



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Car Wash Mode - Rear Wiper and/or Front Rain Sense Wipers (if equipped) Turn Off In Neutral

**Models:** 2010 - 2016 Cadillac SRX  
2010 - 2017 Chevrolet Equinox  
2010 - 2017 GMC Terrain

*This PI was superseded to add Model Year 2017. Please discard PIT4995E.*

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Some customers may complain that the rear wiper and/or the front rain sense wipers (if equipped) turn off when the vehicle is shifted to neutral.

This is called Car Wash Mode.

The intent of the car wash mode is to disable the wiper(s) while in a car wash to avoid the potential excessive mechanical forces associated with wiping while in that environment.

For the rear wiper and/or the front rain sense wipers to be disabled, the vehicle must be below 5 kph (3 mph) and the transmission in neutral.

Once the wipers have been inhibited, the normal wiper operation will not return until either of the following has been met.

1. The transmission has been shifted out of neutral for 10 seconds.
2. The vehicle speed is greater than 5 kph (3 mph).

### Recommendation/Instructions

Do NOT replace any parts for this concern. This is the normal operating characteristic of this vehicle.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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