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Case Number: S2423000039

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Symptom/Vehicle Issue: Wiper Motor Inoperative. Wiper Doesn't Work or Stops Randomly On Glass.

Customer Complaint/Technician Observation: Customer may complain the wipers don't work or work intermittently. Wipers may not work on high or may not work on low, technician may or may not find active diagnostic trouble codes (DTCs) B2303-11 or B2303-13, Wiper Park switch input circuit open.

Discussion: Analysis of returned parts has shown no trouble found when the wiper motors are bench tested. This would indicate customers may be returning for shop comebacks and fix first visit scores may be compromised. This document may help with additional information to fix the vehicle properly on the first visit. Use this information in addition to any wiper DTC diagnostics.

1. Check for active DTC's (B2303-11 or B2303-13). Review and perform the diagnostics for active codes.
2. Perform a visual inspection. If there is any broken/bent linkage or joint. Look for missing screws replace or repair as needed.
3. Activate wipers, listen for any noise coming from the motor/linkage/joints. Repair as necessary.
4. Inspect and test wiper fuse F25 (30A), review if it's blown (open), broken. If so, replace the fuse. Test for shorts using wiper/washer systems wiring diagram.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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5. Inspect the connections and harness for corrosion, water intrusion and bent terminals. Ensure all connections are fully connected using the push push pull method on the circuit's connectors.
6. Identify if the wiper only works when it's on high or low. Isolate testing to the inoperative side of the circuit. Using jump wires, power the wiper motor to test it in low and high. Does the motor work when jumped?
 - Yes, the motor functions with jumpers, connect the connectors, and use the vehicle switch to operate. Ensure all connections are properly seated and engaged.
 - a. Motor does not work when using jumper wire. Go to step 7.
7. If after performing all steps above and making sure that the wiper motor isn't functional, replace the wiper module only as a last step.

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