

# Part 573 Safety Recall Report

# 22V-165

**Manufacturer Name :** General Motors, LLC**Submission Date :** APR 14, 2022**NHTSA Recall No. :** 22V-165**Manufacturer Recall No. :** N212352530**Manufacturer Information :**

Manufacturer Name : General Motors, LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 586-596-1733

**Population :**

Number of potentially involved : 681,509

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2014-2015 Chevrolet Equinox

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing and service records were used to determine the affected population.

Vehicles that received a remedy part through Special Coverage N192266180 are not included in this recall.

There are 481,456 Chevrolet Equinox vehicles included in this recall.

Production Dates : JUN 17, 2013 - AUG 12, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

Vehicle 2 : 2014-2015 GMC Terrain

Vehicle Type :

Body Style :

Power Train : NR

Descriptive Information : Manufacturing and service records were used to determine the affected population.

Vehicles that received a remedy part through Special Coverage N192266180 are not included in this recall.

There are 200,053 GMC Terrain vehicles included in this recall.

Production Dates : JUN 18, 2013 - AUG 07, 2015

VIN Range 1 : Begin : NR End : NR  Not sequential

**Description of Defect :**

Description of the Defect : General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014 - 2015 Chevrolet Equinox and GMC Terrain vehicles. The ball joints in the 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.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If one or both of the windshield wipers become inoperative, it could limit the driver's visibility under certain operating conditions, which may increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

**Involved Components :**

Component Name 1 : 989 779 4918

Component Description : Windshield Wiper Module Assembly

Component Part Number : 25788746

**Supplier Identification :****Component Manufacturer**

Name : Mitsuba

Address : 21600 Monroeville Rd.  
Monroeville Indiana 46773

Country : United States

**Chronology :**

On December 13, 2019, NHTSA opened investigation EA19-005 into certain model year Equinox and Terrain windshield-wiper transmission failures. On May 18, 2020, NHTSA issued an information request to GM related to this investigation. GM provided its initial response to the information request on July 13, 2020 and an amended response on July 30, 2020. Within the recall population, GM is aware of 4,121 customer complaints

and six alleged crashes associated with the condition. These complaints were received beginning in December 2013 through November 2021. GM is not aware of any relevant alleged injuries. As of November 2021, 27,479 model year 2014 and 2015 Equinox and Terrain vehicles had received a windshield-wiper repair or replacement under Special Coverage N192266180.

On March 10, 2022, based on GM's discussions with NHTSA's Office of Defects Investigation, GM's Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall on 2014-2015 model year Equinox and Terrain vehicles.

## Description of Remedy :

Description of Remedy Program : Dealers will inspect the wiper module and repair or replace as necessary. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 12, 2021.

How Remedy Component Differs from Recalled Component : The replacement wiper module uses an improved design.

Identify How/When Recall Condition was Corrected in Production : NR

## Recall Schedule :

Description of Recall Schedule : Dealers will be notified on March 17, 2022. GM estimates owner interim notification will begin on April 21, 2022. GM will provide an estimate for the owner notification of an available remedy when available.

Planned Dealer Notification Date : MAR 17, 2022 - MAR 17, 2022

Planned Owner Notification Date : MAY 02, 2022 - MAY 02, 2022

\* NR - Not Reported