



Service Bulletin

Bulletin No.: 25-NA-027

Date: February, 2025

TECHNICAL

Subject: Windshield Wiper Arm Clearing and Interference Concerns

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	OPTIQ	2025	2025	—	—	All	All
Chevrolet	Equinox EV	2024	2025				

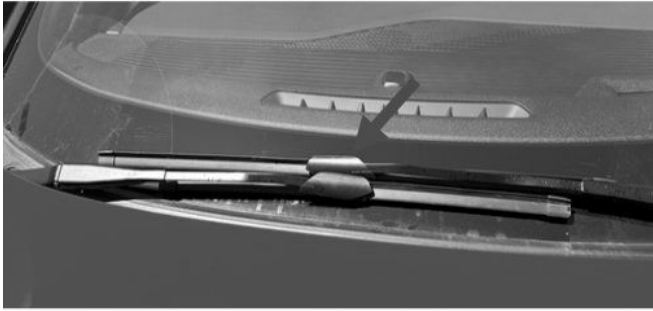
Involved Region or Country	North America, Brazil, Chile, Colombia, Ecuador, Uruguay, Middle East, Israel, Palestine, Brazil, Chile, Colombia, Ecuador, Uruguay, Japan, Egypt
Condition	Customers may notice that the driver and passenger wiper blades are contacting each other and/or excessive un-wiped area near the A pillar on the windshield.
Cause	The wiper arms may not be aligned correctly to the wiper motor pivot shaft.
Correction	Follow Service Procedure tips below to properly align wiper arms to wiper motor pivot shaft. Dealers must check all areas first before releasing the vehicle to the customer.

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.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool, and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

Service Procedure

1. The wiper stalk switch should be in the off position and the wipers energized so the arms do not freely rotate.
2. A quick visual assessment of alignment per this bulletin can be done using these reference images:



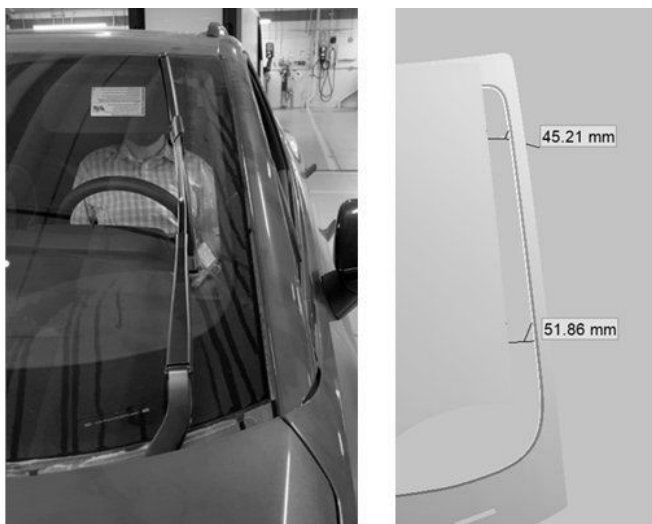
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- Reference image for wipers contact acting in park position.



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- Correctly aligned wipers will have a gap between the blades in the park position as shown above.
3. If the wipers are contacting each other in park or any location during cycling, follow *Windshield Wiper Arm Adjustment* procedure in SI.
 4. For issues where the wipers are not fully clearing the windshield: During cycling, the reversal point of the blade is around 40-50 mm (1.6-2.0 in) to the edge of the blackout on the glass as shown below.



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Note: Consistency in measuring this gap can vary depending on where the measurement is taken, tackiness of the glass, and cycle speed of the wipers. It is not recommended to use measurements at the pillar to accurately assess alignment. If it is noted that the un-wiped area appears to be excessive, this measurement can be used as reference. However, correct determination of the alignment should only be performed when the wipers are in the full parked position following the adjustment procedure in the document noted above.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2070282	Windshield Wiper Arm Adjustment	Use Published Labor Operation Time

Version	1
Modified	Released February 06, 2025