



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 31, 2022

Ms. Sabrina Groshek
Executive Director, Global Systems & Product Investigation
General Motors, LLC
General Motors Company
29427 Louis Chevrolet Road
Warren, MI 48093-2350

NEF-107DM
22V-165

Subject: Windshield Wipers May Fail

Dear Ms. Groshek:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHEVROLET/EQUINOX/2014-2015
GMC/TERRAIN/2014-2015

Mfr's Report Date: March 17, 2022

NHTSA Campaign Number: 22V-165

Components:

VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR

Potential Number of Units Affected: 681,509

Problem Description:

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.

Consequence:

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

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.



Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to provide a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims. Further, include detail regarding Special Coverage N192266180 offered to certain vehicles, including the time period and the number of vehicles remedied under this special program.

AMENDED 573 REQUIRED.

We have received GM's proposed owner notification letters and they are approved for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement