



Recall Bulletin

SERVICE PARTS SAFETY RECALL

SUBJECT: Windshield Wiper Motor Failure

MODELS: Various Serviced Vehicles and Over-The-Counter Part Sales

The windshield wiper motors involved in this recall were used by GM dealers to repair various serviced vehicles. Dealers who ordered this part for service or over-the-counter sale are identified in the file attached to the GM GlobalConnect message (U.S.) or Dealer Communication (Canada). Please see the Vehicles Involved section of this bulletin for details.

CONDITION

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. These front windshield wiper motors 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.

Important: In the sample customer notification letter on the last page of this bulletin, customers are being advised to contact their dealer to arrange a service appointment as soon as possible and not use their windshield wipers until they have been repaired. Customers are also being advised that if weather conditions prevent them from operating the vehicle without using the windshield wipers, their dealer will make arrangements to pick up the vehicle for servicing. Additionally, in the unfortunate event that repair parts are not available, customers are being advised that their dealer will arrange to place them into a rental car, at no charge, until the parts needed to repair their vehicle become available.

CORRECTION

Dealers are to inspect the windshield wiper motor build date, and if necessary, replace the windshield wiper motor cover. This service will be performed at no charge to the customer.

VEHICLES INVOLVED

Various serviced vehicles may have had a recalled part installed during a service visit. A search of General Motors sales records has identified the following three sales record categories:

1. **Sales records that contain a VIN.** These identified VINs will be available on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. GM will contact these customers.
2. **Sales records that contain a customer address but no VIN.** GM will contact these customers. The VIN will not appear on the IVH screen in the GWM system.
3. **Sales records that do not contain a VIN or customer address.** Attached to the dealer message announcing this recall is a file that identifies the involved dealers and provides an invoice number for the sale. Dealers are to search their part sales records to determine the

name and address of the purchaser. If the purchaser is the owner of the vehicle, dealers are to send the customer a copy of the recall notification letter found in this bulletin, requesting that their vehicle be brought in for repair. If the purchaser is a non-GM independent repair facility, dealers are to contact the repair facility and obtain the vehicle owner's name and address and send the customer a copy of the recall notification letter found in this bulletin. The VIN will not appear on the IVH screen in the GWM system.

For dealers with involved vehicles that can be identified by VIN, a listing with involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Important: 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. General Motors Customer Care and Aftersales (GMCCA) will notify dealers once the pre-shipment has been completed. Each part number will be a separate order and will be shipped under a separate tracking number. Pre-shipped parts will be charged to dealer's open parts account.

All orders placed prior to completion the pre-shipment activity will be cancelled. Additional parts, if required, are to be obtained from GMCCA when ordering restrictions are removed.

Upon open ordering, parts required to complete this recall are to be obtained from GMCCA. Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order. Export customer orders will be monitored. Parts will have quantity limiters in effect.

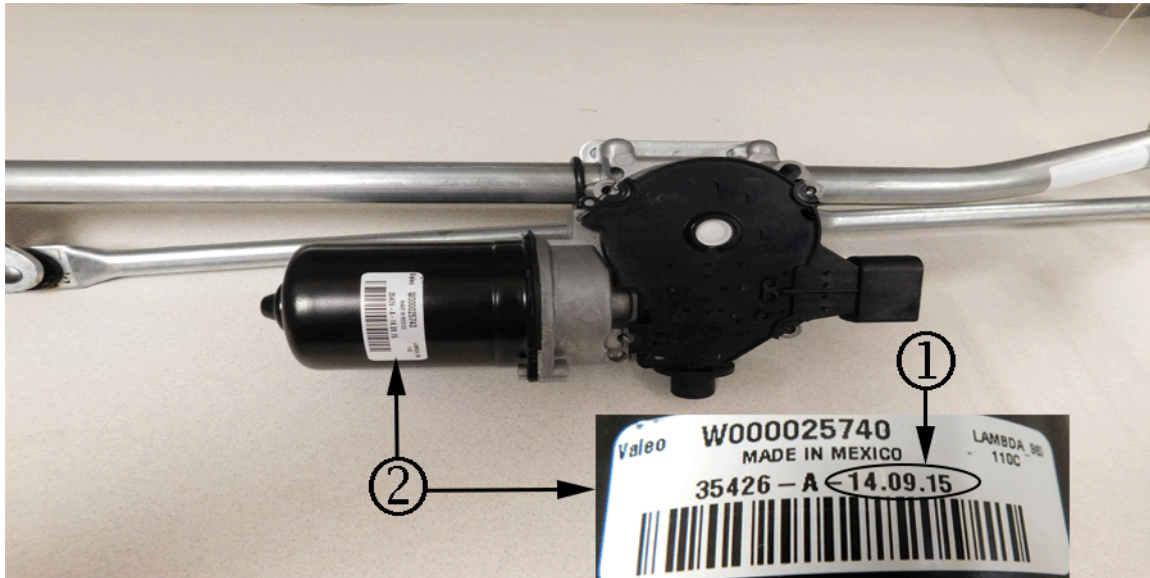
Part Number	Description	Quantity/Vehicle
84060427	Windshield Wiper Motor Cover	1
11549069	Screw	As Required

Note: Part number 11549069 will come in a merchandizing pack of two. The screws are not required for each repair and are only being supplied as a precaution in case of loss. The screws removed are to be reused to install the new cover.

SERVICE PROCEDURE

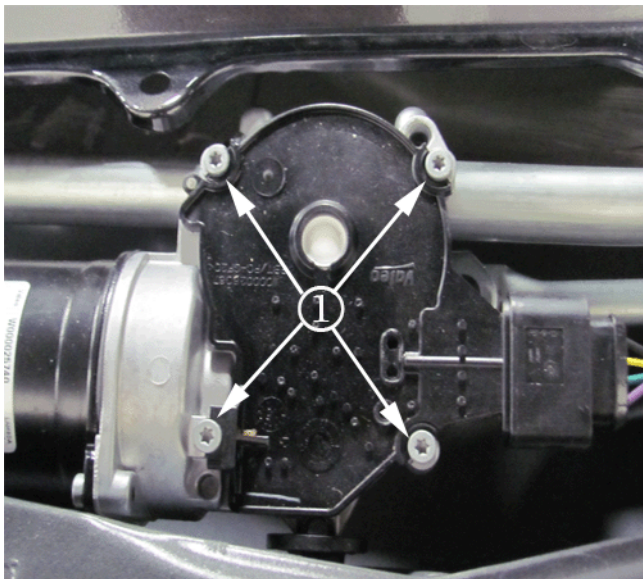
1. Remove the air inlet grille panel. Refer to *Air Inlet Grille Panel Replacement* in SI.

Note: The date formatting is DD-MM-YY.



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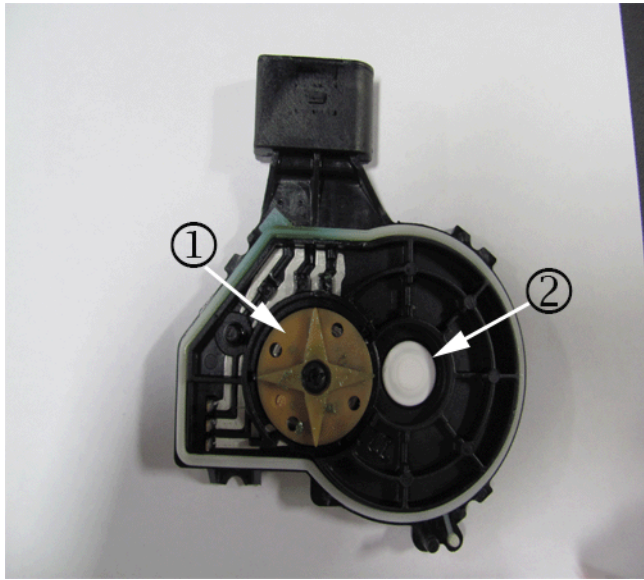
2. Verify the build date (1) printed on the label (2) of the wiper motor.
 - If the build date is between 15-08-15 and 18-09-15, proceed to step 3.
 - If the build date is NOT between 15-08-15 and 18-09-15, no further action is required. Reattach the air inlet grille panel.
3. Disconnect the wiper motor electrical connection.
4. If required, remove dirt, debris or moisture from the wiper motor cover.



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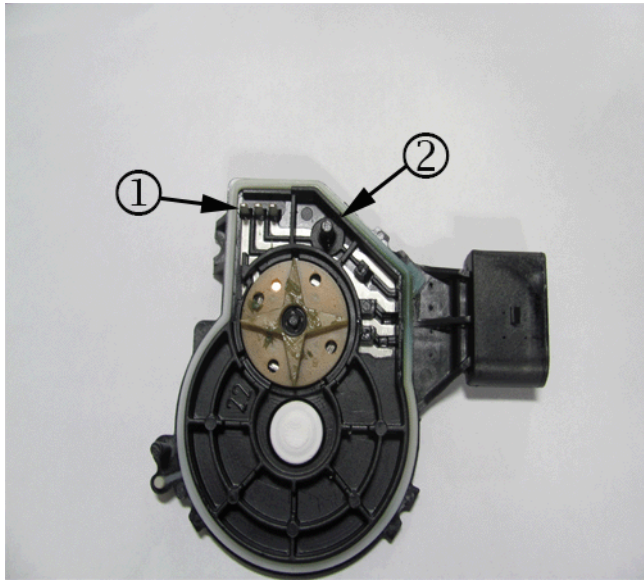
5. Remove the 4 wiper motor cover fasteners (1).
6. Remove the wiper motor cover.

Caution: Damage may occur to the part if the sprocket is not aligned properly.



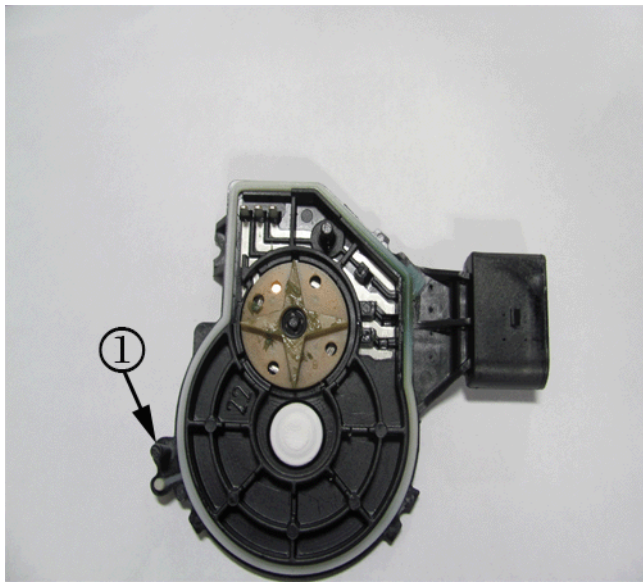
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7. On the new wiper cover, align the sprocket (1) with the breather (2) as shown in the picture above.



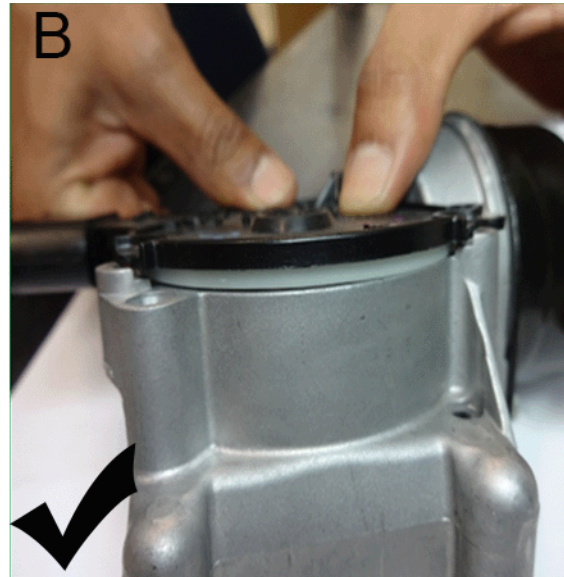
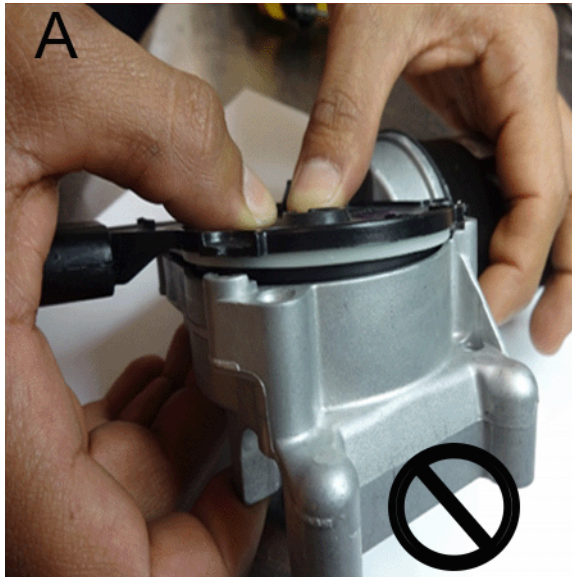
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8. Install the new cover onto the motor starting with the terminals (1) and pin A (2).



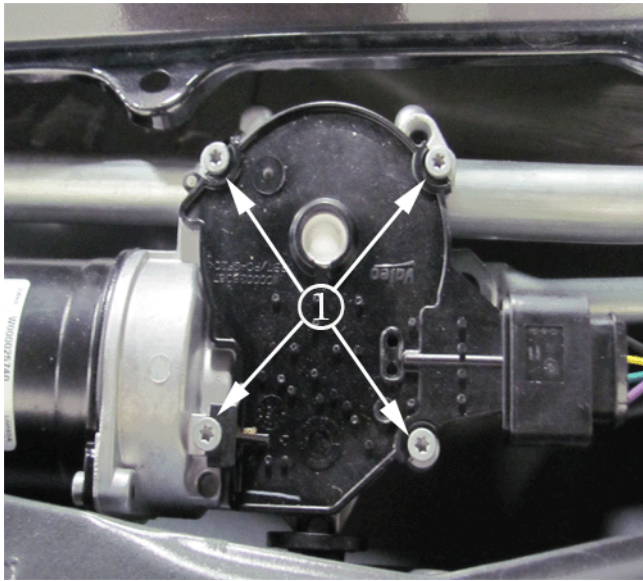
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9. Push down carefully on the cover to align pin B (1).



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10. Verify the cover lays flat on the motor assembly as shown in picture B.



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11. Tighten the 4 wiper motor fasteners (1) in a "X" pattern to 3.5 Nm (31 in lb). Verify the fasteners are bottomed out on the wiper motor casting.
12. Turn ON the ignition and verify wiper motor operation.
13. Turn OFF the ignition.
14. Install the air inlet grille panel. Refer to *Air Inlet Grille Panel Replacement* in SI.
15. Turn ON the ignition and verify wiper motor operation.
16. Turn OFF the ignition.

COURTESY TRANSPORTATION

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to GM Warranty Administration Bulletin 07-00-89-037H for courtesy transportation program guidelines and reimbursement instructions.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

This section is for vehicles that ARE identified in IVH as being part of this recall.		
Labor Code	Description	Labor Time
9101848	Windshield Wiper Motor Inspection – No Further Action Required	0.5
9101837	Windshield Wiper Motor Cover Replacement (Includes Inspection)	0.7
9101838	Vehicle Pick Up Service (If Requested by Customer)	0.5

This section is for vehicles that are NOT identified in IVH as being part of this recall.		
Labor Code	Description	Labor Time
9101849*	Windshield Wiper Motor Inspection – No Further Action Required	0.5
9101839*	Windshield Wiper Motor Cover Replacement (Includes Inspection)	0.7
9101840*	Vehicle Pick Up Service (If Requested by Customer)	0.5

* Because the VIN is not identified in IVH as being involved in this recall, the warranty transaction MUST be H-routed for wholesale authorization.

CUSTOMER NOTIFICATION

General Motors will notify identified customers of this recall on their vehicle (see copy of customer letter included with this bulletin). Dealers that have been identified as having over-the-counter sales are to check their sales records to identify the purchaser of the suspect part. After determining the name and address of the purchaser, dealers are to send each customer a copy of the notification owner letter requesting that their vehicle be brought in for this recall.

DEALER RECALL RESPONSIBILITY

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.

The U.S. National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the U.S. National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealers who have ordered the recalled part for service are identified in the file attached to the dealer message announcing this recall. Dealers who are listed in this file are required to check their sales records to determine the name and address of the purchaser of the recalled part.

If the purchaser is the owner of the vehicle, dealers are to send the customer a copy of the recall notification letter requesting that their vehicle be brought in for this recall.

If the purchaser is NOT the owner of the vehicle (non-GM independent repair facility), dealers are to contact the repair facility and obtain the vehicle owner's name and address so a copy of the recall notification letter can be sent to these customers.

Since General Motors Customer Care and Aftersales records do not always contain customer names and addresses for these over-the-counter sales, it is important that each involved dealer take the necessary time required to responsibly identify customers who have purchased the recall part.

All vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





IMPORTANT SAFETY RECALL

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

Dear General Motors 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