

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS6080  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 17, 2022

Subject: Upcoming Safety Recall N212352530  
Windshield Wiper Failure

Models: 2014-2015 Chevrolet Equinox  
2014-2015 GMC Terrain

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2014-2015 model year Chevrolet Equinox and GMC Terrain vehicles. The GM recall number is N212352530.

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 until the defect is remedied.

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.

Parts are not currently available, but when parts are available, dealers will replace the front windshield wiper-module.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History screen in the Global Warranty Management system will be updated for this upcoming Safety Recall as soon as the affected population is defined. This action will be taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries. Please note the "N/A" under Release Date and the "Incomplete – Remedy Not Yet Available" message under Status. This means release of the recall bulletin is still pending and dealers should not attempt to perform any repairs at this time. Once the affected vehicles are identified, please remember that 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) subject to this recall under a sale or lease until the safety recall is remedied.

**Question and Answer Document (Q&A)**

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

END OF MESSAGE  
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