



Service Bulletin



SPECIAL COVERAGE-CUSTOMER ADVISORY

SUBJECT: Special Coverage Adjustment–Customer Advisory – Windshield Wipers May Become Inoperative Under Heavy Snow and Ice Loads

**MODELS: 2011-2012 Buick Enclave
2011-2012 Chevrolet Traverse
2011-2012 GMC Acadia**

The category of this bulletin has been changed from a Customer Advisory to a Special Coverage-Customer Advisory. This will allow the involved vehicles to be loaded into IVH and allow dealers the ability to determine if a vehicle is involved.

Note: This Special Coverage-Customer Advisory is to be performed on involved vehicles if requested by the customer. A failure does not need to occur. Please discard all copies of bulletin 12072, issued April 2012.

CONDITION

General Motors previously announced a safety recall involving 2011 and 2012 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles registered in states with moderate to heavy annual snowfall (see below). If a buildup of snow or ice on the windshield or on the wipers restricts the movement of the wiper arm, the wiper arm nut may loosen and cause that wiper to become inoperative. If this were to occur, driver visibility could be reduced, which could result in a vehicle crash.

- | | | | |
|----------------------|---------------|---------------|---------------|
| Alaska | Iowa | New Hampshire | Utah |
| Colorado | Maine | New Jersey | Vermont |
| Connecticut | Maryland | New York | West Virginia |
| Delaware | Massachusetts | North Dakota | Wisconsin |
| District of Columbia | Michigan | Ohio | Wyoming |
| Idaho | Minnesota | Pennsylvania | |
| Illinois | Montana | Rhode Island | |
| Indiana | Nebraska | South Dakota | |

Customers outside of the areas mentioned above are being provided with a letter in the event that they travel into one of the involved areas.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 12 years or 200,000 miles (320,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to tighten the wiper arm nuts. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 14, 2012 are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 14, 2012 must be submitted to the Service Contract provider.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

PART INFORMATION

No parts are required for this repair.

SERVICE PROCEDURE



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1. Remove the driver's side windshield wiper arm nut cover.
2. Tighten the windshield wiper arm nut to **40 N·m (29 lb-ft)**.
3. Install the wiper arm nut cover.
4. Perform procedure for passenger's side windshield wiper arm.
5. Perform a wet wipe and inspect the windshield wiper arm alignment. Adjust alignment if required.

COURTESY TRANSPORTATION – For US

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

| Labor Code | Description | Labor Time |
|-------------------|-------------------------------|-------------------|
| T5869* | Tighten Windshield Wiper Nuts | 0.2 |

* Submit transaction using a ZREG transaction type

CUSTOMER NOTIFICATION

General Motors notified customers of the Customer Advisory in April 2012 (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).



April 2012

Dear General Motors Customer:

As the owner of a 2011 or 2012 model year Buick Enclave, Chevrolet Traverse, or GMC Acadia, your satisfaction with our product is very important to us.

General Motors previously announced a safety recall involving 2011 and 2012 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles registered in states with moderate to heavy annual snowfall. These states are listed below.

| | | | |
|----------------------|---------------|---------------|---------------|
| Alaska | Iowa | New Hampshire | Utah |
| Colorado | Maine | New Jersey | Vermont |
| Connecticut | Maryland | New York | West Virginia |
| Delaware | Massachusetts | North Dakota | Wisconsin |
| District of Columbia | Michigan | Ohio | Wyoming |
| Idaho | Minnesota | Pennsylvania | |
| Illinois | Montana | Rhode Island | |
| Indiana | Nebraska | South Dakota | |

If a buildup of snow or ice on the windshield or on the wipers restricts the movement of the wiper arm, the wiper arm nut may loosen and cause that wiper to become inoperative. If this were to occur, driver visibility could be reduced, which could result in a vehicle crash.

Records indicate that your vehicle is not registered in one of these states, but you could experience this condition if your vehicle is operated under heavy snow or ice conditions while traveling. If you intend to travel where you could encounter these conditions or you have any concerns, you may contact your dealer to arrange to have the wiper arm nuts tightened. Bring this letter with you as authorization for this service. This service will be performed at **no charge**.

If you do not expect to encounter heavy snow or ice conditions or have any concerns, no action is required, but we suggest you put this letter with your owner manual for future reference.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

| Division | Number | Text Telephones (TTY) |
|-----------------------|----------------|-----------------------|
| Buick | 1-800-521-7300 | 1-800-832-8425 |
| Chevrolet | 1-800-222-1020 | 1-800-833-2438 |
| GMC | 1-800-462-8782 | 1-888-889-2438 |
| Hummer | 1-800-732-5493 | 1-800-833-6537 |
| Guam | 65-6267-1752 | |
| Puerto Rico – English | 1-800-496-9992 | |
| Puerto Rico – Español | 1-800-496-9993 | |
| Virgin Islands | 1-800-496-9994 | |

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Jim Moloney
General Director,
Customer and Relationship Services

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