



# Service Bulletin

Bulletin No.: 24-NA-164

Date: February, 2025

## INFORMATION

**Subject: Information on Wiper Blade Maintenance Tips**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	All Passenger Cars and Trucks	2023	2026	—	—	All	All
Buick							
Cadillac							
Chevrolet							
GMC							

<b>Involved Region or Country</b>	North America, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Europe, Russia, Middle East, Iraq, Israel, Palestine, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Taiwan, Thailand, Singapore, Philippines, Australia/New Zealand, Egypt, Other Africa, South Africa
<b>Condition</b>	Some customers may comment on wipers streak, chatter, or poor performance.
<b>Cause</b>	The cause of the condition may be wiper blades worn, torn, nicked blade element or contaminated glass or blade and non-uniform blade edges.
<b>Correction</b>	The following wiper blade best practices will help a technician determine if there is a defect in the wiper blade element or another non-warranty cause of the customer's concern.

**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.**

### Wiper Blade Performance Diagnosis

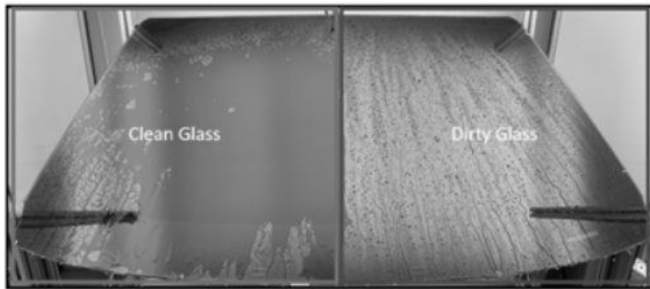
Streaking is the most common warranty condition found with wiper blades on GM models. However, worn blades are not the only cause of streaking. Several other issues that can affect wiper blade performance include contamination build-up on the blade, windshield or rear glass; tears or nicks in the blade element; and non-uniform-blade element edges. Each of these potential causes should be checked when inspecting wiper blades for poor performance.

Most concerns about wiper performance are the result of dirty wiper blades, damaged wiper arms or blades, or blades that are worn beyond their useful life. Depending on environmental conditions and use, wiper blades can have dramatic differences in lifespan.

### Wipe Quality Diagnosis

If the vehicle exhibits a condition where the windshield wiper blade performance is compromised, check the following items in order to properly evaluate the wipe quality:

1. Determine the wiper blade warranty status. The warranty window for wiper blades is 12 months or 7,500 miles (12,070 Kms). If the vehicle exceeds either of the criteria, the wiper blade cannot be replaced under warranty.
2. Clean the windshield with windshield cleaner or equivalent. The cleaner should not scratch the glass or harm the paint.



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3. Lift each wiper blade off the windshield and clean the element with a lint-free cloth saturated with washer solvent.
4. Place both wiper blades back on the glass and activate the front windshield wash system to confirm if the wipe quality concern is still present.
5. If the wipe quality issue is not present, do not replace the blades. The blades should be replaced only if the wipe quality issue can be recreated after cleaning the glass and blades.

As with other criteria, wipe quality has different ratings to demonstrate ideal performance vs. degraded performance. The following chart shows the different wipe quality ratings, where GM advises any rating of 7 or higher is deemed acceptable. The wipe quality readings should be performed 3 seconds after the wipers stop.

### Common Concerns

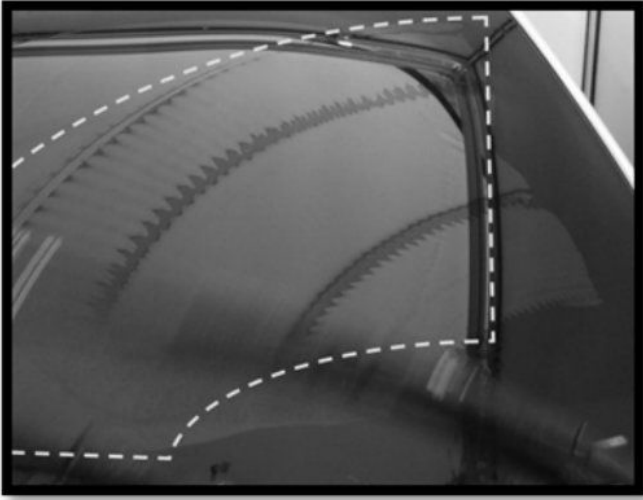


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Streaking can be caused by a variety of issues, including:

- Small tears in the blade element.
- Blade wear over time.

- Nicks created from attempting to clear the windshield of ice; contamination buildup on the wiper blade or windshield, such as from bugs, road grime, sap or car wash/wax treatments.
- Non-uniform blade-element edges (as manufactured).



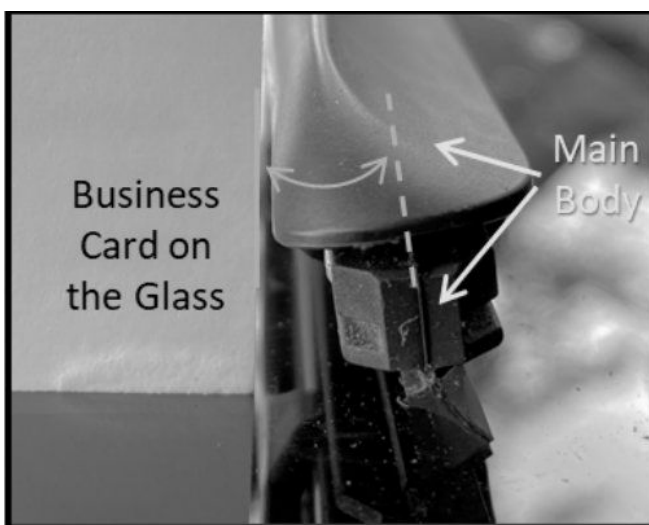
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Chatter is a wiper defect where the blades move across the glass with a bouncing or uneven motion. The causes of chatter can be related to:

- The permanent set of the blade, causing resistance of the blade to flip after reversal.
- High tip force of the arm.
- Snow or ice buildup in the wiper blade hinge.
- The blade not sitting on the glass at the proper angle.

If a chatter condition still exists after a blade change, it is possible that the tip force of the wiper arm is contributing to the chatter.

**Figure 1**



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Figure 2

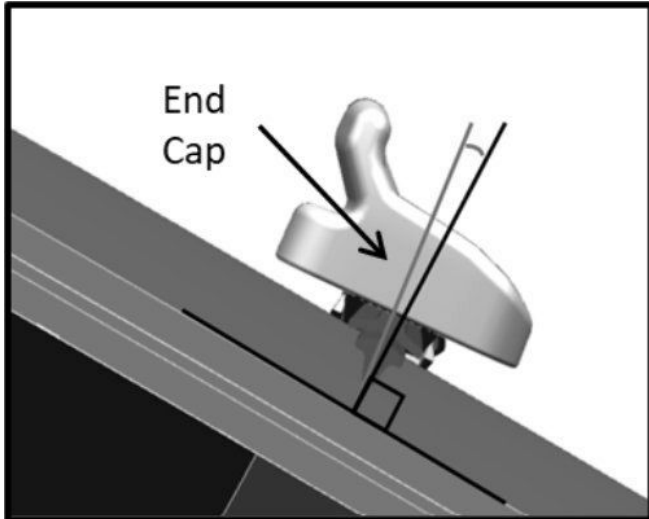


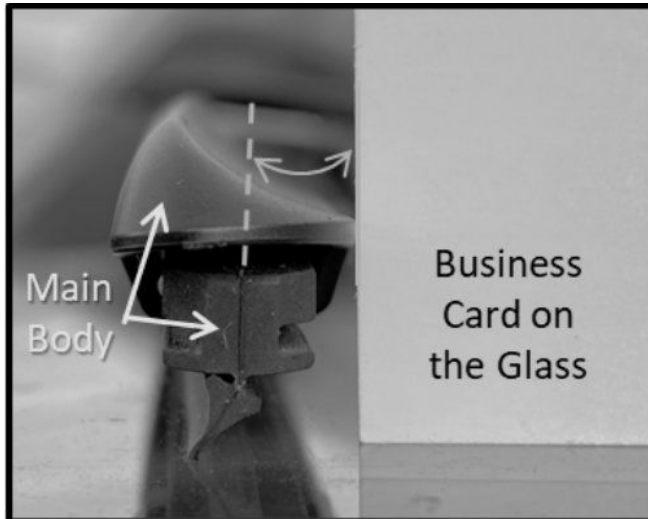
Figure 3



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Figure 4



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If a chatter condition still exists after a customer purchased OEM blade replacement or returns relatively soon after blade replacement, it is possible that the wiper arm is bent and putting the main body of the blade at an improper angle. Relative to the glass, a correct arm will angle the blade slightly rearward when in the park position and slightly toward the center of vehicle when at the outwipe reversal position. Here is how to check this:

- While stopped at the park position, look at the main body of the blade and see if it is slightly angled toward the rear. If needed, use a business card or small square to help with this. See Figure 1 for a Structured Blade. The End Cap on a Beam Blade makes this easier to see, as shown in Figure 2. Figure 3 shows an extreme example of improper blade angle.
- While stopped at the outwipe reversal position, look at the main body of the blade and see if it is slightly angled toward the center of vehicle. If needed, use a business card or small square to help with this. (see Figure 4).
- If the blade is angled either forward at park or outboard at outwipe position, issue a Field Product Report before the wiper arm is replaced. If the wiper arm is replaced it won't be a restricted labor operation like the blades. The claim would not likely require wholesale (GM) authorization for payment. You could require a Field Product Report (FPR) prior to authorization.

Several environmental conditions can play a role in the performance and longevity of wiper blades:

- Extremely dusty areas, such as driving on dirt roads, may cause a wiper blade's rubber edge to wear quickly and unevenly.
- Sand and salt used on roads for increasing traction and ice control during the winter may cause the wiper blades to wear more quickly.
- Areas with significant snowfall may require more frequent blade replacements.

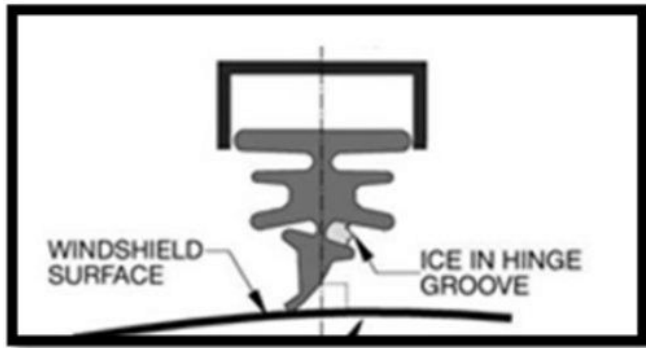
## Cold Weather Tips



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Winter weather is generally a rough season for the wiper blades. The wipers should not be used to “wear through” frost or to clear snow and ice off the windshield as it can cause damage to the wiper blade’s rubber element. Instead, allow the vehicle’s defrosters to melt the frost, snow or ice, or manually clear the windshield.

Banging wipers on the glass to remove ice and snow also may cause the blade to bend, dislodging the rubber and causing potential scratching of the windshield.



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Ice in the wiper blade hinge should be cleared to allow the wiper blade to function properly.

Improper use of ice scrapers also can lead to wiper blade damage. Rubber blades are easily cut or torn when using ice scrapers. Avoid excessive contact with the wiper blade by moving the ice scraper parallel to the blade, which minimizes the possibility of damage. Do not pull the blades off a frozen windshield, which can tear the rubber or damage the wiper.

To avoid contacting the wiper blades with an ice scraper, place the wiper arms in the “service up” position, if applicable. With the wiper arms up, the wipers will not collect snow or stick to the glass, and it will prevent the ice scraper from contacting a wiper blade that is frozen to the windshield.

### Wiper Blade Handling and Maintenance

Vehicle windshield wipers are exposed to weathering elements as soon as a vehicle is produced. Dealership policies or customer habits also can affect wiper blade performance in many ways. The following items should be considered when a vehicle is stored on the lot, or a vehicle is at the dealership for service.

- During extended outdoor storage, the wiper blades may be affected by dirt and debris stuck on the blade surface. The wiper blades should be cleaned with a lint-free cloth or paper towel soaked with windshield washer fluid. Be sure to wash the windshield thoroughly when cleaning the blades.



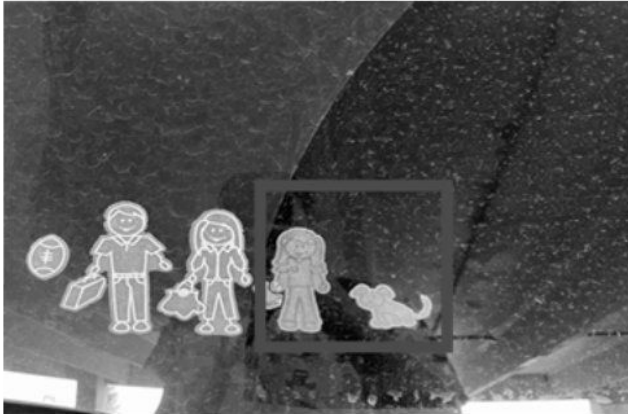
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- Tree sap and pollen should be cleared off the windshield prior to using the wipers to avoid the contamination being transferred or causing damage to the wiper blades. If possible, avoid parking under trees to prevent contamination of the wipe area.
- Do not operate the wipers if the vehicle is extremely dirty with gritty or sandy materials, or if there are twigs/sticks in the cowl area. If this type of debris is dragged by the force of the wipers while the windshield is dry, it may cause glass scratching.
- Drive-through car washes with wax treatment and water repellants may compromise wipe quality when the treatments cover the windshield. These treatments should be avoided to ensure proper wipe quality.



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- Dealership service tickets or any paperwork should not be placed under the wiper blade. The rubber blade element should only be in contact with the glass as it can be distorted and possibly create a papercut on the blade lip.



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- Stickers or decals should not be placed in the front or rear wipe areas as the sticker creates unnecessary wear each time it passes over the blade and compromises wipe quality.
- Vehicles with windshield chips or cracks in the wipe zone should be repaired to avoid tearing or creating nicks in the wiper blade element.
- Precautions should be taken when handling the wiper blade to protect the blade element and avoid distortion. For example, blades should not be stacked on one another as the blade element can be distorted and take a "set" that compromises wipe quality. Wiper blades should be kept in the protective packaging as long as possible to mitigate outside damage.



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- Special care should be taken to ensure wiper blades are not straightened or bent. OEM blades are designed to fit the contour of the glass. Once wiper blades are bent, the fit to the glass is compromised and can lead to wipe quality issues.

**Part Returns**

GM will occasionally open part return projects on certain vehicle programs and model years for wiper blade returns. The intention of these projects is to gain a better understanding of the issues contributing to the warranty claim by returning the wiper blade for additional analysis. If GM is requesting parts back, do not apply tape around the rubber blade element or use a twist-tie wire to secure the blades as this will distort the blade element and prevent further testing.

For more details about wiper blade diagnosis as well as proper handling and use, refer to the appropriate Service Information.

<b>Version</b>	2
<b>Modified</b>	Released August 21, 2024 Revised February 26, 2025 – Added the 2026 Model Year and Involved Regions/ Countries, and updated information under Common Concerns.

