

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4189  
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 12, 2016

Subject: Upcoming Safety Recall 25302 - Update  
Front Wiper Transmission Corrosion Failure  
Customer Advisory Letter Mailing

Models: 2013 Chevrolet Equinox  
2013 GMC Terrain

To: All Chevrolet and GMC Dealers

On August 2, 2016, Chevrolet and GMC dealers were advised via GM GlobalConnect of upcoming safety recall 25302. This product field action involves certain 2013 model year Chevrolet Equinox and GMC Terrain vehicles.

As required by the National Highway Traffic Safety Agency (NHTSA), GM began notifying involved customers of this safety recall on September 8, 2016. This letter advises customers that parts are not currently available and that they will receive another letter when parts become available. A copy of the letter is attached to this message.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in Global Warranty Management (GWM) system will display "N/A" under Release Date and "Incomplete – Remedy not yet available" message under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE  
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