



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 11, 2012

MS. CARMEN BENAVIDES
DIRECTOR, PRODUCT INVESTIGATIONS
AND SAFETY REGULATIONS
GENERAL MOTORS LLC
MAIL CODE: 480-210-2V1
30001 VAN DYKE ROAD
WARREN, MI 48090-9020

NVS-215et
12V-151

SUBJECT: WINDSHIELD WIPER ARM NUTS

DEAR MS. BENAVIDES:

This letter serves to acknowledge General Motors LLC's (GM) notification to the National Highway Traffic Safety Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
CHEVROLET/TRVERSE/2011-2012
BUICK/ENCLAVE/2011-2012
GMC/ACADIA/2011-2012

NHTSA Campaign Number: 12V-151

Mfg's Report Date: April 5, 2012

Components: VISIBILITY: WINDSHIELD WIPER/WASHER

Potential Number of Units Affected: 50,001

Summary:

GENERAL MOTORS (GM) IS RECALLING CERTAIN MODEL YEAR 2011-2012 CHEVROLET TRAVERSE, BUICK ENCLAVE, AND GMC ACADIA VEHICLES CURRENTLY REGISTERED IN ALASKA, COLORADO, CONNECTICUT, DELAWARE, IDAHO, ILLINOIS, INDIANA, IOWA, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MONTANA, NEBRASKA, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, NORTH DAKOTA, OHIO, PENNSYLVANIA, RHODE ISLAND, SOUTH DAKOTA, UTAH, VERMONT, WEST VIRGINIA, WISCONSIN, WYOMING AND THE DISTRICT OF COLUMBIA. SNOW OR ICE BUILDUP ON THE WINDSHIELD OR ON THE WIPER RESTRICTS THE MOVEMENT OF THE WIPER ARM, THE WIPER ARM MAY LOOSEN AND CAUSE THE WIPER TO BECOME INOPERATIVE.

Consequence:

IF THIS OCCURS, DRIVER VISIBILITY COULD BE REDUCED, INCREASING THE RISK OF A CRASH.

Remedy:

GM WILL NOTIFY OWNERS, AND DEALERS WILL TIGHTEN THE WIPER ARM NUTS, FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT APRIL 16, 2012.

Notes:

GM'S SAFETY RECALL CAMPAIGN NUMBER IS 12036. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at Edison.Thompson@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement