

GENERAL MOTORS
DCS7000
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 5, 2024

Subject: N242437230 - Customer Satisfaction Program
Windshield Wiper Linkage Damaged by Snow

Models: 2022 BrightDrop EV600
2023 – 2024 BrightDrop Zevo 600

General Motors is releasing Customer Satisfaction Program N242437230 today.

What Should Dealers Do: Dealers should review IVH or the Dealer Maxis reports for open VINs in their inventory. Dealers can view the attached bulletin and it will also be displayed in Service Information tomorrow.

The Stock VIN list of vehicles in dealer inventory is attached to this message. Note: this list is only accurate at the time of report creation and all VINs should be validated in IVH prior to repair.

END OF MESSAGE

Customer Satisfaction Program

N242437230 Windshield Wiper Linkage Damaged by Snow



Release Date: September 2024

Revision: 00

Attention: This field action can only be completed by BrightDrop dealers or BrightDrop certified repair facilities who have met all BrightDrop specific training, tool and equipment requirements. Repairs must be performed by a technician who has successfully completed the required training.

This program is in effect until September 30, 2026.

Make	Model	Model Year		RPO	Description
		From	To		
BrightDrop	EV600	2022	2022		
BrightDrop	Zevo 600	2023	2024		

Involved vehicles are marked "Open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2022 model year BrightDrop EV600 and 2023 – 2024 BrightDrop Zevo 600 vehicles may have a condition in which heavy snow load has damaged the windshield wiper linkage.
Correction	Dealers are to replace the windshield wiper assembly, arms and blades.

Parts

Quantity	Part Name	Part No.
1	TRANSMISSION, WSW	85739991
1	ARM, WSW, LEFT HAND	85739992
1	ARM, WSW, RIGHT HAND	85739993
1	BLADE, WSW, RIGHT HAND	84225697
1	BLADE, WSW, LEFT HAND	84983040
2	NUT, WSW ARM	11546460

Reminder: Parts may be removed from SPRINT and Retail Inventory Management (RIM) and be non-returnable. Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect. Due to the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9107487	Replace Windshield Wiper Assembly	0.9	ZFAT	N/A
9107488	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZFAT	*
9107489	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to "H" route the customer reimbursement transaction for wholesale approval, it must be submitted prior to the repair transaction.

*For USA & Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD (\$25.00 CAD) administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

**Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. Remove the Windshield Wiper Assembly (Wiper Arms, Wiper Blades, and the Windshield Wiper Transmission). Refer to *Window Wiper Transmission Replacement* in SI.

Note: The original Windshield Wiper Motor does not need to be replaced and can be reinstalled on the new Windshield Wiper Transmission.

2. Install the NEW Windshield Wiper Assembly (Wiper Arms, Wiper Blades, and the Windshield Wiper Transmission). Refer to *Window Wiper Transmission Replacement* in SI.

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Dealer Responsibility

All new, used, GM Certified Pre-Owned (CPO), courtesy transportation vehicles, dealer shuttle vehicles, CarBravo, etc. in dealers' possession and subject to this field action must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Pre-Owned (CPO) vehicles currently in the dealers' inventory within the SHIFT Digital system will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the SHIFT Digital system, or once again be used in the Courtesy Transportation Program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through September 30, 2026. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory or is in your facility for service through September 30, 2026, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports – For USA & Export

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2025. See General Motors Service Policies and Procedures Manual (USA & Canada) or local Policies and Procedures, for details.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

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September 2024

This notice applies to your vehicle, **VIN:** _____

Dear BrightDrop Customer:

We have learned that your 2022 model year BrightDrop EV600 or BrightDrop Zevo 600 may have a condition in which heavy snow load has damaged the windshield wiper linkage.

Your satisfaction with your BrightDrop EV600 or BrightDrop Zevo 600 is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will replace the windshield wiper assembly, arms and blades. This service will be performed for you at **no charge until September 30, 2026**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your BrightDrop dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

Reimbursement: Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the condition described in this letter, **and those repairs were completed prior to this mailing**, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2025, unless state law specifies a longer reimbursement period.

If you have any questions or concerns that your dealer is unable to resolve, please contact GM Enolve's Solution Center at 1.800.353.3867.

Division	Number
BrightDrop	1-800-353-3867
Puerto Rico – English	1-866-467-9700
Puerto Rico – Español	1-866-467-9700
Virgin Islands	1-866-467-9700

We truly appreciate you taking the time to remedy your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your BrightDrop vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N242437230