



Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: Windshield Wiper Motor Failure

MODELS: 2016 Buick Enclave
2016 Chevrolet Traverse
2016 GMC Acadia

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.

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.

Vehicles involved in this recall were placed on stop delivery September 28, 2015. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from the stop delivery order and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 2016 model year Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles. In these vehicles, the 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.

Important: In the customer notification letter, 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 replace the windshield wiper motor cover. This service will be performed at no charge to the customer.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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 - For U.S., Canada and Export

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.

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. 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.

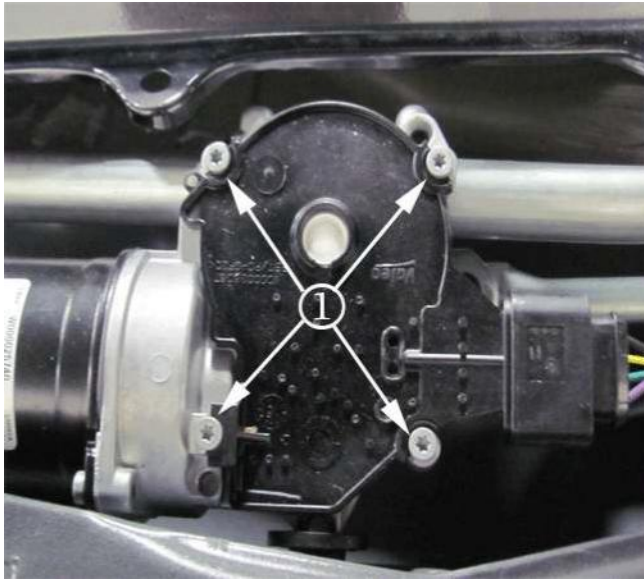
Upon open ordering, parts required to complete this recall are to be obtained from GMCCA. Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer 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.
2. Disconnect the wiper motor electrical connection.
3. If required, remove dirt, debris or moisture from the wiper motor cover.



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

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



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



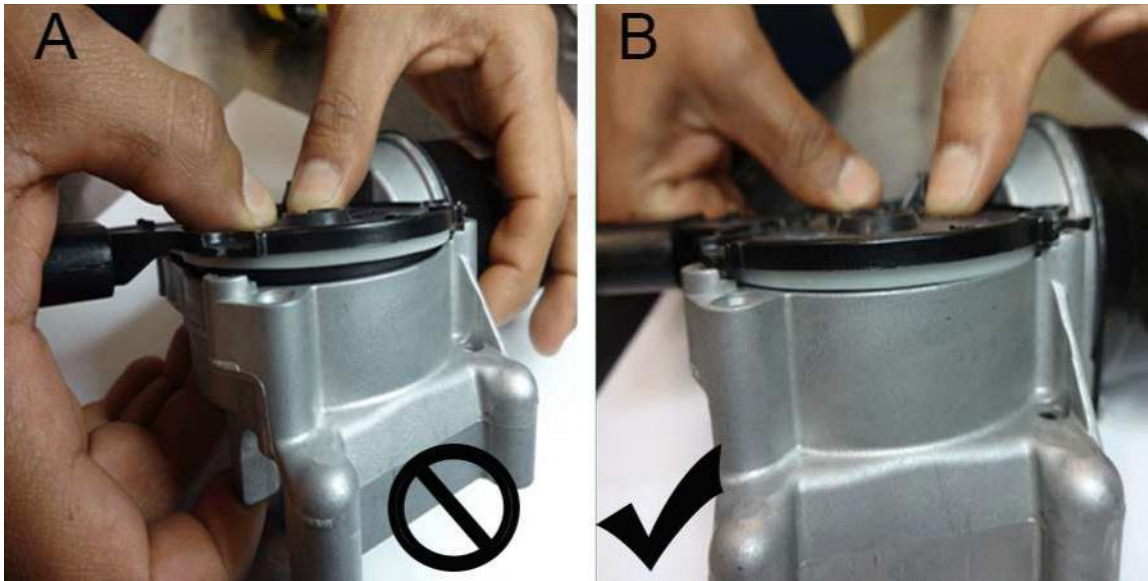
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7. Install the new cover onto the motor starting with the terminals (1) and pin A (2).



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



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



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10. 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.
11. Turn ON the ignition and verify wiper motor operation.
12. Turn OFF the ignition.
13. Install the air inlet grille panel. Refer to *Air Inlet Grille Panel Replacement* in SI.
14. Turn ON the ignition and verify wiper motor operation.
15. Turn OFF the ignition.

COURTESY TRANSPORTATION – For U.S. and Canada

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.

Labor Code	Description	Labor Time	Net Item
9101810	Windshield Wiper Motor Cover Replacement	0.7	N/A
9101817	Vehicle Pick Up Service (If Requested by Customer)	0.5	N/A
9101828	Floor Plan Reimbursement	N/A	*

- * The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (September 28, 2015) to the date the repair is completed and the vehicle is ready for sale (not to exceed 26 days):

Vehicle	U.S. Reimbursement Amount	Canadian Reimbursement Amount
2016 Buick Enclave	\$5.63	\$7.59
2016 Chevrolet Traverse	\$4.28	\$5.47
2016 GMC Acadia	\$5.07	\$6.70

CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors has notified customers of this recall on their vehicle via a FedEx Overnight letter. See copy of customer letter included with this bulletin.

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. States, Territories, and Possessions)

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 US 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 US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new 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.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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

September 2015

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 2016 model year Buick Enclave, Chevrolet Traverse and GMC Acadia vehicles built between August 18, 2015 and September 24, 2015. As a result, GM is conducting a 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 recall 15780.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- Please **do not use your windshield wipers** until your vehicle has been repaired.

Why is your vehicle being recalled?

In these vehicles, the 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.

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 #15780