

## Frequently Asked Questions (FAQs) for Safety Recall N212352530 Windshield Wiper Failure

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

**Q1) Which vehicles are involved?**

**A1)** Certain 2014-2015 model year Chevrolet Equinox and GMC Terrain

**Q2) What is the issue or condition?**

**A2)** 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.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** None

**Q4) What is the remedy/repair?**

**A4)** Dealers will inspect the wiper module and repair or replace as necessary.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** 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.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

**A9)** Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

**A10)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.