



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

1200 New Jersey Avenue SE  
Washington, DC 20590

*August 26, 2008*

MS. GAY P. KENT  
DIRECTOR, PRODUCT INVESTIGATIONS  
GENERAL MOTORS CORPORATION  
30001 VAN DYKE ROAD - 480-210-011  
WARREN, MI 48090-9020

NVS-215paw  
08V-410

**SUBJECT: WINDSHIELD WIPERS INOPERATIVE/HEAVY SNOW OR ICE**

**DEAR MS. KENT:**

This letter serves to acknowledge General Motors Corporation's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below for which a safety recall campaign shall be conducted pursuant to 49 U.S.C. § 30119.

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:**

BUICK/ENCLAVE/2008  
GMC/ACADIA/2007-2008  
SATURN/OUTLOOK/2007-2008

**NHTSA Campaign Number:** 08V-410

**Mfg's Report Date:** August 6, 2008

**Components:** VISIBILITY: WINDSHIELD WIPER/WASHER: LINKAGES

**Potential Number of Units Affected:** 88,809

**Summary:**

GM IS RECALLING 88,809 MY 2008 BUICK ENCLAVE, AND MY 2007-2008 GMC ACADIA AND SATURN OUTLOOK VEHICLES CURRENTLY OR PREVIOUSLY REGISTERED IN THE FOLLOWING STATES: ALASKA, COLORADO, CONNECTICUT, DELAWARE, IDAHO, ILLINOIS, INDIANA, IOWA, MAINE, MARYLAND, MASSACHUSETTS, MICHIGAN, MINNESOTA, MONTANA, NEBRASKA, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, NORTH DAKOTA, OHIO, PENNSYLVANIA, RHODE ISLAND, SOUTH DAKOTA, UTAH, VERMONT, WEST VIRGINIA, WISCONSIN, WYOMING, AND THE DISTRICT OF COLUMBIA. IF A BUILDUP OF SNOW OR ICE ON THE WINDSHIELD OR ON THE WIPERS RESTRICTS THE MOVEMENT OF THE WIPER ARM, THE WINDSHIELD WIPER LINKAGE MAY BECOME DETACHED FROM THE MOTOR SHAFT AND THE WIPERS MAY BECOME INOPERATIVE.

**Consequence:**

IF THIS WERE TO OCCUR, DRIVER VISIBILITY COULD BE REDUCED, WHICH COULD RESULT IN A VEHICLE CRASH.

**Remedy:**

DEALERS WILL INSTALL A NEW WIPER CRANK ARM, DRIVER'S SIDE LINK, AND A CRANK ARM NUT. THE RECALL IS EXPECTED TO BEGIN DURING OCTOBER 2008. OWNERS MAY CONTACT BUICK AT 1-866-608-8080, GMC AT 1-866-996-9463, SATURN AT 1-800-972-8876, OR AT MYGMLINK AT [HTTP://WWW.GM.COM/RECALL](http://www.gm.com/recall).

**Notes:**

GM RECALL NO. 08091. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6/

Please provide the following additional information and 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).

As stated in Part 573.7, submission of the first of six 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.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at [Patricia.wallace@dot.gov](mailto:Patricia.wallace@dot.gov), [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Person", written in a cursive style.

George H. Person  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement