



GENERAL MOTORS LLC
Global Interior and Safety Center

April 5, 2012

Ms. Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE – Room W45-306
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall for certain 2011 and 2012 model year Chevrolet Traverse, Buick Enclave and GMC Acadia vehicles registered in Alaska, Colorado, Connecticut, Delaware, District of Columbia, 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, and Wyoming.

573.6(c)(1): Chevrolet, Buick and GMC Brands of General Motors Company

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 and 2012 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles registered in areas with moderate to heavy annual snowfall (see above). If a buildup of snow or ice on the windshield or on the wipers restricts the movement of the wiper arm, the wiper arm nut may loosen and cause that wiper to become inoperative. If this were to occur, driver visibility could be reduced, which could result in a vehicle crash.

573.6(c)(6): In November 2011, a routine analysis of the windshield wiper system warranty data identified loose wiper arm nuts as the predominant cause of the warranty claims. The supplier was contacted and a wiper arm strip-out test was conducted. As a result, the supplier recommended that the wiper arm nut fastening torque be increased from 25 Nm to 33 Nm. The effective date at the assembly plant for this change was November 30, 2011.



As GM continued to work with the supplier to confirm the root cause, it was determined that sample parts from customers who had wiper warranty work performed was needed. This required those customers to return to the dealership to have the original wiper modules replaced with a new part with the old part returned to GM. In March, the analysis of returned parts confirmed loose wiper arm nuts to be the root cause. As the supplier performed confirmation tests on the previous torque increase, it was determined that additional torque could be added for further robustness. This increase from 33 Nm to 40 Nm was made at the assembly plant effective on March 5, 2012.

The issue was presented to the Field Performance Evaluation Review Committee and on March 29, 2012, the Executive Field Action Decision Committee decided to conduct a safety recall.

573.6(c)(8): Dealers are to tighten the wiper arm nuts.

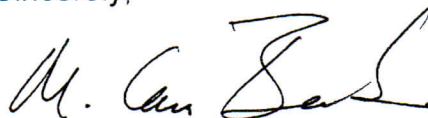
GM anticipates sending the dealer bulletin the week of April 16, 2012 and mailing owner letters on April 27, 2012.

This safety recall involves vehicles registered in areas with heavy snow and ice conditions. Vehicles that are not registered in one of these areas but travel to one of these areas when heavy snow and ice conditions may occur are covered under Customer Advisory Bulletin 12072.

Pursuant to 577.11(e), GM does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): GM will provide copies of the dealer bulletin and owner letter under separate cover.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Carmen Benavides". The signature is fluid and cursive, with the first name "M." and last name "Benavides" clearly distinguishable.

M. Carmen Benavides, Director
Product Investigations and Safety Regulations

573.6(c)(2),(3),(4)

**VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE**

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	RV	2011	*	05/27/2011	06/01/2011	Traverse	**
Chevrolet	RV	2012	*	02/15/2011	12/01/2011	Traverse	"
Buick	RV	2011	*	05/27/2011	06/01/2011	Enclave	"
Buick	RV	2012	*	02/17/2011	12/01/2011	Enclave	"
GMC	RV	2011	*	05/27/2011	06/01/2011	Acadia	"
GMC	RV	2012	*	02/16/2011	12/01/2011	Acadia	"
GM Total:			*				

* The estimated vehicle population is 50,001. The final population will not be available until vehicle registration data is received from R. L. Polk.

** All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): Valeo Inc.
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GM Customer Director
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