



# Service Bulletin

Bulletin No.: 23-NA-111

Date: July, 2023

## TECHNICAL

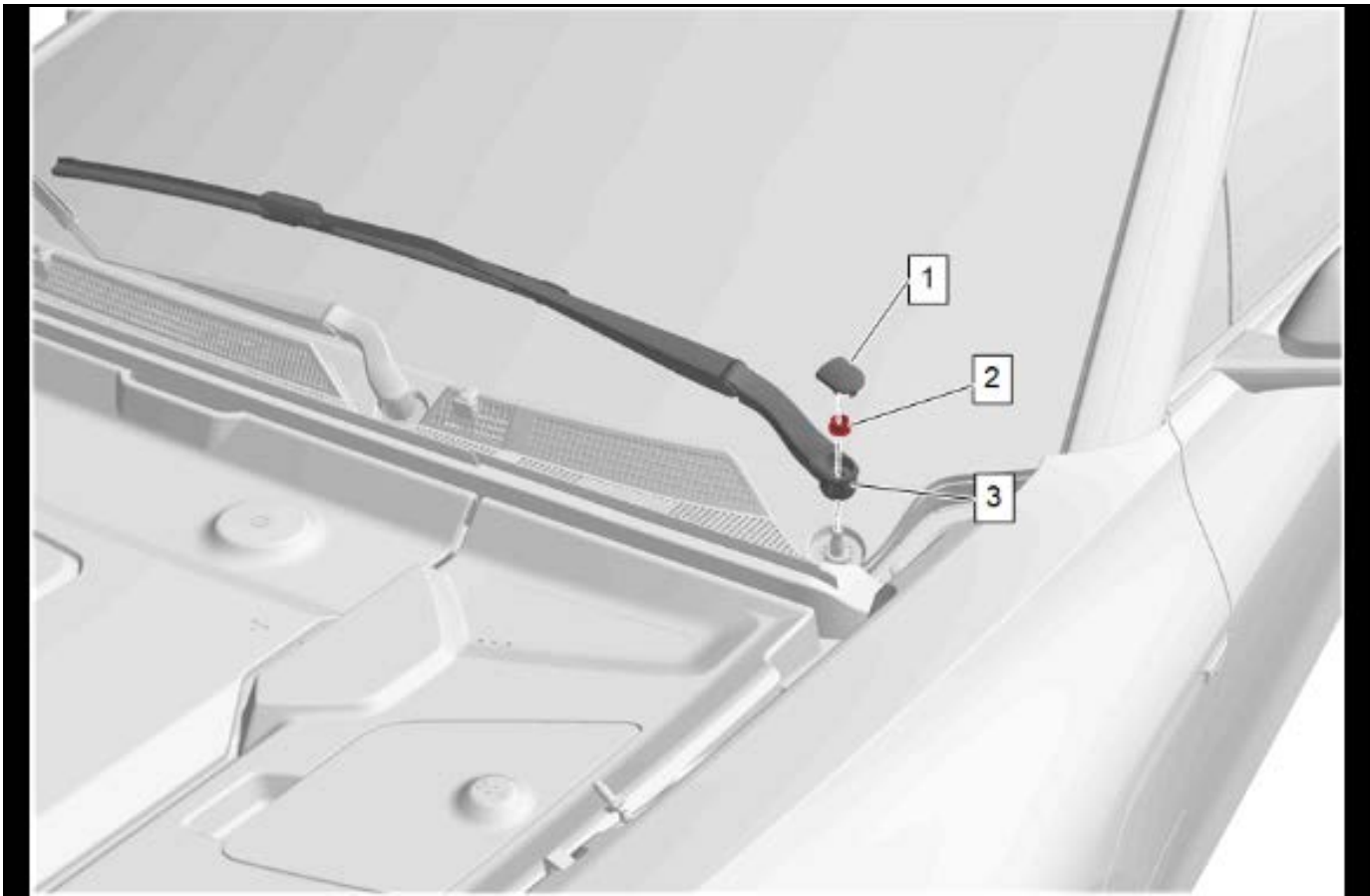
**Subject: Poor Wipe Quality, Noise, Skipping, Chatter and/or Scratched Glass Due to Driver Side Wiper**

Brand:	Model:	Model Year:		Vehicle Build Date		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2023	SOP	March 8, 2023	All	All

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on poor wipe quality, noise, skipping, chatter, and in some cases scratched glass from the driver side wiper blade.
<b>Cause</b>	The cause of the condition may be a quality issue from the supplier that resulted in incorrect twist-angle on the wiper arm.
<b>Correction</b>	Replace the wiper arm and blade.

### Service Procedure

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**



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If you encounter a vehicle with the above concern, replace the windshield wiper arm and blade. Refer to *Windshield Wiper Arm Replacement* in Si.

**Parts Information**

Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper parts to order.

**Warranty Information**

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2070280	Windshield Wiper Arm Replacement	Use Published Labor Operation Time

Version	1
Modified	Released June 29, 2023

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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