

# Part 573 Safety Recall Report

# 16V-582

**Manufacturer Name :** General Motors LLC**Submission Date :** MAR 22, 2017**NHTSA Recall No. :** 16V-582**Manufacturer Recall No. :** 25302**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 30001 VAN DYKE  
MAIL CODE 480-210-2V WARREN MI  
48090

Company phone : 5961733

**Population :**

Number of potentially involved : 367,808

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2013-2013 Chevrolet Equinox

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2013 Chevrolet Equinox vehicles.

Production Dates : APR 17, 2012 - AUG 15, 2013

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2013-2013 GMC Terrain

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Certain 2013 GMC Terrain vehicles

Production Dates : APR 17, 2012 - AUG 12, 2013

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 Chevrolet Equinox and GMC Terrain vehicles. The ball joints in the windshield wiper modules of these vehicles may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If one or both of the windshield wipers become inoperative, it could limit the driver's visibility under certain operating conditions, which may increase the risk of a crash.

**Description of the Cause :** General Motors identified a potential trend of early wear and failures in windshield wiper assemblies in the warranty data of 2013 model year Chevrolet Equinox and GMC Terrain vehicles, but a root cause has not yet been identified.

**Identification of Any Warning that can Occur :** NR

## Supplier Identification :

### Component Manufacturer

**Name :** Mitsuba  
**Address :** 21600 Monroeville Rd.  
Monroeville INDIANA 46773  
**Country :** United States

## Chronology :

On December 15, 2015, a GM Canada brand quality manager reported a potential safety issue relating to reports of windshield wiper failures in Canada through GM's Speak Up For Safety Program. The reported failures involved the windshield wiper's ball joints coming loose and separating during wiper operation.

On March 9, 2016, GM opened a formal investigation into the wiper failures. Warranty and other field data was analyzed and showed significantly higher field incidents in Canada's corrosion provinces than in the U.S. On June 13, 2016, the issue was presented at GM's Open Investigation Review ("OIR"), and on June 15, 2016, GM's Safety Field Action Decision Authority ("SFADA") decided to conduct a safety recall for certain Chevrolet Equinox and GMC Terrain vehicles in Canada's corrosion provinces. Between June and late July 2016, GM received additional warranty and TREAD reports of wiper failures in the U.S., with a noticeably higher number of failures on the 2013 model year Chevrolet Equinox and GMC Terrain vehicles. In light of the additional field incidents in the U.S., this issue was again presented at OIR on July 25, 2016. This issue was further reviewed at SFADA on July 26, 2016 and August 2, 2016, and SFADA decided to conduct a safety recall on these vehicles.

## Description of Remedy :

**Description of Remedy Program :** Dealers will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, then the dealers will replace it with the new module (i.e., 84241847) that has a water deflector

and improved ball joints. In addition, dealers will fill the water-management hole near the passenger-side wiper-pivot and drill a small hole on the adjacent wall of the air inlet panel (AIP). If the module was previously replaced with part 84241847, then the only repair dealers need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 20, 2015.

How Remedy Component Differs from Recalled Component :

The replacement wiper-module has a water deflector and improved ball joints.

Recalled Component Name: Transmission Asm - WSW

Recalled Component Description: Windshield wiper module transmission

Recalled Component Part Number:25948436

Recalled Component Country of Origin: USA

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : General Motors will provide dealer bulletin and owner letter notification dates when available.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

\* NR - Not Reported