

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

November 2015

This notice applies to your vehicle, **VIN:** _____.

Dear GM Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain front windshield wiper motors used by GM dealers to repair various serviced vehicles, or sold over-the-counter to non-GM independent repair facilities or individual vehicle owners. As a result, GM is conducting a service parts safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 15789.
- Schedule an appointment with your GM dealer as soon as possible.
- Please **do not use your front windshield wipers** until your vehicle has been repaired.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Your front windshield wiper motor may contain a manufacturing defect that causes the wiper motor to overheat when in use. In some cases, the windshield wiper motor cover may melt, smoke or catch fire. While you may have had the original windshield wiper motor replaced, our records indicate that the replacement wiper motor you currently have may contain this defect.

What will we do?

Your GM dealer will replace the windshield wiper motor cover assembly. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 45 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Until your vehicle has been repaired, please do not use your windshield wipers. If weather conditions prevent you from operating the vehicle without using the windshield wipers, your dealer will make arrangements to pick up your vehicle for servicing. Also, in the unfortunate event that repair parts are not available, your dealer will arrange to place you into a rental car, at no charge, until the parts needed to repair your vehicle become available.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Guam	65-6267-1752	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V609.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15789