



Bulletin No.: 14295  
Date: July 2014

# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Wiper Motor Stripped Gear

**MODELS:** 2013-2014 Chevrolet Caprice PPV  
2014 Chevrolet SS

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 on June 26, 2014. 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.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013-2014 model year Chevrolet Caprice PPV and 2014 model year Chevrolet SS vehicles. Some of these vehicles have a condition in which the wipers may become inoperative during normal operation due to the wiper motor gear teeth stripping. With inoperative wipers, the driver would no longer be able to clear rain or snow from the windshield, and visibility could be reduced, potentially increasing the risk of a crash.

### CORRECTION

Dealers are to inspect the wiper motor for the affected date range and replace as outlined below.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

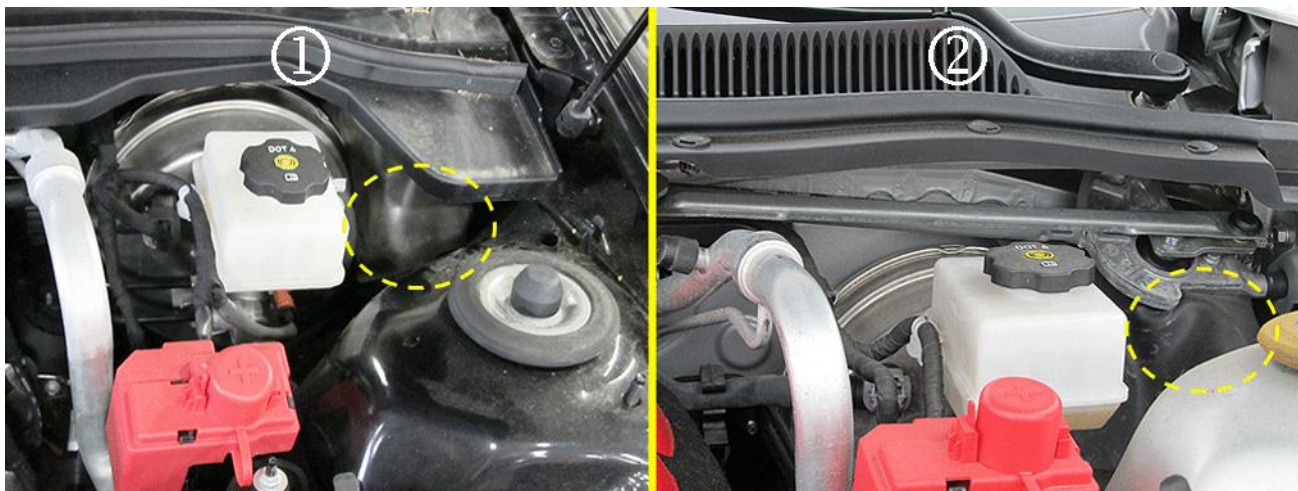
### PART INFORMATION

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

**Important: Due to the small number of vehicles involved and due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the wiper motor.**

Part Number	Description	Quantity/Vehicle
92273050	Wiper Motor Assembly (w / trans)	1 (if req'd)

### WIPER MOTOR DATE CODE INSPECTION

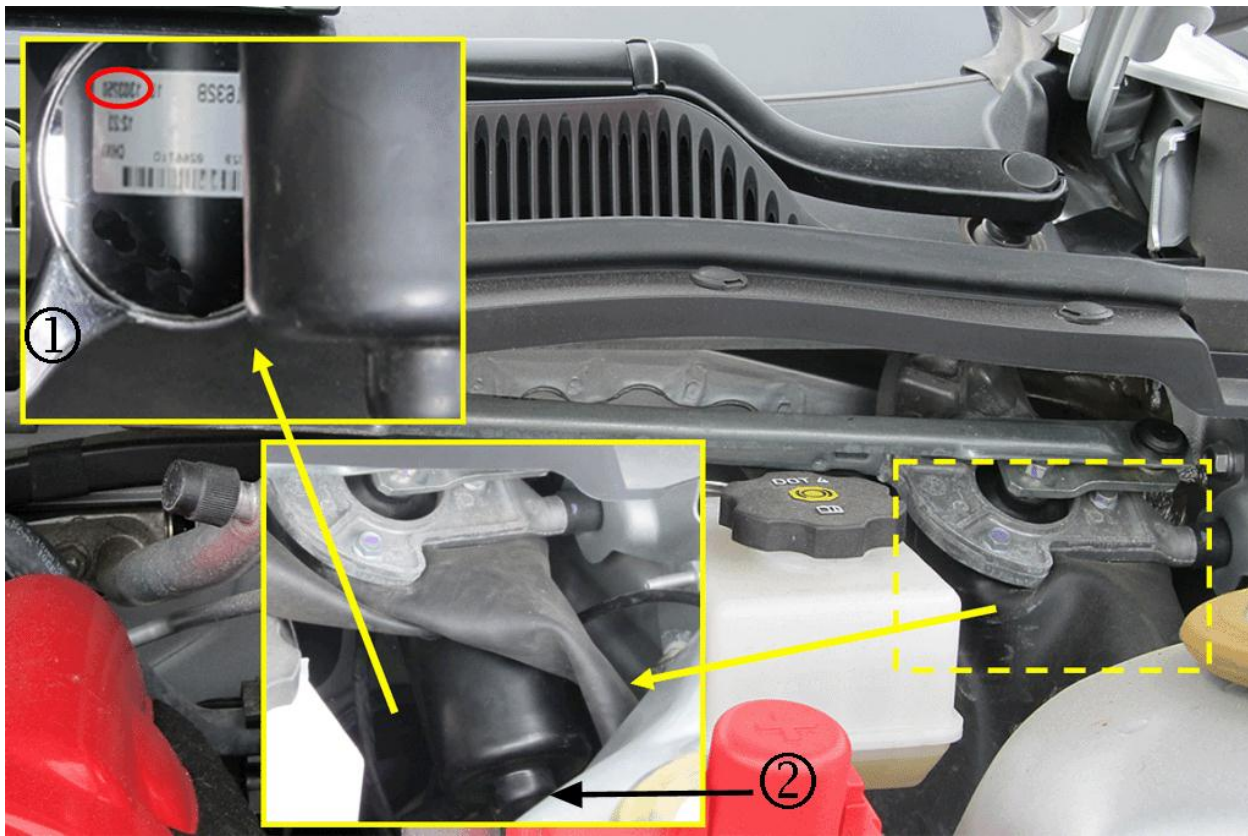


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**NOTE:** Examples of the wiper motor water shield locations for Caprice PPV (1) and Chevrolet SS (2) are shown in the graphic above.

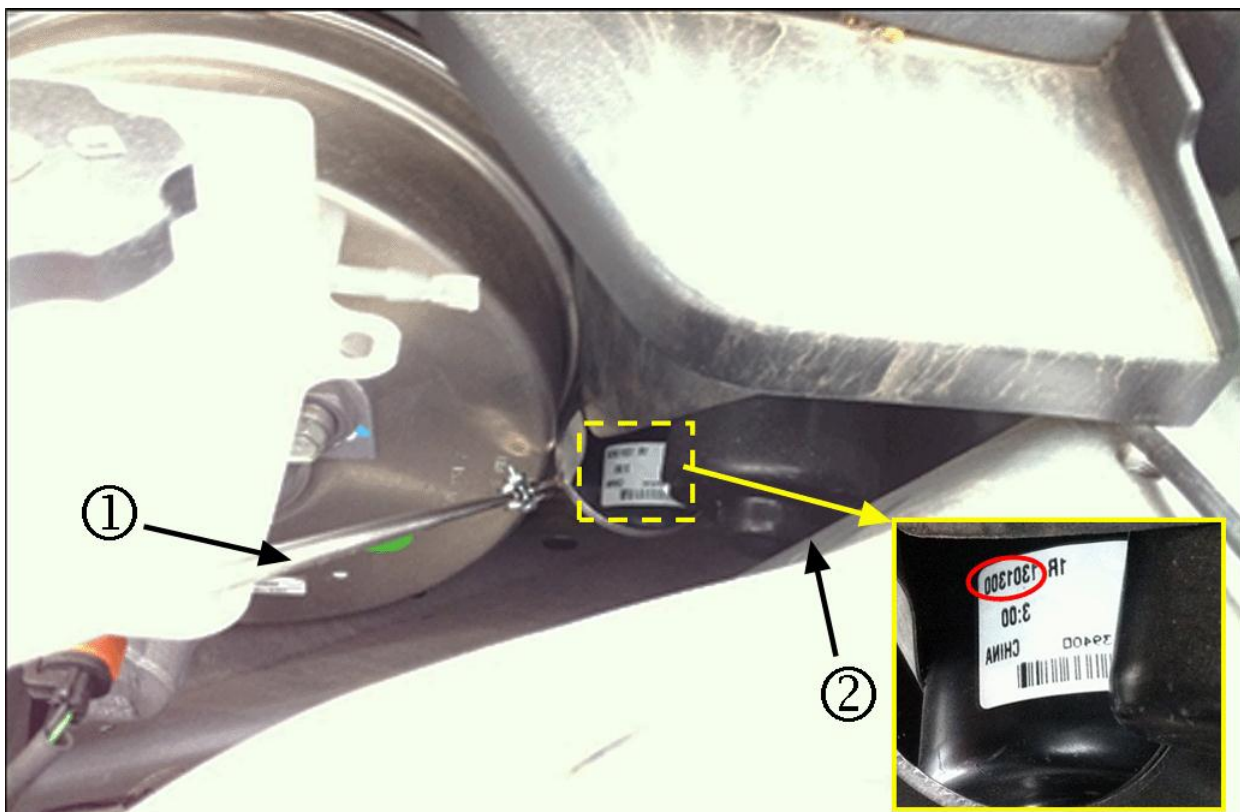
1. Open the hood and locate the windshield wiper motor water shield (shown circled).

**Label and Date Code as Viewed on Chevrolet SS**



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**Label and Date Code as Viewed on Chevrolet Caprice PPV**

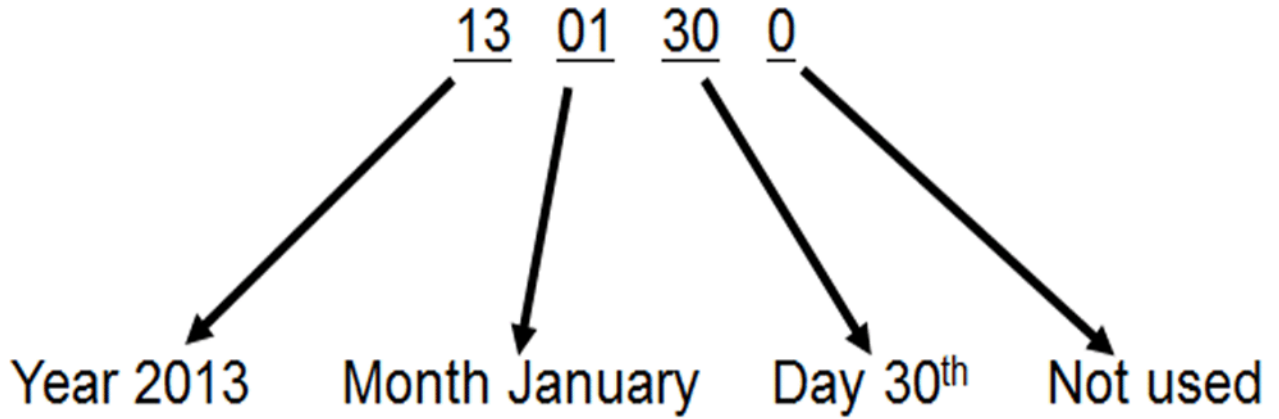


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2. Reposition the water shield. Use a flashlight and inspection mirror (1) to view the

underside of the wiper motor (2). Inspect the date code on the wiper motor label.

**NOTE:** The number shown in the example above - 1301300 = January 30, 2013. The numbers are shown back to front in the mirror.



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**The affected date range is between JANUARY 15, 2013 and AUGUST 05, 2013; so the corresponding date codes will be anywhere within the 130115 to 130805 number range.**

**NOTE:** There are two different labels that may be affixed to the wiper motors. To identify how to read the date codes, follow the examples shown below.



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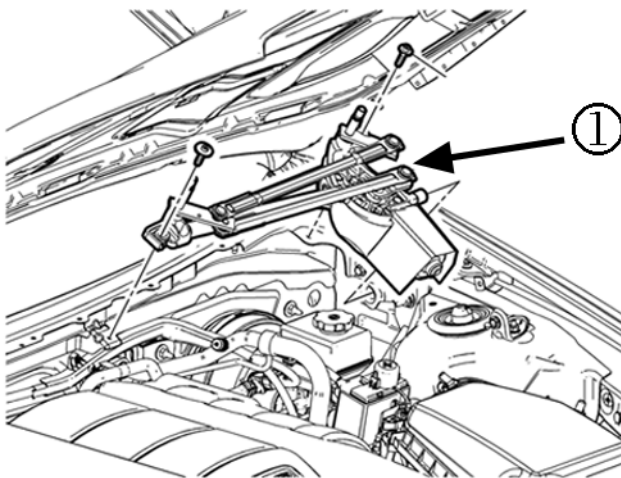
**Example (1):** The date is the first six digits in the top corner of the label. The date on the motor in this example is 130608, which is June 08, 2013 (AFFECTED).

**Example (2):** The date is part of the barcode number and starts from the sixth digit. The date on the motor in this example is 110108, which is January 08, 2011 (NOT AFFECTED).

3. Upon inspection of the wiper motor label:

- If the date is within the timeframe from **JANUARY 15, 2013 to AUGUST 05, 2013**, the wiper motor DOES contain the failure issue and you should move directly to the *Service Procedure* below.
- If the date DOES NOT fall within the dates shown above, no further action is required. Reposition the wiper motor water shield and close the hood.

## SERVICE PROCEDURE



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1. Remove the windshield wiper motor assembly (1). Refer to the appropriate *Windshield Wiper Motor Replacement* or *Windshield Wiper System Module Replacement* in SI.
2. Install the new windshield wiper motor assembly. Refer to *Windshield Wiper Motor Replacement* or *Windshield Wiper System Module Replacement* in SI.

## CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by July 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Canada

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

#### COURTESY TRANSPORTATION – For US and Canada

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. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

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

Labor Code	Description	Labor Time	Net Item
9100727	Windshield Wiper Motor Date Code Inspection – No Further Action Required	0.2	N/A
9100728	Windshield Wiper Motor Date Code Inspection and Wiper Motor Replacement	0.6	N/A
9100729	Customer Reimbursement Approved	0.2	*
9100730	Customer Reimbursement Denied - For US dealers only	0.1	N/A
9100731	Floor Plan Reimbursement	0.2	**

Note: Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

- \* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.
- \*\* The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message June 26, 2014 to the date the repair is completed and the vehicle is ready for sale up to a maximum of 42 days.

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
Caprice PPV	\$ 4.58	\$ #.##
Chevrolet SS	\$ 6.17	\$ #.##

### CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

### DEALER RECALL RESPONSIBILITY – For US and Export (US 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 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 RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.







# IMPORTANT SAFETY RECALL

July 2014

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 model year Chevrolet SS and 2013-2014 Chevrolet Caprice PPV 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

- This notice applies to your 2014 model year Chevrolet SS and 2013-2014 Chevrolet Caprice PPV vehicle.
- Your vehicle is involved in GM safety recall 14295.
- Schedule an appointment with your Chevrolet dealer.
- This service will be performed for you at **no charge**.

**Why is your vehicle being recalled?**

Your vehicle may have a condition in which the wipers may become inoperative during normal operation due to the wiper motor gear teeth stripping. With inoperative wipers, the driver would no longer be able to clear rain or snow from the windshield and visibility could be reduced, potentially increasing the risk of a crash.

**What will we do?**

Your Chevrolet dealer will inspect the wiper motor and if it is found to be part of the affected population, your dealer will replace the motor. 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 time of approximately 45 minutes.

**What should you do?**

You should contact your Chevrolet dealer to arrange a service appointment as soon as possible.

**Did you already pay for this repair?**

Even though you may have already your vehicle repaired for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have 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. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 2015, unless state law specifies a longer reimbursement period.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Chevrolet Customer Assistance Center at 1-800-222-1020 (TTY 1-800-833-2438).

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 14V375.

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

Jim Moloney  
General Director,  
Customer and Relationship Services

GM Recall #14295