



# Service Bulletin

File in Section: -

Bulletin No.: PI1236

Date: May, 2014

## PRELIMINARY INFORMATION

**Subject:** Right (Passenger Side) Windshield Wiper Arm Has No Tension on Wiper Blade

**Models:** 2014 Cadillac ELR

### Condition/Concern

Some dealerships or customers may comment that the right (passenger side) windshield wiper arm has no tension on the wiper blade.

The right (passenger side) wiper arm does not have a 90 degree service position and can only be pulled up several inches from the windshield. If the customer or dealership personnel pulls the wiper arm past the stops to the 90 degree position, both arm stops will bend out of place and the wiper blade tension spring will fall out. The left (driver side) windshield wiper arm is the only wiper arm that can be moved to a 90 degree service mode.

### Recommendation/Instructions



3821063

If the windshield wiper arm is damaged, replace the windshield wiper arm. Please do not submit a warranty claim as this type of damage is a dealership or customer pay repair.

**Note:** A video detailing further information concerning the wiper system on the Cadillac ELR can be viewed by U.S. dealers in the February 2014 Emerging Issues Seminar. Once you have logged into the Center of Learning web site, click on the Resources tab in the upper left of the screen. Then scroll down and click on Video On Demand. In the search box, type in 10214.02D and click on the magnifying glass. Double click on the course to open. The video is the Featured Topic. In the near future this video will also be included as a GM TechTube. To view a GM Tech Tube, log on to the training web site and click on the GM Tech Tube link on the right side of the screen. Dealers in Canada can view the video in the March 2014 TAC Talk program (52014.03D-0D).

### Parts Information

Part Number	Description	Quantity
23184316	Windshield Wiper Arm	1