Date: October 9, 2015

Subject: 15780 - Safety Recall
Windshield Wiper Motor Failure

Models: 2016 Buick Enclave
2016 Chevrolet Traverse
2016 GMC Acadia

To: All Buick, Chevrolet, and GMC Dealers

General Motors is releasing Safety Recall 15780 today. The total number of U.S. vehicles involved is approximately 29,000. Please see the attached bulletin for details.

An initial supply of windshield wiper motor covers and screws required to complete this recall has been pre-shipped to involved dealers of record. This pre-shipment activity will span multiple weeks due to a constrained parts supply. The first shipment is to be used to repair customer vehicles only. These parts are not to be used to repair involved vehicles in dealer new or used vehicle inventory currently on stop delivery. Subsequent pre-shipments are to be used to repair unsold vehicles in dealer inventory currently on stop delivery as well as any remaining customer vehicles.

Involved unsold vehicles in dealer new or used vehicle inventory were placed on stop delivery September 28, 2015. This stop delivery order remains in effect until a sufficient supply of windshield wiper motor covers and screws becomes available. Please continue to hold these vehicles and ensure that they are not delivered to customers, dealer traded, or used for demonstration purposes until the required repair is performed.

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Customer Letter Mailing
Involved customers were notified on September 29, 2015 of this safety recall via a FedEx Overnight letter.

Global Warranty Management (GWM)
The Investigate Vehicle History screen was updated on September 29, 2015.

Campaign Initiation Detail Report (CIDR)
The CIDR will be available in the near future.

GM CUSTOMER CARE AND AFTERSALES