

Subject: **Engineering Information – Rear Wiper Arm is Loose**

Attention: **Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2018	2019				
GMC	Terrain						

Involved Region or Country	North America
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on the rear wiper arm is loose.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, document by taking pictures of the rear wiper arm, nut and surrounding area in the installed state before performing the following.

- 1. Ask the customer when was the last time the wiper worked and when it stopped.
- 2. Was a recent car wash performed on the vehicle and was a sound heard at the rear.
- 3. Try to check for the torque on the nut.
- 4. Remove arm and inspect for stripping, cracking other issues.

Contact Information

Engineer Name	Phone Number
Ashish Gollapalli	586-218-9043

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
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2081948*	Engineering Information – Rear Wiper Arm is Loose	0.5 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released May 01, 2019