



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

1200 New Jersey Avenue SE  
Washington, DC 20590

July 29, 2014

Mr. Brian Latouf  
Director, Field Product Investigations and Evaluations  
General Motors LLC  
30001 Van Dyke - Mail Code 480-210-2V  
Warren, MI 48090-9055

NVS-215KS  
14V-375

**Subject:** Windshield Wipers may become Inoperative

Dear Mr. Latouf:

This letter serves to acknowledge General Motors LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. 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/CAPRICE/2013-2014  
CHEVROLET/SS/2014

**Mfr's Report Date:** June 26, 2014

**NHTSA Campaign Number:** 14V-375

**Components:**

VISIBILITY:WINDSHIELD WIPER/WASHER

**Potential Number of Units Affected:** 4,794

**Problem Description:**

General Motors LLC (GM) is recalling certain model year 2013-2014 Chevrolet Caprice vehicles manufactured June 7, 2013, to May 29, 2014, and 2014 Chevrolet SS vehicles manufactured September 13, 2013, to March 4, 2014. In the affected vehicles, the windshield wiper motor gear teeth may strip causing the windshield wipers to become inoperative.

**Consequence:**

Inoperative wipers will not clear rain or snow, reducing the driver's visibility, increasing the risk of a crash.

**Remedy:**

GM will notify owners, and dealers will inspect the wiper module assembly and replace any affected ones, free of charge. The recall is expected to begin in early August 2014. Owners may contact Chevrolet customer service at 1-800-222-1020. GM's number for this recall is 14295.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received GM's 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 Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at [kelly.schuler@dot.gov](mailto:kelly.schuler@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being more prominent.

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