

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6455
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 7, 2023

Subject: REVISION: N192266181-01 – Special Coverage
Wiper Transmission Arm Linkage Failure
Population Update

Models: 2010-2012 Chevrolet Equinox
2016-2017 Chevrolet Equinox
2010-2012 GMC Terrain
2016-2017 GMC Terrain

To: All General Motors Dealers

This bulletin has been revised to add the 2016-2017 model year Chevrolet Equinox and GMC Terrain to the population. Please discard all previous copies of N192266181.

Customer Letter Mailing

The customer letter mailing will begin late March 2023.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated March 7, 2023.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage

N192266181 Wiper Transmission Arm Linkage Failure – USA Only



Release Date: March 2023

Revision: 01

Revision Description: This bulletin has been revised to add the 2016-2017 model year Chevrolet Equinox and GMC Terrain to the population. Please discard all previous copies of N192266181.

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2010	2012		
Chevrolet	Equinox	2016	2017		
GMC	Terrain	2010	2012		
GMC	Terrain	2016	2017		

Involved vehicles are identified on the Applicable Warranties section 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	On certain 2010-2012 model year and 2016-2017 model year Chevrolet Equinox and GMC Terrain vehicles, the ball joints in the front windshield wiper modules of these vehicles may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative.
Special Coverage	<p>This special coverage covers the condition described above for a period of 15 years or 200,000 miles (320,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 14, 2022 for 2010-2012 model year vehicles (March 7, 2023 for 2016-2017 model years), are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to July 14, 2022 for 2010-2012 model year vehicles (March 7, 2023 for 2016-2017 model years), must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to inspect the front wiper assembly and replace the wiper linkages or module as necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Transmission Kit-WSW	87865202
1	Module Asm-WSW SYS	84241847

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900806	Install Windshield Wiper System Transmission Kit (Includes Inspection)	0.6	ZREG	N/A
9900807	Install Windshield Wiper System Module (Includes Inspection)	0.5	ZREG	N/A
9900808	Customer Reimbursement Approved - For USA only	N/A	ZREG	*
9900809	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

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- * For USA: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 USD administrative allowance in Net/Admin Allowance.
- ** Submit \$10.00 administrative allowance in Net/Admin Allowance.

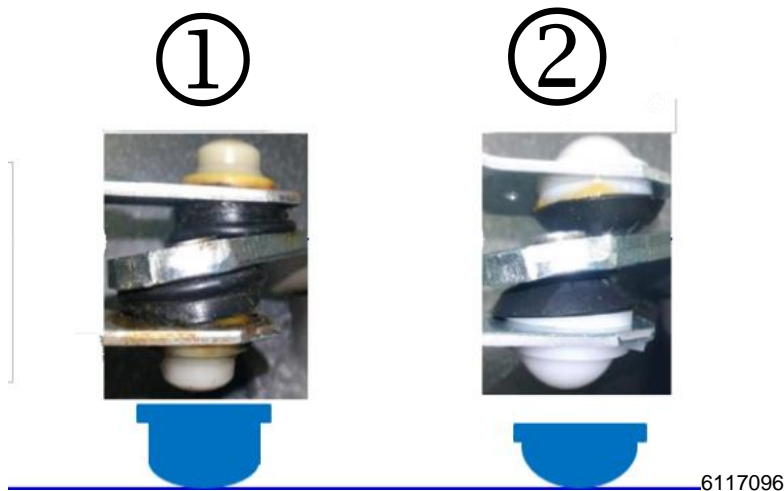
Service Procedure

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.

WARNING: The wiper transmission links are made of stamped steel. They have sharp edges, wear protective gloves to prevent cuts.

NOTE: With the ignition key in the on position, place the windshield wiper control switch in the OFF (park) position. Turn the ignition key off.

1. Remove the windshield wiper system module. Refer to *Windshield Wiper System Module Replacement* in SI.



There are two types of nylon pivot cups.

- If the module has a “top hat” design (1), proceed with the link replacement procedure.
- If the module has “dome shaped” design (2), Replace the module assembly.

IMPORTANT: Verify the windshield wiper module is a GM assembly. If the module assembly is an aftermarket (non-GM) unit, replace the module assembly with a new GM Module assembly. Aftermarket link bars and nylon pivot joints installed on a GM windshield wiper module are acceptable, however, they will be discarded and replaced with new components from the transmission kit.

- **NON-GM Wiper Module Assembly Example.** If the wiper module is determined to be a non-GM unit, replace the complete windshield wiper system module assembly. Refer to *Windshield Wiper System Module Replacement* in SI.

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Black painted aftermarket module frame

- **OE-GM Wiper Module Identification.** If the wiper module is determined to be a GM unit, proceed to step #2.



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GM OE parts will have a part number tag

2. Place the assembly on the work bench or carefully secure it in a bench vise with non-marring inserts.



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NOTE: If available, Special Service Tools J – 39529 *Wiper Linkage Installer* and J – 39232 *Wiper Transmission Separator* will aid in performing the following steps.

- Using a suitable tool, such as a small pry bar, remove both the long and short stamped steel link rods by releasing the metal ball joint from the nylon cups. Discard the link rods and nylon cups.



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- Remove and discard the 4 rubber dust seals.



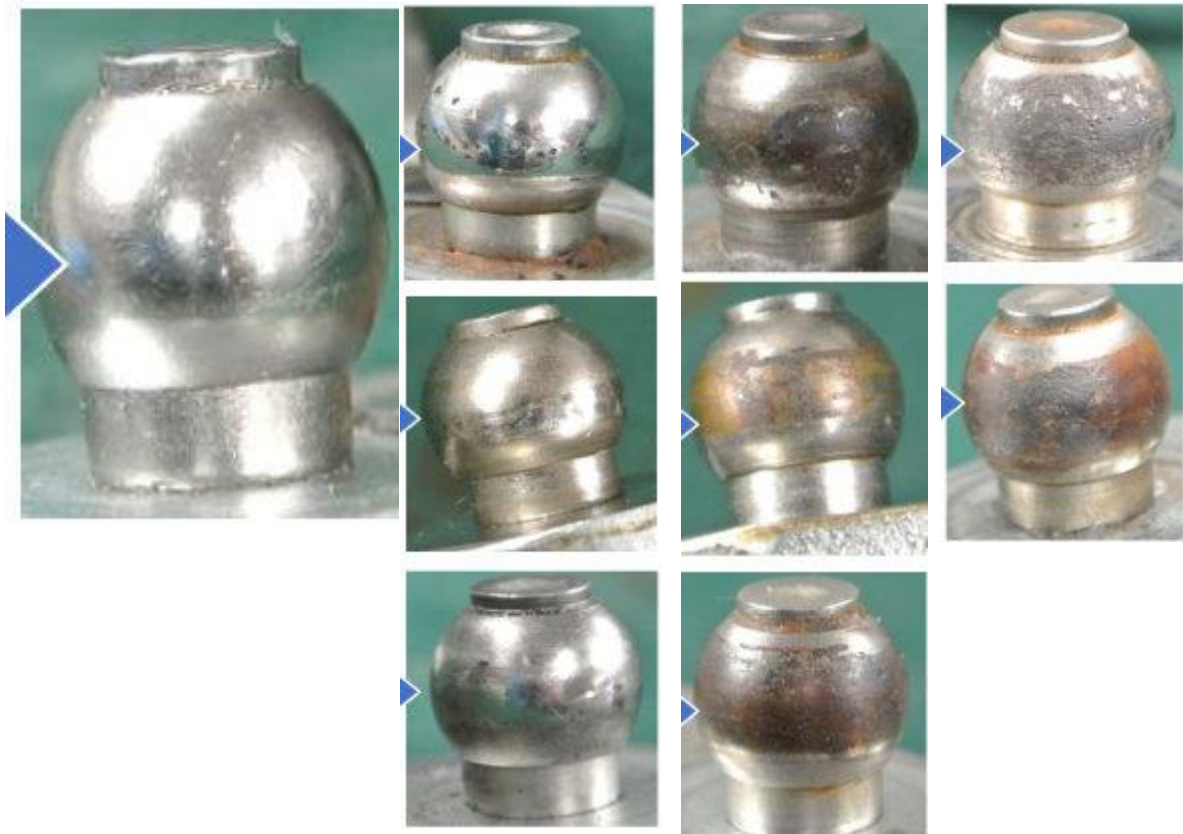
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- Using a suitable aerosol solvent and a small wire brush or abrasive pad, clean the old grease and debris from the ball joints. Wipe the ball joints clean with a suitable disposable towel.
- With the ball joints cleaned, inspect the surface for severe damage (material missing).

The below examples are acceptable levels pitting, flaking and rust residue

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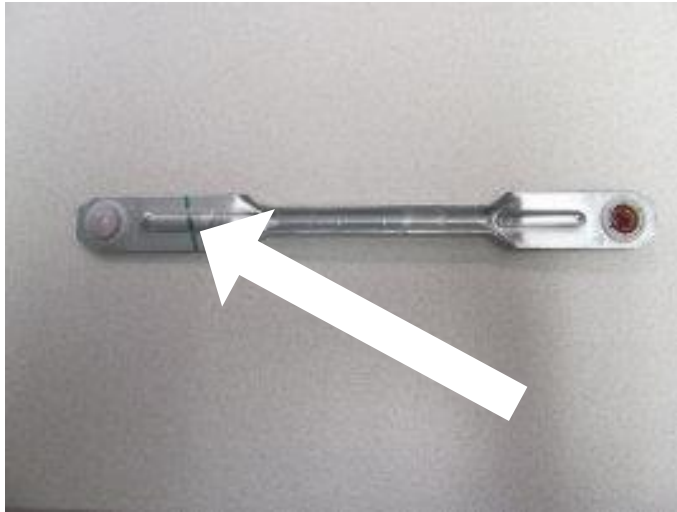


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7. Install new dust shields onto all four ball joints. Ensure the smaller hole in the dust cover goes over the ball as shown.

Special Coverage

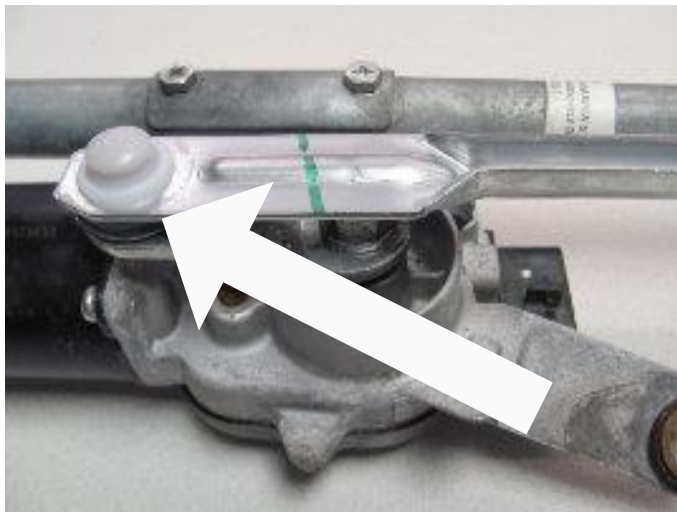
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IMPORTANT: The short link rod has a long side and a short side. The long side is marked by a paint stripe. Ensure the long side is installed onto the motor pivot ball. Improper installation of this link will cause interference with the rotating assembly.

NOTE: The link assemblies have grease already applied to the pivot joints, no further lubrication is required.

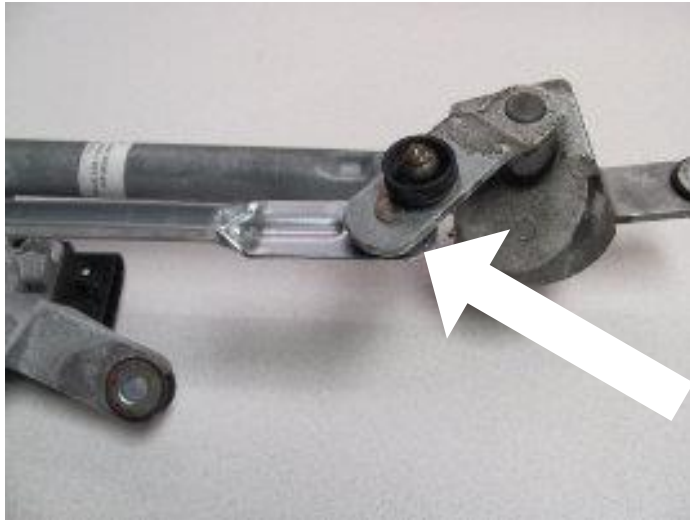


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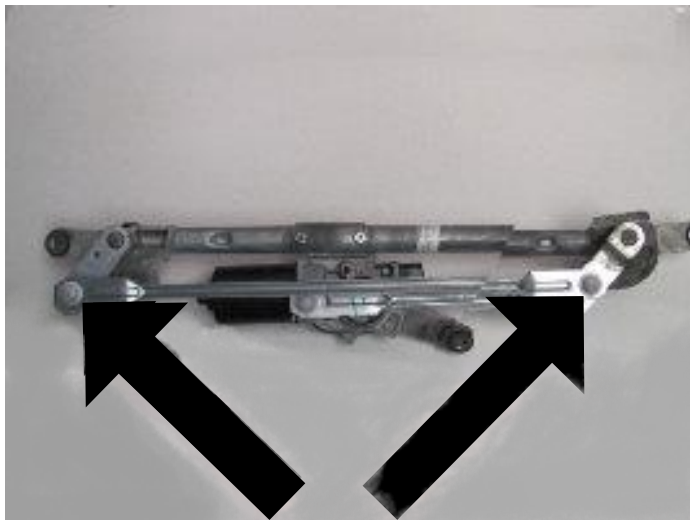
8. Install the short link rod onto the motor arm (the long side of the link rod, with the paint stripe, goes to the motor ball joint). Apply hand pressure to the nylon cup until it is fully seated on the motor arm ball joint.

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9. Connect the other end of the short link rod onto the downward facing ball joint on the right-side wiper module pivot arm. Apply hand pressure to the nylon cup until it is fully seated.



10. Install the long arm onto the two upward facing ball joints on the left and right module pivot arms. Apply hand pressure to the nylon cups until they are fully seated.

NOTE: If the wiper module was placed in a bench vise for service, it must be removed from the vise for the next step.

11. With the wiper module linkage facing upward, install the rain shield.

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- Open the slot in the center section of the rain shield and place the round opening around the wiper motor shaft. Use care to not kink the rain shield during installation. The Silver paint stripe indicates the top of the shield.



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- Open the two outer slots in the rain shield and place round hole around the two (left and right) module pivot shafts.



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NOTE: The rain shield may have a curve to the material causing the rotating linkage to rub, this is an expected condition, it will not affect the performance of the assembly.

12. Reinstall the windshield wiper system module. Refer to *Windshield Wiper System Module Replacement* in SI. Before installing the cowl vent screen and windshield wipers, turn the ignition key on and verify the function of the wiper module. After the verification, turn the windshield wiper switch to the OFF (park) position. Turn the ignition key off.
13. Complete the windshield wiper system module installation.
14. Cycle the wipers through all speeds to verify the repair.

Courtesy Transportation – For USA

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

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 April 30, 2024. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA).

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**

Special Coverage

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March 2023

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

Dear General Motors Customer:

Previously, General Motors notified owners of 2010-2012 model year and 2016-2017 model year Chevrolet Equinox and GMC Terrain vehicles that the ball joints in the front windshield wiper modules of some of these vehicles may experience high corrosion and wear that could result in the separation of one or more ball joints from their sockets during wiper operation. If a ball joint were to separate, one or both of the windshield wipers could become inoperative. To provide customers with additional protection, GM provided owners with supplemental 10 year/150,000-mile warranty coverage for this condition.

The purpose of this letter is to inform you that GM is extending the warranty protection for the condition described above. If this condition occurs on your 2010-2012 model year or 2016-2017 model year Chevrolet Equinox or GMC Terrain within 15 years of the date your vehicle was originally placed in service or 200,000 miles (320,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program. For customer's vehicles already outside of the above years and/or miles, we are still offering reimbursement if the issue occurred within the years and miles stated above. Please follow the reimbursement steps below.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, 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 April 30, 2024, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

For the hearing or speech impaired, please contact our Customer Assistance Center using the Telecommunication Relay Service by dialing 711 then providing the appropriate Customer Assistance Center number for your vehicle.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	711 / 1-800-833-2438
GMC	1-800-462-8782	711 / 1-800-833-2438
Puerto Rico – English	1-866-467-9700	
Puerto Rico – Español	1-866-467-9700	
Virgin Islands	1-866-467-9700	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N192266181