



File In Section: Product Recalls  
Bulletin No.: 10153A  
Date: July 2010

# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Heated Windshield Washer Module Short Circuit – Permanently Disable and Remove Module

**MODELS:** 2006-2009 Buick Lucerne  
2008-2009 Buick Enclave  
2006-2009 Cadillac DTS  
2007-2009 Cadillac Escalade, Escalade ESV, Escalade EXT  
2008-2009 Cadillac CTS  
2007-2009 Chevrolet Avalanche, Silverado, Suburban, Tahoe  
2009 Chevrolet Traverse  
2007-2009 GMC Acadia, Sierra, Yukon, Yukon XL  
2006-2009 HUMMER H2  
2007-2009 Saturn OUTLOOK  
Equipped with Heated Washer Fluid System (RPO XA7/CHW)

The population in this safety recall has been expanded. The breakpoints for the GMC Acadia and Saturn OUTLOOK have been revised to reflect these additional vehicles.

A Question and Answer (Q&A) section has also been added to this bulletin to clarify the customer compensation process. When issuing a check, dealers are to record the vehicle identification number (VIN) on the customer check.

Please discard all copies of bulletin 10153, issued June 2010.

### CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2006-2009 model year Buick Lucerne; Cadillac DTS; HUMMER H2; 2008-2009 model year Buick Enclave; Cadillac CTS; 2007-2009 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Acadia, Sierra, Yukon, Yukon XL; Saturn OUTLOOK; and 2009 model year Chevrolet Traverse vehicles equipped with a heated washer fluid system (RPO XA7/CHW). A recall was implemented on some vehicles in 2008 to add a fuse to the HWFS control circuit harness to address the potential consequences of a printed circuit board electrical short. However, there have been new reports of thermal incidents on HWFS modules after this improvement was installed. These incidents resulted from a new failure mode attributed to the device's thermal protection feature. Their significance varies from minor distortion to considerable melting of the plastic around the HWFS fluid chamber. In some circumstances, it is possible for the heated washer module to cause a fire.

**CORRECTION**

Dealers/retailers are to permanently disable and remove the heated washer fluid system and compensate the customer for the loss of the feature.

**VEHICLES INVOLVED**

Involved are **certain** 2006-2009 model year Buick Lucerne; Cadillac DTS; HUMMER H2; 2008-2009 model year Buick Enclave; Cadillac CTS; 2007-2009 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Acadia, Sierra, Yukon, Yukon XL; Saturn OUTLOOK; and 2009 model year Chevrolet Traverse vehicles equipped with a heated washer fluid system (RPO XA7/CHW), and built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Buick	Enclave	8J100047	8J308014
2009	Buick	Enclave	9J100004	9J135302
2006	Buick	Lucerne	6U103754	6U257622
2007	Buick	Lucerne	7U100002	7U237645
2008	Buick	Lucerne	8U100004	8U211362
2009	Buick	Lucerne	9U100001	9U116595
2008	Cadillac	CTS	80100025	80216491
2009	Cadillac	CTS	90100002	90135391
2006	Cadillac	DTS	6U100001	6U257627
2007	Cadillac	DTS	7U100001	7U237650
2008	Cadillac	DTS	8U100001	8U211363
2009	Cadillac	DTS	9U100002	9U128797
2007	Cadillac	Escalade	7R100158	7R431230
2008	Cadillac	Escalade	8R100004	8R279185
2009	Cadillac	Escalade	9R100001	9R125276
2007	Cadillac	Escalade ESV	7R136311	7R431231
2008	Cadillac	Escalade ESV	8R100011	8R279197
2009	Cadillac	Escalade ESV	9R100011	9R125271
2007	Cadillac	Escalade EXT	7G100001	7G320750
2008	Cadillac	Escalade EXT	8G100005	8G313669
2009	Cadillac	Escalade EXT	9G100001	9G122136
2007	Chevrolet	Avalanche	7G100002	7G322305
2008	Chevrolet	Avalanche	8G100012	8G315027
2009	Chevrolet	Avalanche	9G100020	9G121518
2007	Chevrolet	Silverado	71500004	71734672
			7E500001	7E604226
			7F500001	7F567567
			7G500016	7G557687
			7Z500005	7Z653657
2008	Chevrolet	Silverado	81100005	81340457
			8E100001	8E218216
			8F100003	8F228335
			8G100043	8G315252
			8Z100001	8Z333413

Continued...

VEHICLES INVOLVED, Cont'd.

Year	Division	Model	From	Through
2009	Chevrolet	Silverado	91100005	91102391
			9E100006	9E104929
			9F100005	9F105871
			9G100027	9G121505
			9Z100001	9Z109458
2007	Chevrolet	Suburban	7G100007	7G322306
			7J100041	7J407405
			7R136280	7R431211
2008	Chevrolet	Suburban	8G100022	8G315271
			8J100033	8J253530
			8R100072	8R279198
2009	Chevrolet	Suburban	9G100007	9G100157
			9J100010	9J106264
			9R100026	9R122925
2007	Chevrolet	Tahoe	7J100012	7J407401
			7R100001	7R431218
2008	Chevrolet	Tahoe	8J100001	8J253522
			8R100036	8R279200
2009	Chevrolet	Tahoe	9J100016	9J106191
			9R100006	9R127248
2009	Chevrolet	Traverse	9S100028	9S102836
2007	GMC	Acadia	7J100107	7J175624
2008	GMC	Acadia	8J100942	8J308089
2009	GMC	Acadia	9J100001	9J135301
2007	GMC	Sierra	71500001	71734581
			7E500003	7E604195
			7F500004	7F567564
			7G500025	7G557569
			7Z500022	7Z649462
2008	GMC	Sierra	81100009	81340465
			8E100003	8E218316
			8F100002	8F228333
			8G100047	8G315264
			8Z100006	8Z333464
2009	GMC	Sierra	91100004	91103306
			9E100012	9E104323
			9F100001	9F105861
			9G100028	9G121509
			9Z100002	9Z109742
2007	GMC	Yukon	7J100010	7J407398
			7R100040	7R430995
2008	GMC	Yukon	8J100008	8J253725
			8R100012	8R279019

Continued...

VEHICLES INVOLVED, Cont'd.

Year	Division	Model	From	Through
2009	GMC	Yukon	9J100002	9J107575
			9R100097	9R122047
2007	GMC	Yukon XL	7J108390	7J407402
			7R137014	7R431195
2008	GMC	Yukon XL	8J100035	8J253708
			8R100003	8R277305
2009	GMC	Yukon XL	9J100009	9J106263
			9R100051	9R121349
2006	HUMMER	H2	6H100020	6H118851
2007	HUMMER	H2	7H101164	7H108642
2008	HUMMER	H2	8H100001	8H110379
2009	HUMMER	H2	9H100002	9H101608
2007	Saturn	OUTLOOK	7J100003	7J175620
2008	Saturn	OUTLOOK	8J100640	8J308082
2009	Saturn	OUTLOOK	9J100003	9J135270

**Note:** Dealers/retailers are to confirm vehicle eligibility prior to beginning repairs by using the Investigate Vehicle History link. Not all vehicles within the above breakpoints may be involved.

For dealers/retailers 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 to US and Canadian dealers/retailers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers/retailers will not have a report available if they have no involved vehicles currently assigned. .

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

No parts are required for this recall.

SERVICE PROCEDURE

This service procedure will permanently disable and remove the heated windshield washer fluid system. After performing the procedure, dealers are to issue a \$100 USD/\$105 CDN check to the customer of record as compensation for the loss of this feature (see Q&A section in this bulletin for additional details). Involved vehicles currently in dealer/retailer new or used car inventory are not eligible for a check. However, all new vehicles currently in dealer/retailer inventory will be re-invoiced with appropriate dealer credit for the elimination of this feature.

## FUSE REMOVAL

2007-2009 Cadillac Escalade, Escalade ESV, Escalade EXT,  
2007-2009 Chevrolet Avalanche, Silverado (GMT900), Suburban, Tahoe,  
2007-2009 GMC Sierra (GMT900), Yukon and Yukon XL

1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

**Note:** The underhood fuse block is located in the engine compartment on the driver side of the vehicle. Refer to *Underhood Fuse Block* in the Owner's Manual for fuse information.

2. Locate the underhood bussed electrical center (UBEC).



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3. Remove the UBEC cover and locate the 60 amp heated windshield washer fuse.



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**Note:** Remove the two relays (1) next to the fuse to gain access to the fuse.

4. Remove the 60 amp heated windshield washer fuse (2) using needle-nose pliers.
5. Discard the 60 amp heated windshield washer fuse.

6. Install the two relays (1) removed in Step 4.
7. Refer to *Windshield Washer Solvent Heater Removal* in this bulletin. After completing the *Windshield Washer Solvent Heater Removal* service procedure, proceed to Step 8 in this section of the bulletin.
8. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
9. Test the operation of the windshield wiper system.
  - 9.1 Ensure that the wiper system functions in low and high positions.
  - 9.2 Verify that the windshield wiper/washer switch functions. The windshield wiper system should provide wiper fluid to the windshield.
  - 9.3 Verify that the heated windshield washer switch does NOT flash.
10. Secure the UBEC cover on the UBEC.
11. Close the hood.
12. Make a copy of the Owner Manual Supplement, located at the back of this bulletin, and place it in the glove box.

**Note:** Involved vehicles that are currently in dealer/retailer new car inventory are to receive a corrected Monroney Label (MSRP window sticker). It is the responsibility of the Service Manager to ensure this label replacement occurs as soon as possible.

13. After this procedure has been performed, issue a check to the customer of record (see the Q&A section in this bulletin for additional details). Involved vehicles that are currently in dealer/retailer new or used car inventory are not eligible for a check. However, all new vehicles currently in dealer/retailer inventory will be re-invoiced with appropriate dealer credit for the elimination of this feature.

### **Buick Lucerne, Cadillac DTS and CTS**

#### **2006-2007 Buick Lucerne 2006-2007 Cadillac DTS**

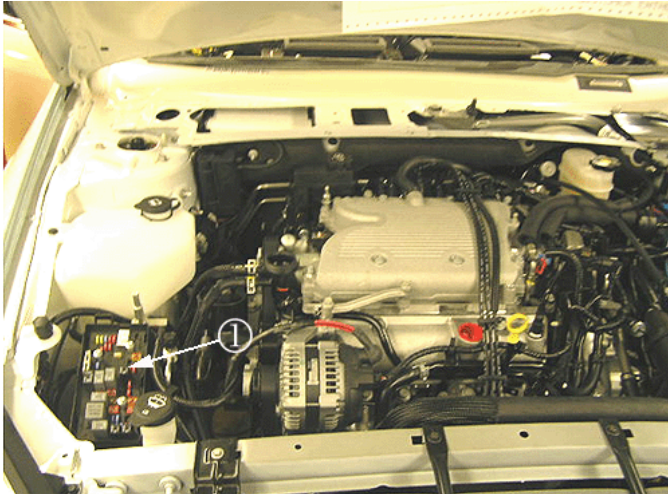
The underhood bussed electrical center is located in the vehicle's front left-hand side of the engine compartment between the engine coolant recovery bottle and rearward of the radiator support housing. The "Heated Windshield Washer" fuse is in location "JC1", which is positioned in the rear center quadrant of the UBEC.

#### **2008-2009 Buick Lucerne and Cadillac DTS**

The underhood bussed electrical center is located in the vehicle's front left-hand side of engine compartment between the engine coolant recovery bottle and rearward of the radiator support housing. The "Heated Windshield Washer" fuse is in location "F28", which is positioned in the rear inside quadrant of the UBEC.

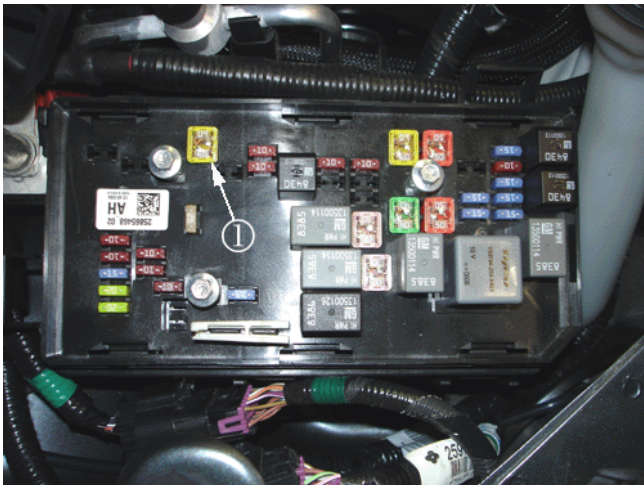
1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.





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2. Locate the underhood bussed electrical center (UBEC) (1).



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3. Remove the UBEC cover and locate the 60 amp heated windshield washer fuse (1).
4. Remove the 60 amp heated windshield washer fuse using needle-nose pliers.
5. Discard the 60 amp heated windshield washer fuse.
6. Refer to *Windshield Washer Solvent Heater Removal* in this bulletin. After completing the *Windshield Washer Solvent Heater Removal* service procedure, proceed to Step 7 in this section of the bulletin.
7. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
8. Test the operation of the windshield wiper system.
  - 8.1 Ensure the wiper system functions in low and high positions.
  - 8.2 Verify that the windshield wiper/washer switch functions. The windshield wiper system should provide wiper fluid to the windshield.
  - 8.3 Verify that the DIC does not display the following message, "HEATING WASH FLUID WASH WIPES PENDING".

9. Secure the UBEC cover on the UBEC.
10. Close the hood.
11. Make a copy of the Owner Manual Supplement, located at the back of this bulletin, and place it in the glove box.

**Note:** Involved vehicles that are currently in dealer/retailer new car inventory are to receive a corrected Monroney Label (MSRP window sticker). It is the responsibility of the Service Manager to ensure this label replacement occurs as soon as possible.

12. After this procedure has been performed, issue a check to the customer of record (see the Q&A section in this bulletin for additional details). Involved vehicles that are currently in dealer/retailer new or used car inventory are not eligible for a check. However, all new vehicles currently in dealer/retailer inventory will be re-invoiced with appropriate dealer credit for the elimination of this feature.

### 2008-2009 Cadillac CTS

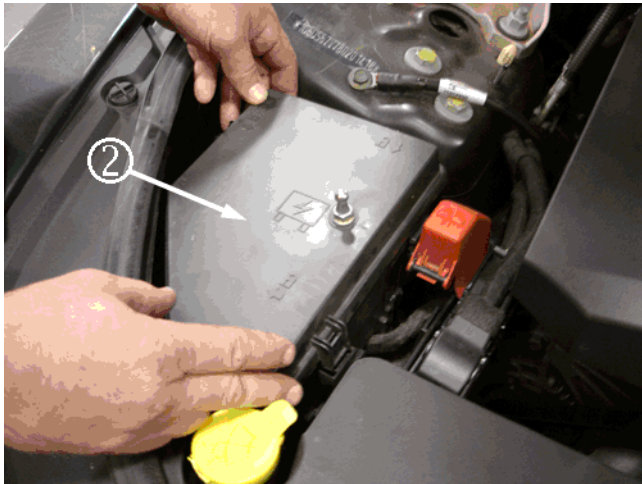
1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.



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2. Remove the front compartment side sight shield on the passenger's side of the engine compartment (1). Refer to *Front Compartment Side Sight Shield Replacement* in SI.

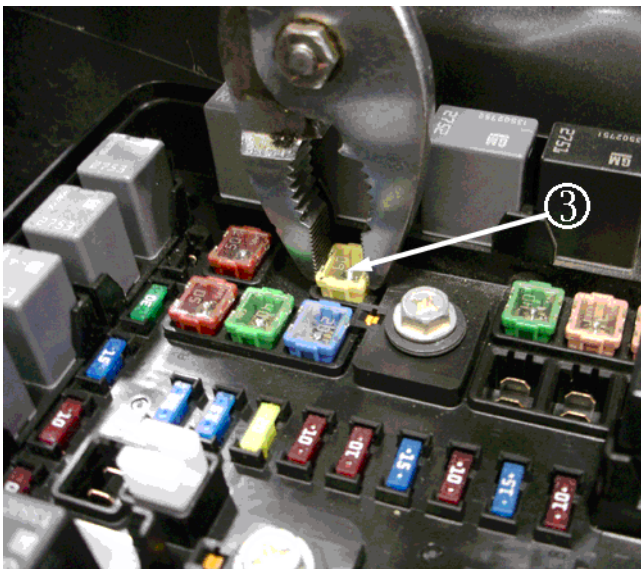




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**Note:** The underhood fuse block is located in the engine compartment on the passenger side of the vehicle. Refer to *Underhood Fuse Block* in the Owner's Manual for fuse information.

3. Locate the underhood bussed electrical center (UBEC) (2).
4. Remove the UBEC cover (2) and locate the WSW/HTR 60 amp heated windshield washer fuse.



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5. Remove the WSW/HTR 60 amp heated windshield washer fuse (3) using pliers.
6. Discard the WSW/HTR 60 amp heated windshield washer fuse (3).
7. Refer to *Windshield Washer Solvent Heater Removal* in this bulletin. After completing the *Windshield Washer Solvent Heater Removal* service procedure, proceed to step 8 in this section of the bulletin.
8. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
9. Test the operation of the windshield wiper system.
  - 9.1. Ensure the wiper system functions in low and high positions.
  - 9.2. Verify that the windshield wiper/washer switch functions. The windshield wiper system should provide wiper fluid to the windshield.

- 9.3. Verify that the DIC does not display the following message, "HEATING WASH FLUID WASH WIPES PENDING".
10. Install the front compartment side sight shield on the passenger's side of the engine compartment (1). Refer to *Front Compartment Side Sight Shield Replacement* in SI.
11. Secure the UBEC cover on the UBEC.
12. Close the hood.
13. Make a copy of the Owner Manual Supplement, located at the back of this bulletin, and place it in the glove box.

**Note:** Involved vehicles that are currently in dealer/retailer new car inventory are to receive a corrected Monroney Label (MSRP window sticker). It is the responsibility of the Service Manager to ensure this label replacement occurs as soon as possible.

14. After this procedure has been performed, issue a check to the customer of record (see the Q&A section in this bulletin for additional details). Involved vehicles that are currently in dealer/retailer new or used car inventory are not eligible for a check. However, all new vehicles currently in dealer/retailer inventory will be re-invoiced with appropriate dealer credit for the elimination of this feature.

## 2006-2007 HUMMER H2

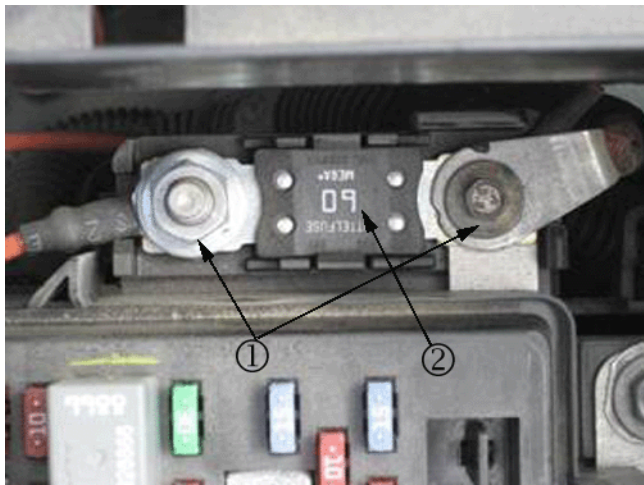
1. Open the hood and disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.

**Note:** The underhood fuse block in the engine compartment is located on the driver's side of the vehicle near the battery. Lift the cover for access to the fuse/relay block. Refer to *Underhood Fuse Block* in the Owner's Manual for fuse information.



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2. Locate the under-hood bussed electrical center (UBEC).
3. Remove the UBEC cover and locate the 60 amp heated windshield washer Mega fuse.



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4. Remove the two nuts (1) for the Mega fuse (2). Refer to the picture.
5. Remove the 60 amp heated windshield washer Mega fuse.
6. Discard the 60 amp heated windshield washer Mega fuse.
7. Install the two nuts back into the two studs.
8. Refer to *Windshield Washer Solvent Heater Removal* in this bulletin. After completing the *Windshield Washer Solvent Heater Removal* service procedure, proceed to step 9 in this section of the bulletin.
9. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
10. Test the operation of the windshield wiper system.
  - 10.1 Ensure the wiper system functions in low and high positions.
  - 10.2 Verify that the windshield wiper/washer switch functions. The windshield wiper system should provide wiper fluid to the windshield.



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- 10.3 Verify that the heated windshield washer switch does NOT flash.
11. Secure the UBEC cover on the UBEC.

12. Close the hood.
13. Make a copy of the Owner Manual Supplement, located at the back of this bulletin, and place it in the glove box.

**Note:** Involved vehicles that are currently in dealer/retailer new car inventory are to receive a corrected Monroney Label (MSRP window sticker). It is the responsibility of the Service Manager to ensure this label replacement occurs as soon as possible.

14. After this procedure has been performed, issue a check to the customer of record (see the Q&A section in this bulletin for additional details). Involved vehicles that are currently in dealer/retailer new or used car inventory are not eligible for a check. However, all new vehicles currently in dealer/retailer inventory will be re-invoiced with appropriate dealer credit for the elimination of this feature.

## 2008-2009 HUMMER H2

1. Open the hood and disconnect negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.



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**Note:** The underhood fuse block in the engine compartment is located on the driver side of the vehicle near the battery. Lift the cover for access to the fuse/relay block. Refer to *Underhood Fuse Block* in the Owner's Manual for fuse information.

2. Locate the underhood bussed electrical center (UBEC).
3. Remove the UBEC cover and locate the 60 amp heated windshield washer fuse.
4. Remove the two relays next to the fuse to gain access to the fuse.
5. Remove the 60 amp heated windshield washer fuse using needle-nose pliers.
6. Discard the 60 amp heated windshield washer fuse.
7. Install the two relays removed in Step 4.
8. Refer to *Windshield Washer Solvent Heater Removal* in this bulletin. After completing the *Windshield Washer Solvent Heater Removal* service procedure, proceed to step 9 in this section of the bulletin.



9. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
10. Test the operation of the windshield wiper system.
  - 10.1 Ensure the wiper system functions in low and high positions.
  - 10.2 Verify that the windshield wiper/washer switch functions. The windshield wiper system should provide wiper fluid to the windshield.



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- 10.3 Verify that the heated windshield washer switch does NOT flash.
11. Secure the UBEC cover on the UBEC.
12. Close the hood.
13. Make a copy of the Owner Manual Supplement, located at the back of this bulletin, and place it in the glove box.

**Note:** Involved vehicles that are currently in dealer/retailer new car inventory are to receive a corrected Monroney Label (MSRP window sticker). It is the responsibility of the Service Manager to ensure this label replacement occurs as soon as possible.

14. After this procedure has been performed, issue a check to the customer of record (see the Q&A section in this bulletin for additional details). Involved vehicles that are currently in dealer/retailer new or used car inventory are not eligible for a check. However, all new vehicles currently in dealer/retailer inventory will be re-invoiced with appropriate dealer credit for the elimination of this feature.

**2008-2009 Buick Enclave**  
**2009 Chevrolet Traverse**  
**2007-2009 GMC Acadia**  
**2007-2009 Saturn OUTLOOK**

1. Disconnect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.





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**Note:** The underhood bussed electrical center (UBEC) is located in the engine compartment on the passenger side of the vehicle. Refer to Underhood Fuse Block in the Owner's Manual for fuse information.

2. Locate the underhood bussed electrical center (UBEC).



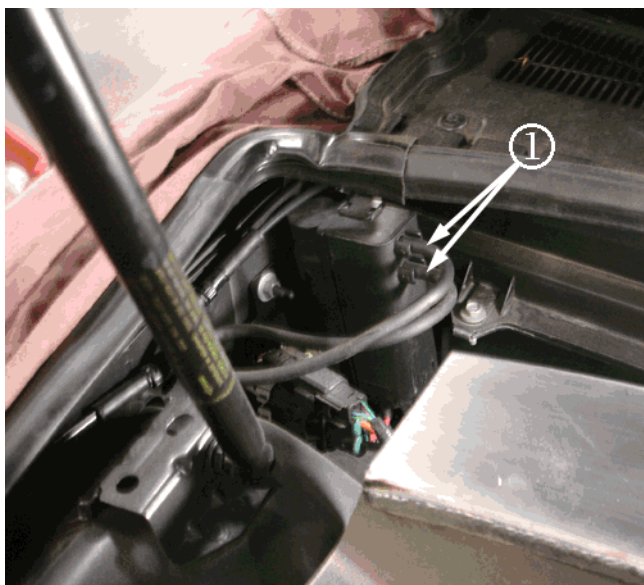
3. Remove the UBEC cover and locate the 60 amp heated windshield washer fuse.

**Note:** Remove the two relays next to the fuse to gain access to the fuse.

4. Remove the 60 amp heated windshield washer fuse using needle-nose pliers.
5. Discard the 60 amp heated windshield washer fuse.
6. Install the two relays removed in Step 4.
7. Refer to *Windshield Washer Solvent Heater Removal* in this bulletin. After completing the *Windshield Washer Solvent Heater Removal* service procedure, proceed to step 8 in this section of the bulletin.
8. Connect the negative battery cable. Refer to *Battery Negative Cable Disconnection and Connection* in SI.
9. Test the operation of the windshield wiper system.

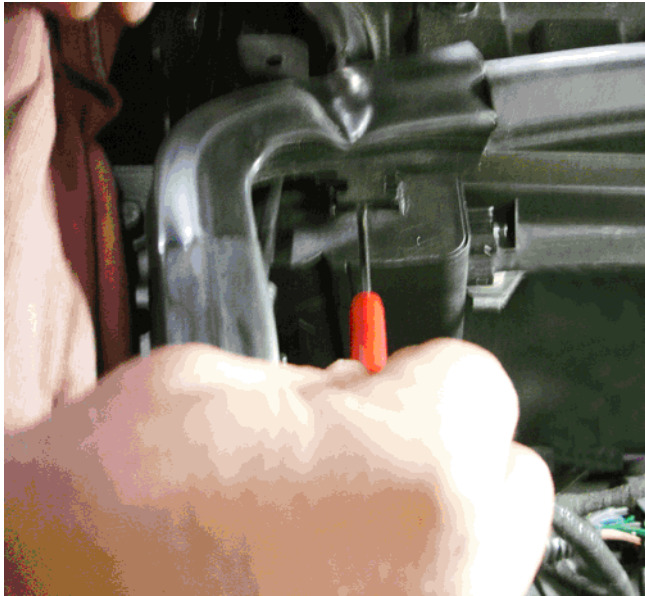
- 9.1 Ensure the wiper system functions in low and high positions.
  - 9.2 Verify that the windshield wiper/washer switch functions. The windshield wiper system should provide wiper fluid to the windshield.
  - 9.3 Verify that the DIC does not display the following message, "HEATING WASH FLUID WASH WIPES PENDING".
10. Secure the UBEC cover on the UBEC.
  11. Close the hood.
  12. Make a copy of the Owner Manual Supplement, located at the back of this bulletin, and place it in the glove box.
- Note:** Involved vehicles that are currently in dealer/retailer new car inventory are to receive a corrected Monroney Label (MSRP window sticker). It is the responsibility of the Service Manager to ensure this label replacement occurs as soon as possible.
13. After this procedure has been performed, issue a check to the customer of record (see the Q&A section in this bulletin for additional details). Involved vehicles that are currently in dealer/retailer new or used car inventory are not eligible for a check. However, all new vehicles currently in dealer/retailer inventory will be re-invoiced with appropriate dealer credit for the elimination of this feature.

### **WINDSHIELD WASHER SOLVENT HEATER REMOVAL**



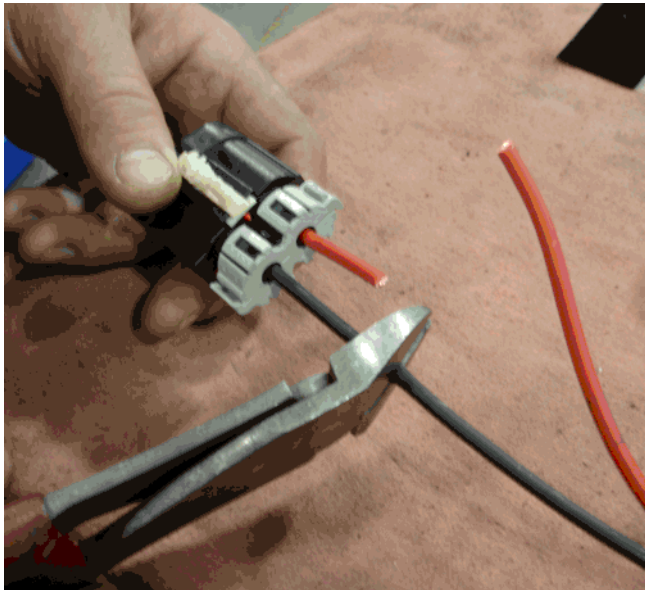
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1. Disconnect the windshield wiper solvent inlet and outlet hoses (1) from the windshield washer solvent heater assembly and from the two plastic inlet and outlet windshield wiper solvent hoses.
- Note:** Do NOT remove the connector retention clips from the connectors. Do NOT remove the assembly bracket from the engine compartment.
2. Disconnect the two electrical connectors at the windshield washer solvent heater assembly.



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3. Remove the windshield washer solvent heater assembly from the assembly bracket using a small flat blade screwdriver.
4. Place the windshield washer solvent heater assembly on a work bench.



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5. Cut the two-wire connector from the windshield washer solvent heater assembly. Vary the length of the red and black wires on the connector. Refer to illustration.



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6. Cut the five-wire connector from the windshield washer solvent heater assembly. Vary the length of the five wires on the connector.
7. Discard the windshield washer solvent heater assembly and , if installed in recall 08048, the jumper harness with inline fuse.



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8. Wrap the large connector with two wires in electrical tape.





2476553

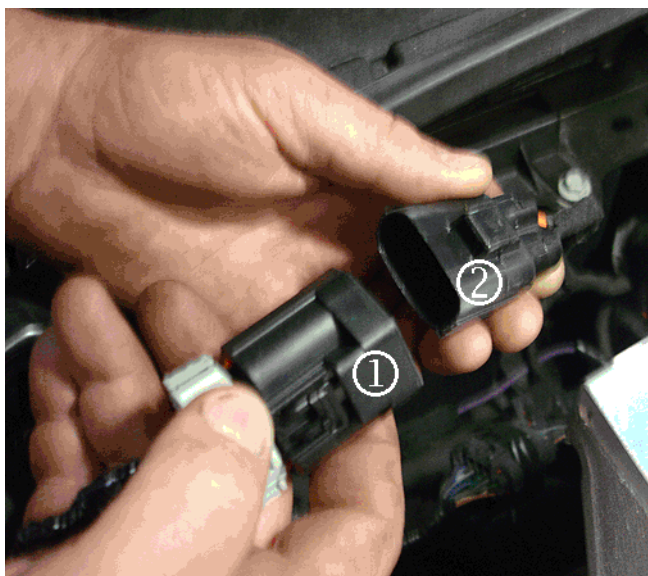
9. Wrap the red and green wires on the small connector separately.



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10. Wrap the five wires on the small connector with electrical tape.





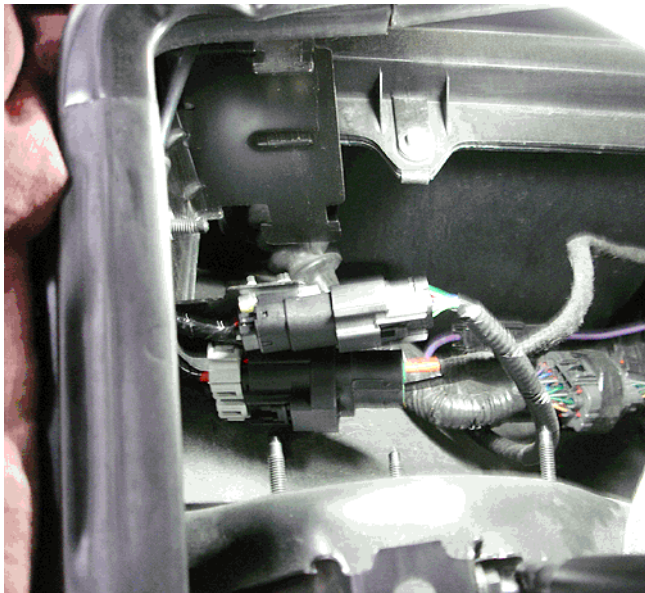
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11. Connect the large two-wire connector (1) to the body harness (2).



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12. Connect the small five-wire connector (1) to the body harness (2).



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13. Secure the large two-wire connector and small five-wire connector to the windshield washer solvent heater assembly bracket.



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14. Connect the two windshield wiper solvent inlet and outlet hoses together. Use a portion of the rubber wiper solvent hose removed in Step 1 if needed to join the two plastic wiper solvent hoses together. Discard the remaining portions of the rubber windshield wiper solvent hoses.
15. Route and secure windshield wiper solvent hose along passenger side front fender.
16. Return to the appropriate the *Fuse Removal* service procedure in this bulletin to continue this repair.

### 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.

**Note:** (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 June 8, 2011.

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 or GWM.

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

### CUSTOMER REIMBURSEMENT – For Saturn US Only

All customer requests for reimbursement for previous repairs for the recall condition are handled by submitting a recall reimbursement claim form directly to Saturn retailers for processing; however, if customers choose, they may file a claim through the Saturn Customer Assistance Center.

A Saturn Customer Reimbursement Procedure and Claim Form are included with the customer letter.

### COURTESY TRANSPORTATION – For US and Canada

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 Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers/retailers 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**

1. Submit a claim using the table below.
2. Courtesy Transportation - submit as Net Item under the repair labor code.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2281	Windshield Washer Solvent Heater Assembly Removal & Issue Check to Customer (Customer Vehicles Only)	0.3*	**
V2282	Windshield Washer Solvent Heater Assembly Removal - No Check Issued (Fleet Warranty In-Shop Locations)	0.3	***
V2283	Windshield Washer Solvent Heater Assembly Removal - No Check Issued (Vehicles in Dealer New & Used Inventory)****	0.3	N/A
V2284	Customer Reimbursement for prior repairs (not for use by US GM dealers)	0.2	*****

- \* Add 0.2 hours administrative time for issuing the check to the customer (customer vehicles only).
- \*\* The amount identified in Net Item is the \$100 USD/\$105 CDN dealer check that was issued to the customer. Record the check number in the Invoice Number field. Record the VIN on the check.
- \*\*\* The amount identified in Net Item is the \$100 USD/\$105 CDN allowed for compensation for the loss of the feature.
- \*\*\*\* New window stickers will be shipped to dealers for new vehicles in dealer inventory and dealers will be credited. Vehicles in dealer used inventory are not eligible for the \$100 USD/\$105 CDN.
- \*\*\*\*\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

**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

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.



### Question and Answer Section

**Q1. Why are we compensating customers for a recall?**

- A1. This is a special case where we are not confident a repair would work. This is why we are removing this feature from the vehicle. Compensating the current customer of record for this loss is an appropriate gesture.

**Q2. What is the original cost of the Heated Washer Fluid System?**

- A2. The system was priced in several ways; as standard equipment, as a stand-alone option and as part of an option package. We analyzed these scenarios and determined that \$100 is an appropriate estimate of the value of the feature.

**Q3. How much will each customer receive?**

- A3. Customers will receive a \$100 check from their servicing dealer within 30 days of recall completion.

**Q4. Why can't GM issue the checks?**

- A4. Due to their age, our original sales records will not reflect any subsequent vehicle transactions or owner changes. Additionally, we don't have an in-house system that can handle this number of checks. So we are depending on our dealers to help execute this safety recall.

**Q5: When will customers be notified about having this feature disabled?**

- A5: Customers should begin receiving letters in the mail in mid-June. However, they can go to their local dealer any time (even in advance of receiving a letter) to have the system disabled.

**Q6. Are all of the VINs involved in this recall identified in the GWM-IVH (GMVIS2) application?**

- A6. Yes, all involved VINs have been updated for this recall.

**Q7. How do I identify the current customer of record?**

- A7. For the purposes of this recall, the current customer of record is to be identified as the person or company whose name appears on the vehicle's state registration document (unless specifically excluded). Prior to issuing the \$100.00 check, please ensure the subject vehicle's state registration has not expired and is otherwise valid.

**Q8. What should I do if a vehicle registration document is not available?**

- A8. If the vehicle is not currently registered or a valid registration document is not available, the \$100 check should not be issued.

**Q9. What if the customer objects to this policy?**

- A9. If the customer cannot produce a valid state registration document that shows the vehicle in question is currently registered in his/her name, the decision not to issue the \$100 check is correct. If the customer still disagrees, please refer him/her to the GM Customer Assistance Center.

**Q10. If a check is not issued, how should the recall claim be submitted?**

A10. If a final determination is made not to issue a check, the \$100 net item amount should not be claimed. Only the labor cost for the repair should be submitted.

**Q11. Can you provide examples of the various customer scenarios I can expect?**

A11. Certainly, listed below are examples with the preferred resolution.

- Retail Customer – Vehicle Purchased

Issue check to the customer at vehicle pickup if a valid vehicle registration document is presented. All checks must include the complete 17 character Vehicle Identification Number.

- Retail Customer – Vehicle Leased

Issue check to the customer at vehicle pickup (not GMAC or other financial institution) if a valid vehicle registration document is presented. All checks must include the complete 17 character Vehicle Identification Number.

- Fleet Customer – Daily Rental (Avis, Budget, Enterprise, etc.)

Issue check to the daily rental company if a valid vehicle registration is presented. Confirm local address and mail or provide check to their representative at vehicle pickup. All checks must include the complete 17 character Vehicle Identification Number.

- Fleet Customer – Lease Management Company (PH&H, GE Capital, ARI, etc.)

Issue check to the lease management company if a valid vehicle registration is presented. Ask the customer where the check should be mailed. Approximately 7,500 vehicles are involved and these customers will be receiving a letter from their lease management company explaining this situation. All checks must include the complete 17 character Vehicle Identification Number.

**Q12. What should I do if a customer refuses to have the recall service procedure performed on his/her vehicle?**

A12. If a customer initially declines the recall repair, please make sure that he/she fully understands the possible consequences.

“An unattended (vehicle parked - key not on) under hood fire that can occur at any time and possibly involve nearby vehicles or structures.”

If the customer still refuses, please document this event on a repair order for his/her signature and appropriate dealership retention.