

# Product Safety Recall

## N212352530 Windshield Wiper Failure



**Release Date:** October 2022

**Revision:** 00

**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.

Vehicles involved in this recall were placed on stop delivery March 17, 2022. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2014	2015		
GMC	Terrain				

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.

<b>Condition</b>	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2015 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.
<b>Correction</b>	Dealers will inspect the wiper module and repair or replace as necessary.

### Parts

Quantity	Part Name	Part No.
1	Transmission Kit-WSW	87865202
1	Module Asm-WSW SYS	84241847

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

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9106207	Install Windshield Wiper System Transmission Kit (Includes Inspection)	0.6	ZFAT	N/A
9106208	Install Windshield Wiper System Module (Includes Inspection)	0.5	ZFAT	N/A
9106209	Customer Reimbursement Approved - For USA	N/A	ZFAT	*
9106210	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
9106306	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

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

\* For USA: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 USD administrative allowance in Net/Admin Allowance.

\*\* Submit \$10.00 USD administrative allowance in Net/Admin Allowance.

### Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

**Note: USA Only** - To avoid having to "H" route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

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**Important: The WCAP ZSET transaction labor code, 9800088, provided in the dealer message sent on March 30, 2022, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.**

\*\*\* **USA Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (March 17, 2022) to the date the inspection or repair closed the recall bulletin. (not to exceed 204 days).

Vehicle	Working Capital Assistance Reimbursement Amount
	USA
2014 Chevrolet Equinox	\$4.91
2015 Chevrolet Equinox	\$5.71
2014 GMC Terrain	\$5.26
2015 GMC Terrain	\$6.09

### Service Procedure

**WARNING:** The wiper transmission links are made of stamped steel. They have sharp edges, wear protective gloves to prevent cuts.

**NOTE:** With the ignition key in the ON position, place the windshield wiper control switch in the OFF (park) position. Turn the ignition key off.

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

**IMPORTANT:** Verify the windshield wiper module is a GM assembly. If the module assembly is an aftermarket (non-GM) unit, replace the module assembly with a new GM Module assembly. Aftermarket link bars and nylon pivot joints installed on a GM windshield wiper module are acceptable, however, they will be discarded and replaced with new components from the transmission kit.

- **NON-GM Wiper Module Assembly Example.** If the wiper module is determined to be a non-GM unit, replace the complete windshield wiper system module assembly. Refer to *Windshield Wiper System Module Replacement* in SI.



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**Black painted aftermarket module frame**

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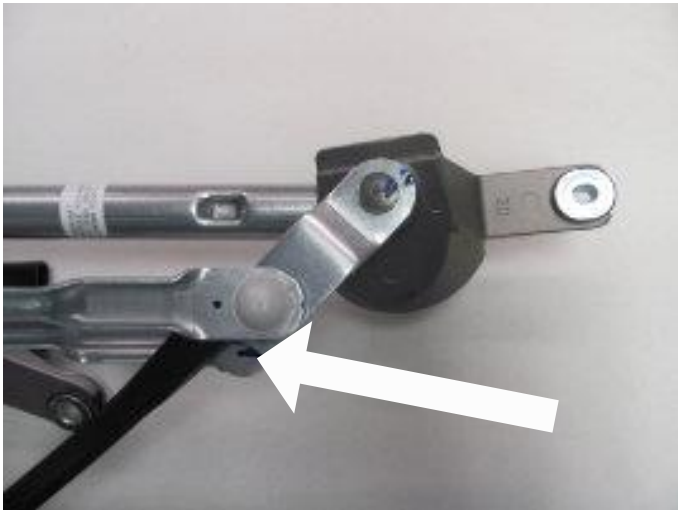
- **OE-GM Wiper Module Identification.** If the wiper module is determined to be a GM unit, proceed to step #2.



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***GM OE parts will have a part number tag***

2. Place the assembly on the work bench or carefully secure it in a bench vise with non-marring inserts.



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**NOTE:** If available, Special Service Tools J – 39529 *Wiper Linkage Installer* and J – 39232 *Wiper Transmission Separator* will aid in performing the following steps.

3. Using a suitable tool, such as a small pry bar, remove both the long and short stamped steel link rods by releasing the metal ball joint from the nylon cups. Discard the link rods and nylon cups.

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4. Remove and discard the 4 rubber dust seals.

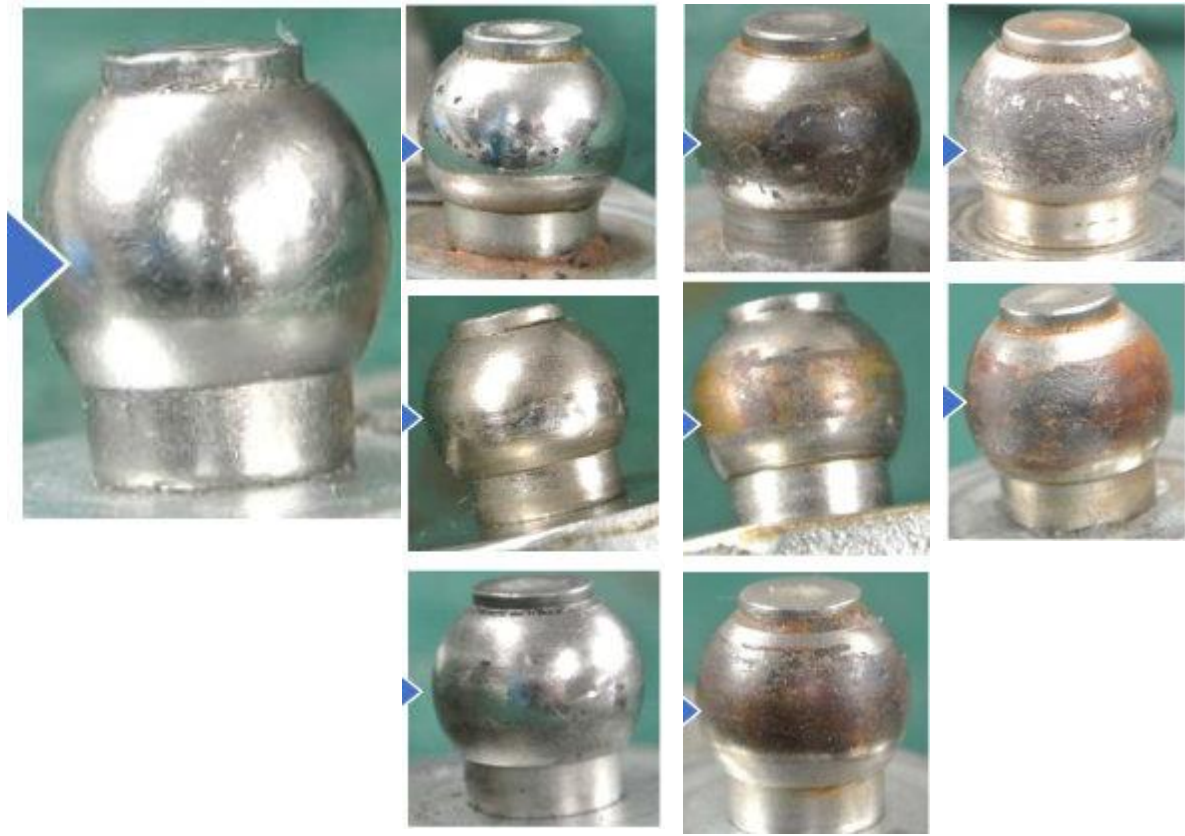


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5. Using a suitable aerosol solvent and a small wire brush or abrasive pad, clean the old grease and debris from the ball joints. Wipe the ball joints clean with a suitable disposable towel.
6. With the ball joints cleaned, inspect the surface for severe damage (material missing).

**The below examples are acceptable levels pitting, flaking and rust residue.**

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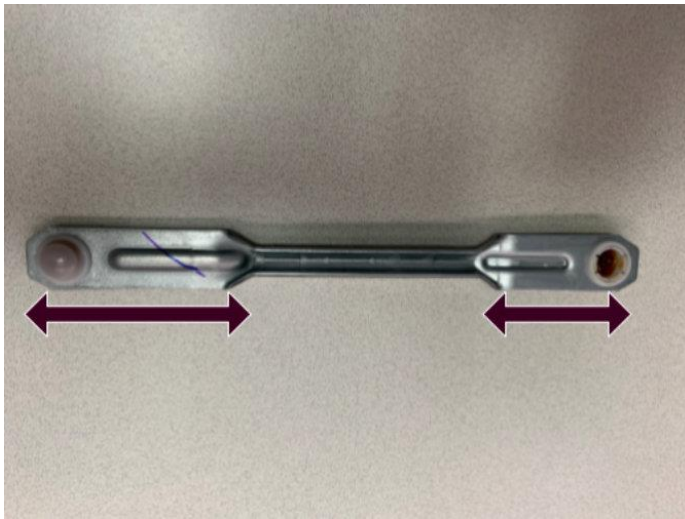


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7. Install new dust shields onto all four ball joints. Ensure the smaller hole in the dust cover goes over the ball as shown.

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**IMPORTANT:** The short link rod has a long side and a short side. The long side is marked by a blue paint stripe. Ensure the long side is installed onto the motor pivot ball. Improper installation of this link will cause interference with the rotating assembly.



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8. Install the short link rod onto the motor arm (the long side of the link rod, with the blue stripe, goes to the motor ball joint). Apply hand pressure to the nylon cup until it is fully seated on the motor arm ball joint.



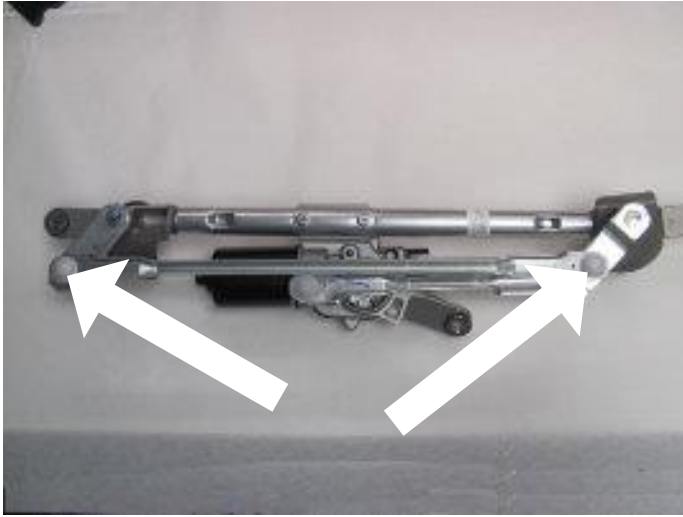
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9. Connect the other end of the short link rod onto the downward facing ball joint on the right-side wiper module pivot arm. Apply hand pressure to the nylon cup until it is fully seated.



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10. Install the long arm onto the two upward facing ball joints on the left and right module pivot arms. Apply hand pressure to the nylon cups until they are fully seated.

**NOTE:** If the wiper module was placed in a bench vise for service, it must be removed from the vise for the next step.

11. With the wiper module linkage facing upward, install the rain shield.



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- Open the slot in the center section of the rain shield and place the round opening around the wiper motor shaft.

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- Open the two outer slots in the rain shield and place round hole around the two (left and right) module pivot shafts.



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**NOTE:** The rain shield may have a curve to the material causing the rotating linkage to rub, this is an expected condition, it will not affect the performance of the assembly.

12. Reinstall the windshield wiper system module. Refer to *Windshield Wiper System Module Replacement* in SI. Before installing the cowl vent screen and windshield wipers, turn the ignition key ON and verify the function of the wiper module. After the verification, turn the windshield wiper switch to the OFF (park) position. Turn the ignition key OFF.
13. Complete the windshield wiper system module installation.
14. Cycle the wipers through all speeds to verify the repair.

#### **Dealer Responsibility** – For USA & Export (USA 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



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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 Responsibility – All

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/repaired per the service procedure of this bulletin before customers 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

### Customer Notification

USA & Canada - 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 the bulletin can be submitted at anytime to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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

October 2022

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 2014-2015 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 N212352530.
- 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 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.

### What will we do?

Your GM dealer will inspect the wiper module and repair or replace as necessary. 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 previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already 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.

### Do you have questions?

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

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

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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 22V165.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto  
Vice President  
Global Product Safety and Systems

Enclosure  
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