



File In Section: Product Recalls
Bulletin No.: 11095A
Date: May 2011

Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Windshield Wiper Inoperative - Tighten Wiper Motor Crank Arm Nut

MODELS: 2011 Chevrolet Colorado
2011 GMC Canyon

This bulletin is being revised to include a copy of the customer letter. Please discard all copies of bulletin 11095, issued May 2011.

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2011 model year Chevrolet Colorado and GMC Canyon vehicles. Some of these vehicles have a condition in which the windshield wiper motor crank arm nut may not be tightened to specification. When the wipers are operated with a build-up of snow or ice, or if the wipers are operated on a dry windshield, the nut could loosen. If there is sufficient loosening of the nut, the wipers could become inoperative. If this were to occur, driver visibility could be reduced, resulting in a possible crash without prior warning.

CORRECTION

Dealers are to secure the wiper motor crank arm nut.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Chevrolet Colorado and GMC Canyon vehicles.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Required Field Actions section in the Global Warranty system. Not all vehicles 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 to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers 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.

PART INFORMATION

No parts are required for this recall.

SERVICE PROCEDURE

1. Remove the front wiper arms. Refer to *Windshield Wiper Arm Replacement* in SI.
2. Remove the air inlet grille panel. Refer to *Air Inlet Grille Panel Replacement* in SI.



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3. Activate the column switch to operate the wiper module and turn off the ignition when the wiper motor crank arm is at a position where you can access the crank arm nut.



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Caution: To ensure correct operation of the wiper module, do NOT disturb the orientation of the crank arm on the motor shaft.

4. Hold the crank arm in place with a crescent wrench to ensure the motor shaft is not backdriven.
5. Remove the crank arm nut.



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6. Using a colored paint pen, mark a line on the motor drive shaft and crank arm to verify crank arm orientation.
7. Apply Medium Strength Threadlocker — Blue Loctite[®] 242 (or equivalent) to the threads of the removed crank arm nut.
8. Hand start the crank arm nut onto the motor shaft.



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9. Using a crescent wrench, hold the crank arm in place.
10. Tighten the crank arm nut to 18 N·m (13 lb ft).
11. Cycle the wiper system one time with the wiper motor stalk switch inside the vehicle to “park” the motor.
12. Install the air inlet grille panel. Refer to *Air Inlet Grille Panel Replacement* in SI.
13. Install the wiper arms and blades. Refer to *Windshield Wiper Arm Replacement* in SI.
14. Test the wiper system operation.

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 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.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2416	Secure Wiper Motor Crank Arm Nut	0.5

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.



May 2011

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, which relates to motor vehicle safety, exists in certain 2011 model year Chevrolet Colorado and GMC Canyon 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.

I M P O R T A N T

- Your vehicle is involved in safety recall 11095.
- 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 the windshield wiper motor crank arm nut may not be tightened to specification. When the wipers are operated with a build-up of snow or ice, or if the wipers are operated on a dry windshield, the nut could loosen. If there is sufficient loosening of the nut, the wipers could become inoperative. If this were to occur, driver visibility could be reduced, resulting in a possible crash without prior warning.

What will we do?

Your GM dealer will secure the wiper motor crank arm nut. 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 service correction time of approximately 30 minutes.

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 Manual and your dealer for details on courtesy transportation.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

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.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
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.

Jim Moloney
General Director,
Customer and Relationship Services