



# Technical Bulletin

| Model(s) | Year        | Eng. Code | Trans. Code | VIN Range From | VIN Range To |
|----------|-------------|-----------|-------------|----------------|--------------|
| All      | 2013 - 2017 | All       | All         | All            | All          |

## Condition

**92 17 01** March 13, 2017 **2026253** Supersedes Technical Bulletin V921502 dated July 22, 2015 to provide information on wiper blades inspection, windshield cleaning and proper warranty coding. This bulletin also includes additional model and model year applicability, and allows archiving of T.B. 2024878 (V921302).

**Windshield Wipers Do Not Clean Properly or are Noisy During Operation (U.S. Only)**



### Note:

**Under the New Vehicle Limited Warranty (NVLW), wiper replacement for wear and tear is covered for 6 months/ 6000 miles only.**

To optimize the performance of wiper blades and to avoid premature wear of the wiper blades, it is necessary to keep the windshield, rear window and wiper blades clean and free of foreign matters.

### Common Customer Complaints for Wiper Blades:

- Wipers streak, smear or do not clean properly.
- Wipers are noisy - Chatter or skip as wiper travels across the windshield or rear window glass.
- Wipers do not clear across entire length of the blade(s).

## Technical Background

A clean windshield and rear window glass will significantly improve the performance and longevity of the wiper blades. Wiper blade performance is affected by the following conditions:

- Wear and tear due to normal use and environmental conditions.
- Dirt and grime accumulation on the windshield or rear window glass.
- Residues from cleaning products and industrial fallout.
- Remnants of high gloss drying aid on glass surfaces.
- Use of Nano coating (found in some special application washer fluids) on the windshield or rear window glass.
- The wiper blade rubber insert is contaminated or torn.
- The wiper arm is bent or misadjusted.
- The wiper blade is warped or bent.



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## Production Solution

No production change required.

## Service

### REPLACING THE WIPER BLADES:



**Note:**

DO NOT attempt to wipe or clean windshield wiper blade rubber edges with cleaning cloth or chemicals. Wiper blades are manufactured with treated surface that requires no maintenance.

DO NOT attempt to adjust Aero wiper blades, they are not adjustable.

Before replacing the wiper blades, thoroughly wash the windshield and rear window glass with soap and water.

### Deep Cleaning the Windshield or Rear Window Glass

Dust or industrial fall out particles embedded in the glass, or waxes (particularly those applied by car washes) and other chemicals residue can affect the performance of the wipers.

If after cleaning the windshield or rear window glass with soap and water and replacing the wiper blades the wipers still do not clean properly or is noisy, deep cleaning the glass surface will be necessary to improve the wiper performance.



**Note:**

The windshield cleaning is not reimbursable under warranty as it is a maintenance procedure.



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Steps for deep cleaning exterior glass surface using 3M™ Quick Wax and Perfect-It Clay.



With vehicle exterior (including all glass surfaces) washed and dried and the wiper arms placed in the service position, perform the following:

- Apply 3M™ Quick Wax Part No. 39034 to the windshield or rear glass.



Using 1/3 of a bar 3M™ Perfect-It™ III Cleaner Clay Part No. 38070:

- Flatten clay into a small palm size pancake.
- With clay flat between windshield and your hand, rub windshield (with light friction) using a vertical motion (up/down) across windshield.



**Tip:**

Ensure glass stays moist with Quick Wax. The 3M™ Perfect-It™ III Cleaner Clay can be flipped over when dirty and can be reused several times by kneading the clay.

- Wipe dry with a clean lint free towel.



**Tip:**

It may be necessary to apply a small amount of Quick Wax to the glass again when wiping dry.

- Inspect glass surface using the palm of your hand (feel for rough surface).
- If rough surface is found, repeat the process until clean.



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**Note:**

3M™ Perfect-It™ III Cleaner Clay should not be used on painted surfaces after use on glass surfaces.

## Additional Information

### **Nano coating**

- Nano coating prevents moisture from covering the windshield with an even amount of water, which can lead to streaking / chattering.
- Once applied, the Nano coatings cannot be fully removed. The residues of the Nano coating can leave marks and/or residue on the windshield. These residues can impair the driver's vision.



**Note:**

Windshield or rear window glass with marks or streaks caused by residue of Nano coating cannot be claimed under the New Vehicle Limited Warranty component replacement, and the claim will be rejected.



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## Warranty

Information only.



### Note:

**Under the New Vehicle Limited Warranty (NVLW), model year 2013 - 2017 wiper replacement for wear and tear is covered for 6 months/ 6000 miles.**

### Wiper Blades Claim Type Change

The claim type for wiper blades, Service Numbers 9227 - Front Wiper Blade and 9243 - Rear Wiper Blade has changed effective December 17, 2012 claim submission date.

| Description             | Old Claim Type<br>(December 16, 2012 and prior) | New Claim Type<br>(December 17, 2012 and Later) |
|-------------------------|-------------------------------------------------|-------------------------------------------------|
| Pre delivery            | 910                                             | 9SP                                             |
| After customer delivery | 110                                             | 1SP                                             |



### Tip:

For additional information regarding claim coding or wiper blade coverage see SAGA Communication document VWS-12-06 &/ the Warranty Policy Manual in WISE.



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## Required Parts and Tools

| Part No: | Part Description | Quantity     |
|----------|------------------|--------------|
| See ETKA | Wiper Blade      | As required. |

No Special Tools required.

## Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.

| Document Control Revision Table |                |                |                                                                                                                                                                                                                               |
|---------------------------------|----------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Instance Number                 | Published Date | Version Number | Reason For Update                                                                                                                                                                                                             |
| 2026253/7                       | 3/13/17        | V921701        | To provide information on wiper blades inspection, windshield cleaning and proper warranty coding. This bulletin also includes additional model and model year applicability, and allows archiving of T.B. 2024878 (V921302). |
| 2026253/1                       | 4/14/11        | V921102        | Original publication.                                                                                                                                                                                                         |