down.
9. Install the electrical connectors to the cover/module.
10. Make sure wipers are operational.
11. Install the air inlet grille panel. Align the air inlet grille to the vehicle and secure by pushing downward on the four retainers. Install the push in retainer and tighten the two end screws.
 

**Tighten**  
Tighten the screws to 2.5 N-m (22 lb in).
12. Install the air inlet grille panel caps. Align the air inlet grille panel caps to the vehicle and apply downward pressure to the cap until fully seated.
13. Install the wiper arms. Align the key on the wiper arm pivot shaft with the detent on the wiper arm post, and with the locking tab in the open position, slide the wiper arm onto the pivot shaft. Make sure that the wiper arm is fully seated to ensure the locking tab can be engaged.

**CUSTOMER REIMBURSEMENT** – For GM US

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

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

**IMPORTANT:** (For GM US Only) 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 and Export

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by November 30, 2009.

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 6.1.12, for specific procedures regarding customer reimbursement verification.

**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 the Windshield Wiper Module Cover – No Further Action Required	N/A	N/A	N/A	MA-96	V1866	0.3	N/A
Inspect & Replace the Windshield Wiper Module Cover	1	---	*	MA-96	V1867	0.4	N/A
Customer Reimbursement (Canadian & Export Dealers/US CAC)	N/A	N/A	N/A	MA-96	V1868	0.2	**

\* 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 Export) for the module cover needed to complete the repair.

\*\* 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 Export

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 Export (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 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.

November 2008

Dear General Motors Customer:

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

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2003 model year HUMMER H2 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 safety recall 08243.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

Your vehicle may have a condition in which water can enter the windshield wiper motor module. If a sufficient amount of water enters the module, the front windshield wipers may work intermittently, may work on the high or low speed only, may self activate, may not park at full down position, or they may become inoperative. If this were to occur in a severe weather situation, driver visibility could be reduced resulting in a vehicle crash without prior warning.

### What will we do?

Your GM dealer will inspect the windshield wiper module cover, and if necessary, replace the cover. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of approximately 20 minutes. If the cover requires replacement, an additional 10 minutes will be required.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

### Did you already pay for this repair?

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

### Do you have questions?

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. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>

Division	Number	Text Telephones (TTY)
Hummer	1-866-964-8663	
Guam	1-671-648-8450	
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>.

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

Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
08243