

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



# IMPORTANT SAFETY RECALL

September 2016

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.

### 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?

**We are working to develop a remedy as quickly as possible.**

When the remedy is determined and parts are available, we will send you another letter requesting you to contact your GM dealer to schedule an appointment for the repair. The repair will be performed on your vehicle at **no charge**.

You can also check the status of this recall at [www.my.gm.com/recalls](http://www.my.gm.com/recalls). If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

### What should you do?

If you experience this issue and one or both of your windshield wipers stop working, please contact your GM dealer to have them addressed. If you do not experience this issue and your wipers continue to work, we will contact you as soon as a final remedy is determined and parts are 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)
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

GM Recall 25302