

Subject: Engineering Information – Rear Wiper Motor Inoperative and/or Stuck in the Middle of the Rear Glass

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	Blazer	2019	2020	-	-	-	-
	Traverse						

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 motor is inoperative and/or stuck in the middle of the rear glass.
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, perform the following steps and contact the engineer listed below with your findings.

1. Verify if any action can cause the wiper motor to start and stop again.
2. Inspect the rear wiper arm for a loose nut. If so, re-torque the nut.
Tighten: Tighten the nut to 10 N.m (89 lb in).
3. Tap on the rear wiper motor to see if it will resume operation.
4. Disconnect/reconnect the electrical harness and test operation.
5. Ensure that the wire harness is not pinched.

Contact Information

Engineer Name	Phone Number
Nathaniel Newth	(586) 922-0440

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
2086008*	Engineering Information – Rear Wiper Motor Inoperative and/or Stuck in the Middle of the Rear Glass	0.4 hr
* This is a unique labor operation for bulletin use only.		

Version	1
Modified	Released August 16, 2019