

Product Safety Recall

25302 Front Wiper Transmission Corrosion Failure (USA Only)



Reference Number: 2025302

Release Date: April 2017

Revision: 01

Revision Description: This bulletin has been revised to add a copy of the customer notification letter. Please discard all copies of bulletin 25302.

Attention: 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.

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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2013	2013		
GMC	Terrain	2013	2013		

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year 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. 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.
Correction	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.

Parts

Quantity	Part Name	Part No.
1	Plug	15259076
1	Module Assembly – Windshield Wiper System	84241847

Parts Pre-Ship Information

Important: An initial supply of all parts for the 15259076 (Plug) and 84241847 (Windshield Wiper System Module Assembly) required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin and conclude the week of March 20, 2017. Pre-shipped parts will be charged to dealer’s open parts account.

Additional parts, if required, to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Order parts on a CSO = Customer Special Order only. DRO’s may be cancelled. **All orders will be reviewed prior to being filled.** Parts may have quantity limiters in effect.

Important: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102504	Install Windshield Wiper Module Assembly, Includes Air Inlet Panel Revision	0.5	ZFAT	N/A
9103074*	Air Inlet Panel Revision Only (New Windshield Wiper Module Assembly Previously Installed)	0.4	ZFAT	N/A
9103046	Customer Reimbursement Approved	N/A	ZFAT	**
9103047	Customer Reimbursement Denied	N/A	ZFAT	***

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

- * Use this code if the new Windshield Wiper Module Assembly (PN 84241847) was previously replaced.
- ** Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.
- *** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Note: Some previous repairs may have been completed under customer pay, warranty or goodwill. If the windshield wiper system module assembly has been replaced with part number 84241847, do not replace the windshield wiper system module assembly. This service part has the water deflector installed. On these vehicles, only the air inlet panel drain hole plug and relocation steps are required.



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Note: Inspect the air inlet panel mounting tabs after the panel has been removed from the vehicle. If the tabs are damaged, install a new air inlet panel. The new service panel does not require the drain hole relocation steps outlined below.

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1. Remove the windshield wiper module assembly. Refer to *Windshield Wiper System Module Replacement* in SI.



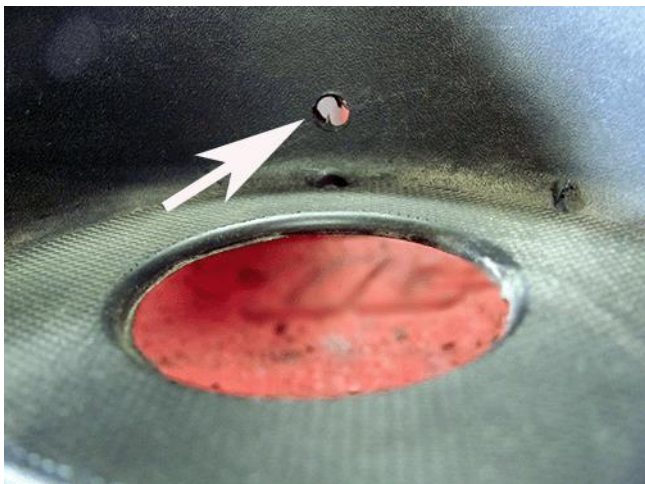
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2. With the air inlet panel removed from the vehicle, locate the drain hole by the right side wiper shaft opening.
3. Using a 6mm (15/64 in.) drill bit, enlarge the existing hole to accept the rubber plug.



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4. Measure up 11mm (3/8 in.) from the existing drain hole.
5. Mark the drill location.



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6. Drill a new 6mm (15/64 in.) drain hole.

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7. Plug the original drain hole with the plug listed above.
8. Install the new windshield wiper module assembly. Refer to *Windshield Wiper System Module Replacement* in SI.



9. Ensure the water shield is positioned correctly in the vehicle before installing the air inlet panel.

Dealer 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 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.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repared per the service procedure of this bulletin before customers

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take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. dealers through the GM GlobalConnect Recall Reports. 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.

Customer Notification

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by April 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

April 2017

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 2013 model year Chevrolet Equinox and GMC Terrain vehicles. 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 safety recall 25302.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The ball joints in the windshield wiper modules in your vehicle 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. If one or both of the windshield wipers become inoperative, it could limit your visibility under certain operating conditions, which may increase the risk of a crash.

What will we do?

Your dealer will inspect the front wiper-module. If the module has not been previously replaced with part number 84241847, your dealer will replace it with the new module (i.e., 84241847) that has a water deflector and improved ball joints. In addition, your dealer 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 your dealer would need to complete is the AIP-hole repair—drilling a small hole on the adjacent wall of the AIP. 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 inspection and service correction time of approximately 35 minutes.

What should you do?

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

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by April 30, 2018, unless state law specifies a longer reimbursement period.

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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)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
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 16V582.

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

Enclosure
GM Recall 25302