

Safety Issue Type: Recalls

March 17 2022 NHTSA Campaign Number: 22V165000

Windshield Wipers May Fail

Inoperative windshield wipers can reduce visibility in certain driving conditions, increasing the risk of a crash.

NHTSA Campaign Number 22V165000

Manufacturer General Motors, LLC

Components VISIBILITY

Potential Number of Units Affected 681509

Summary

General Motors, LLC (GM) is recalling certain 2014-2015 Chevrolet Equinox and GMC Terrain vehicles. The ball joints in the windshield wiper module may corrode, causing one or both windshield wipers to fail.

Remedy

Dealers will inspect the wiper module, and repair or replace it as necessary, free of charge. Owner notification letters are expected to be mailed May 2, 2022. Owners may contact Chevrolet customer service at 1-800-222-1020 and GMC customer service at 1-800-462-8782. GM's number for this recall is N212352530.

Notes

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Affected Products (4)

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	EQUINOX	2014-2015
GMC	TERRAIN	2014-2015

Associated Documents (6)

Defect Notice 573 Report

RCLRPT-22V165-7861.PDF 213.96KB

<https://static.nhtsa.gov/odi/rcl/2022/RCLRPT-22V165-7861.PDF>

Manufacturer Notices(to Dealers,etc) - Dealer Message re N212352530 – Upcoming Safety Recall Windshield Wiper Failure

Application for Used Vehicle Working Capital Assistance Program (WCAP), Population Defined, Updated FAQs

RCMN-22V165-4283.pdf 109.035KB

<https://static.nhtsa.gov/odi/rcl/2022/RCMN-22V165-4283.pdf>

Recall Acknowledgement

RCAK-22V165-3099.pdf 670.807KB

<https://static.nhtsa.gov/odi/rcl/2022/RCAK-22V165-3099.pdf>

Miscellaneous Document - Frequently Asked Questions (FAQs) for Safety Recall N212352530
Windshield Wiper Failure

RMISC-22V165-4743.pdf 102.375KB

<https://static.nhtsa.gov/odi/rcl/2022/RMISC-22V165-4743.pdf>

Miscellaneous Document - Frequently Asked Questions (FAQs) for Safety Recall N212352530
Windshield Wiper Failure

RMISC-22V165-0701.pdf 102.401KB

<https://static.nhtsa.gov/odi/rcl/2022/RMISC-22V165-0701.pdf>

Manufacturer Notices(to Dealers,etc) - Dealer Message re Upcoming Safety Recall N212352530
Windshield Wiper Failure

RCMN-22V165-1168.pdf 63.796KB

<https://static.nhtsa.gov/odi/rcl/2022/RCMN-22V165-1168.pdf>

Investigations (1)

Windshield Wiper Transmission Failure

NHTSA ID EA19005

Date Opened December 13 2019

On November 2, 2018, the Office of Defects Investigation (ODI) opened a Recall Query (RQ18-002) to assess the scope of Recall 16V-582.

General Motors (GM) initiated Safety Recall 16V-582 on August 3, 2016 to address windshield wiper failure in the Model Year (MY) 2013 Chevrolet Equinox and GMC Terrain. Failures were attributed to water and debris intrusion into the windshield wiper assembly ball joints, leading to excessive wear and eventual detachment of the affected ball joint with an attendant loss of windshield wiper function. The recall remedy addressed these conditions with the installation of an improved windshield wiper motor/transmission assembly and the relocation of a drain hole on the Air Inlet Panel at the base of the windshield.

RQ18-002 was opened to assess windshield wiper failure rates in the MY 2010-2012 and MY 2014 - 2016 Equinox and Terrain (subject vehicles).

During the course of the investigation, ODI received additional consumer complaint traffic bringing its total to 602 concerning the alleged defect in the subject vehicles. In their December 20, 2018 response to ODI's Information Request (IR) Letter, GM reported 1,303 complaints related to the alleged defect in the subject vehicles. Together, these bodies of data correspond to 1,905 unique Vehicle Identification Numbers (VIN).

GM stated the recalled vehicles exhibited double the warranty rate and five times the complaint rate of the subject vehicles and that continuing complaint traffic concerning the alleged defect in the subject vehicles stemmed from publicity surrounding Recall 16V-582.

ODI's review of GM's data confirms the stated difference in failure rates between the recalled and subject vehicles. However, ODI believes that the subject vehicle failure rates are nevertheless elevated and that publicity alone cannot account for the continued consumer complaint traffic concerning the alleged defect in the subject vehicles.

ODI is upgrading to RQ18-002 to an Engineering Analysis to compare subject vehicle failure rates and engineering practices to those in peer vehicles.

The 602 ODI complaints stated can be viewed in a separate attachment.