

Schuler, Kelly (NHTSA)

From: joy.m.hotchkiss@gm.com
Sent: Thursday, April 12, 2012 7:31 AM
To: Thompson, Edison (NHTSA); RMD.ODI (NHTSA)
Subject: 12V-151 Upcoming Safety Recall - 12036

GM CUSTOMER CARE AND AFTERSALES
DCS2748
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 5, 2012

Subject: Upcoming Safety Recall - 12036
Windshield Wipers May Become Inoperative Under Heavy
Snow and Ice Loads

Models: 2011-2012 Buick Enclave
2011-2012 Chevrolet Traverse
2011-2012 GMC Acadia

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

To: All Buick, Chevrolet and GMC Dealers

Attention: General Manager, Service Manager, Parts Manager,
New Vehicle Sales Manager, Used Vehicle Sales Manager, Service Advisor and Warranty Administrator

Based on information from the National Highway Traffic Safety Administration (NHTSA) website, the media may report that General Motors will be announcing a safety recall that involves 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.

To correct this condition, dealers are to tighten the wiper arm nuts.

Dealers will be advised when the dealer bulletin is released. Owner letters will be mailed approximately one week after the dealer bulletin is released.

The Investigate Vehicle History screen in the Global Warranty Management system will not be updated until the recall bulletin is released. Please do not call GM Technical Assistance.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

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