



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: RQ 18-002
Date Opened: 11/02/2018
Investigator: Antonio Moore
Approver: Stephen Ridella
Subject: Windshield Wiper Failure

Reviewer: Gregory Magno

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: General Motors LLC
Products: 2010-2016 (Exclude 2013) Equinox and Terrain
Population: 1,700,000 (Estimated)

Problem Description: Windshield wiper transmission experiences an internal ball joint separation leading to a loss of windshield wiper function.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	249	TBD	249
Crashes/Fires:	0	TBD	0
Injury Incidents:	0	TBD	0
Fatality Incidents:	0	TBD	0

ACTION / SUMMARY INFORMATION

Action: A Recall Query has been opened.

Summary:

On August 3, 2016 General Motors notified the Office of Defects Investigation (ODI) of Safety Recall 16V-582 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.

ODI has received 249 complaints alleging the failure of the wiper assembly in MY2010-2012 and MY 2014-2016 Equinox and Terrain with 107 complaints received in CY 2018.

A Recall Query has been opened to assess the scope of 16V-582 and the factors driving the failures throughout the subject vehicle population.

The ODI complaints cited above can be viewed at www.nhtsa.gov under the following ODI identification numbers:

10426863, 10440379, 10496467, 10503860, 10514110, 10541927, 10563318, 10575798, 10587381, 10606640, 10608237, 10609595, 10616410, 10616433, 10631027, 10649431, 10653487, 10670814, 10701877, 10714912, 10717719, 10731022, 10745163, 10748339, 10778911, 10816714, 10822215, 10822386, 10824214, 10836409, 10839780, 10861563, 10872781, 10872788, 10884109, 10888124, 10891777, 10897418, 10902045, 10902978, 10903099, 10904399, 10904620, 10904953, 10905067, 10906811, 10908236, 10908594, 10910830, 10910861, 10914014, 10915420, 10918539, 10918780, 10919978, 10926430, 10926914, 10927781, 10929404, 10936848, 10937485, 10938009, 10939746, 10940412, 10944575, 10947330, 10947373, 10948484, 10956464, 10957864, 10959179, 10966111, 10967913, 10968451, 10969060, 10969233, 10971156, 10971168, 10978808, 10979148, 10979424, 10979727, 10980168, 10983305, 10983308, 10983717, 10984174, 10984194, 10984664, 10991072, 10991629, 10991846, 10992079, 10992175, 10992229, 10992486, 10992576, 10993253, 10993964, 10994031, 10995799, 10995863, 11000497, 11000899, 11000974, 11001348, 11002458, 11002647, 11003292, 11003655,

11003814, 11004235, 11006806, 11010571, 11011353, 11012552, 11012777, 11012878, 11014259, 11015204, 11015587, 11016447, 11018680, 11018692, 11018750, 11018810, 11022159, 11022306, 11022663, 11023716, 11024889, 11030472, 11032833, 11032867, 11034164, 11035407, 11039322, 11039559, 11044791, 11047598, 11047934, 11051575, 11058562, 11064945, 11065454, 11066756, 11067199, 11073026, 11073184, 11075577, 11075803, 11078328, 11080815, 11083468, 11083611, 11084188, 11085034, 11085107, 11088331, 11088647, 11088755, 11089154, 11089287, 11090396, 11090435, 11090757, 11090928, 11092331, 11093840, 11094092, 11097603, 11097749, 11098430, 11098812, 11099130, 11100710, 11101563, 11101788, 11102859, 11102881, 11103754, 11103964, 11104177, 11104524, 11105094, 11109715, 11109817, 11109892, 11110200, 11111056, 11111428, 11111879, 11112046, 11113057, 11113095, 11113227, 11113550, 11113818, 11113956, 11114247, 11114275, 11114930, 11115066, 11115200, 11115402, 11115439, 11115444, 11118344, 11118346, 11118912, 11119873, 11120229, 11120360, 11121070, 11121195, 11121225, 11121520, 11121688, 11122075, 11122134, 11122767, 11123191, 11123611, 11123822, 11123984, 11124424, 11128085, 11128391, 11128532, 11129118, 11129319, 11130405, 11130429, 11130489, 11130498, 11131127, 11131148, 11131569, 11131625, 11131700, 11131746, 11131996, 11131998, 11132939, 11132984, 11133334, 11133505, 11139481, 11140278