

GM SERVICE AND PARTS OPERATIONS
DCS2145
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 6, 2008

Subject: 08091 - Product Safety Recall
Windshield Wipers May Become Inoperative
Under Heavy Snow and Ice Loads

Models: 2008 Buick Enclave
2007-2008 GMC Acadia
2007-2008 Saturn Outlook

To: All Buick and GMC Dealers and Saturn Retailers

Attention: Service Manager, Parts Manager and Warranty Administrator

PRODUCT FIELD ACTION ANNOUNCEMENT

General Motors is announcing Product Safety Recall 08091 today. The total number of vehicles involved is 72,984. Please see the attached bulletin for details.

Note that some of the vehicles involved in this recall are also included in Customer Satisfaction Program 08207 - Sunroof Water Leak. Consequently, the customer notification letter for this recall also includes information about the sunroof water leak program. Dealers are expected to complete both required corrections during the same service visit.

Mailing Information

Customer notification letter mailing will begin on October 13, 2008.

GM Vehicle Inquiry System (GMVIS)

GMVIS information will be available on October 7, 2008.

Service Information System (SI)

The bulletin is scheduled to be available on October 7, 2008.

Campaign Initiation Detail Report (CIDR)

The CIDR will be available in GM DealerWorld on October 6, 2008.

**PLEASE CLICK ON THE MESSAGE ATTACHMENT
TO VIEW OR PRINT THE BULLETIN**

END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS

Message Attachment(s):

 [08091 bulletin.pdf](#) Acrobat PDF (366.7KB)

08091 Bulletin



Recall Bulletin



PRODUCT SAFETY RECALL

SUBJECT: Windshield Wipers May Become Inoperative Under Heavy Snow and Ice Loads

MODELS: 2008 Buick Enclave
2007-2008 GMC Acadia
2007-2008 Saturn Outlook
Currently or Previously Registered in Canada, Alaska, Colorado, Connecticut, Delaware, District of Columbia, 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, and Wyoming

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in **certain** 2008 Buick Enclave, and 2007-2008 GMC Acadia and Saturn Outlook vehicles currently or previously registered in areas with moderate to heavy annual snowfall (see below). 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. If this were to occur, driver visibility could be reduced, which could result in a vehicle crash.

- | | | | |
|----------------------|---------------|---------------|---------------|
| Canada | Indiana | Nebraska | South Dakota |
| Alaska | Iowa | New Hampshire | Utah |
| Colorado | Maine | New Jersey | Vermont |
| Connecticut | Maryland | New York | West Virginia |
| Delaware | Massachusetts | North Dakota | Wisconsin |
| District of Columbia | Michigan | Ohio | Wyoming |
| Idaho | Minnesota | Pennsylvania | |
| Illinois | Montana | Rhode Island | |

CORRECTION

Dealers/retailers are to install a new wiper crank arm, driver's side link, and crank arm nut.

VEHICLES INVOLVED

Involved are **certain** 2008 Buick Enclave, and 2007-2008 GMC Acadia and Saturn Outlook vehicles currently or previously registered in Canada, Alaska, Colorado, Connecticut, Delaware, District of Columbia, 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, and Wyoming and built within these VIN breakpoints:

Year	Division	Model	From	Through
2008	Buick	Enclave	8J100001	8J234035
2007	GMC	Acadia	7J100107	7J175611
2008	GMC	Acadia	8J100359	8J234036
2007	Saturn	OUTLOOK	7J100001	7J175619
2008	Saturn	OUTLOOK	8J100236	8J234029

Important: Dealers/retailers are to confirm vehicle eligibility prior to beginning repairs by using the system(s) below. Not all vehicles within the above breakpoints may be involved.

- GM dealers and Canadian Saturn/Saab retailers should use GMVIS.
- Saturn US retailers should use the 'Investigate Vehicle History' link on the Global Warranty Management application within DealerWorld.

For dealers/retailers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided through the applicable system listed below. Dealers/retailers will not have a report available if they have no involved vehicles currently assigned.

- US GM and Saturn dealers/retailers - GM DealerWorld Recall Information
- Canadian GM/Saturn/Saab dealers/retailers - GMinfoNet Recall Reports
- Export dealers - sent directly to dealers

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PARTS INFORMATION – GM, Saturn Canada Only

Parts required to complete this recall are to be obtained from General Motors Service and Parts Operations (GMSPO). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
20785184	Arm Kit, WSW Mot Crk	1

PARTS INFORMATION - Saturn US Only

A pre-shipment of the arm kits to perform this recall has been sent to involved Saturn US retailers from Saturn Service Parts Operations (SSPO).

Part Number	Description	Quantity/Vehicle
20785184	Arm Kit, WSW Mot Crk	1

SERVICE PROCEDURE**Contents of Service Kit**

Replacement Kit P/N 20785184: Link is assembled with the motor crank arm.



- 1) Motor Crank Arm
- 2) Nut
- 3) Link

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Tools Required

- J 39232, Wiper Linkage Separator or Flat-Blade Screwdriver
- J 39529, Wiper Linkage Installer or Channel Lock Pliers
- J 39822 Wiper Arm Puller or Battery Puller

1. Remove the wiper arms. Refer to *Windshield Wiper Arm Replacement* in SI.
2. Remove the air inlet grille panel. Refer to *Air Inlet Grille Panel Replacement* in SI.

Notice: Before removing the wiper system module from the vehicle, make sure that the module was parked. All the operations on the wiper system module must be done on a clean environment, free from metal particles or any kind of dirt to avoid contamination of the grease in the plastic sockets.

3. Remove the windshield wiper motor/transmission assembly from the plenum panel of the vehicle. Refer to *Windshield Wiper Motor and Windshield Wiper Transmission Replacement* in SI.
4. Place the windshield wiper transmission assembly on a work bench.



1) Closed Plastic Socket

(2) Open Plastic Socket

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5. Using the J 39232, Wiper Linkage Separator or an equivalent tool, detach the links from the motor crank arm. Remove the closed plastic socket first and then followed by the open plastic socket.
6. After removal of the closed socket of the passenger-side (PS) link, check for any crack or damages. If cracks or any deformation are present on the socket, the entire wiper system module must be replaced.



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7. Remove the closed socket on the driver-side lever. Discard the link.



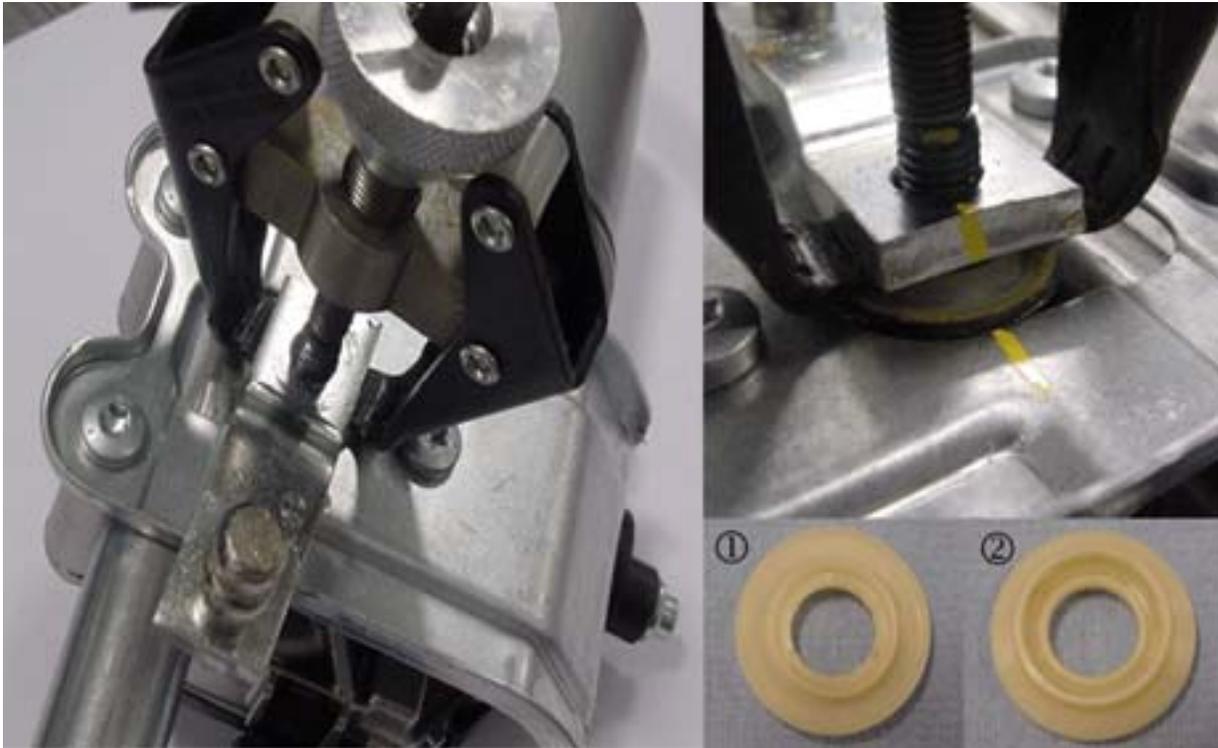
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8. Using a light colored permanent fine-line marker, make a continuous line that goes from the middle of the shaft until the motor bracket. This will be used to determine if the motor shaft moves out of park during crank replacement and nut installation.



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9. Uninstall the motor crank arm nut using a ratchet and 13 mm socket. Hold the motor crank arm with a wrench or channel lock to prevent the motor shaft from turning while removing the nut. Discard the nut.



Undamaged Water Cap
(1) Top View
(2) Bottom View

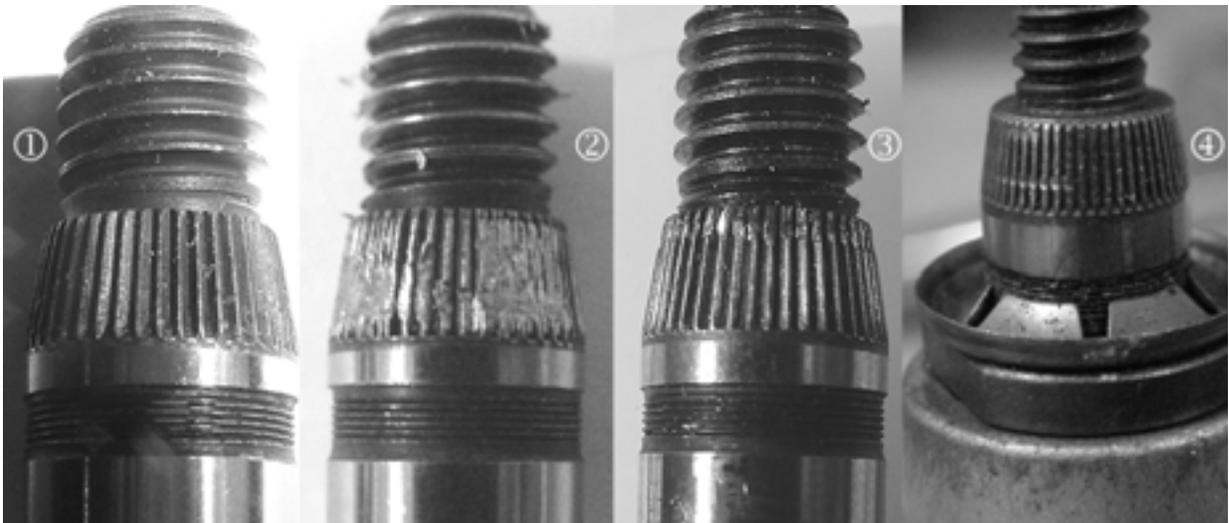
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- 10. Remove the motor crank arm with J 39822, Wiper Arm Puller or an equivalent tool. Make sure not to damage the water cap (white plastic). Any crack or deformation on the water cap is not allowed. If this is damaged, a new motor must be used. Discard the motor crank arm.



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- 11. Clean the motor shaft splines (1) with a wire brush to remove any residue. If there is any glue or epoxy residue on the shaft thread, remove as much material as possible. Do NOT use any chemical or cleaning agent, or any tool other than a manual wire brush.



Shaft Conditions:

- (1) Good motor shaft. Sharp splines with no damage or dirt between teeth. Re-use wiper motor.
 (2), (3), and (4) Damaged motor shaft splines. Broken, cracked, rounded or worn teeth. Discard wiper motor.

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12. After cleaning the motor shaft, check the physical characteristics of the shaft splines (teeth) and thread. Both should be clean and free from any damage or deformations. If deformations are present, the motor is to be discarded and a new one is to be used.
13. Prior to re-assembly of the wiper module, check for any contamination or dirt on the sockets. Make sure that the grease is clean and present on all the sockets and ball studs.



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14. Using J 39529, Wiper Linkage Installer or an equivalent tool, attach the closed socket of the driver-side link to the driver-side lever (driver-side open socket link already attached with service kit).



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15. Loosely attach the motor crank arm to the motor.

Important: Ensure that the link and motor crank arm are straight. Use the edges of the link and crank arm to confirm if both parts line up straight.

16. Align both the motor crank arm and the link with the open socket so that both parts are in a straight line.



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17. Hold the motor crank arm with a wrench or channel lock to prevent the motor shaft from turning while tightening the nut. Ensure that the new flange nut with epoxy (included in the kit) is used.

18. Tighten the motor crank arm nut to 25 N·m – 26 N·m (18.4 lb ft – 19.2 lb ft).



2180786

19. After tightening the nut to the shaft, check and confirm if the original markings to the shaft and bracket still line-up.



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20. Using J 39529 or an equivalent tool, attach the second transmission arm (closed socket type) to the motor crank arm.



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21. After this assembly procedure, the motor crank arm and the links should be aligned.
22. After completion of assembling the wiper module, bring the wiper module to the vehicle and run the wiper system for a few cycles. After cycling, bring the wiper module to park.
23. Install the wiper motor/transmission assembly into the vehicle. Refer to *Windshield Wiper Motor and Windshield Wiper Transmission Replacement* in SI.
24. Install the windshield wiper arms and blades. Refer to *Windshield Wiper Arm Replacement* in SI.
25. Cycle the wiper system to verify the park position. The correct parking position can be verified by checking that the wiper arms move initially in the up-wipe direction. If the movement starts in the down-wipe direction and then changes to the up-down direction, the wiper linkage assembly may be installed incorrectly.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. GM dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

CLAIM INFORMATION – GM and Saturn Canada Only

Submit a Product Recall Claim with the information indicated below:

Repair Performed	Part Count	Part No.	Parts Allow	CC_FC	Labor Op	Labor Hours
Install Wiper Arm Kit	1	---	*	MA-96	V1855	0.7
Courtesy Transportation for vehicles within the New Vehicle Limited Warranties (GM vehicles only)	N/A	N/A	N/A	MA-96	**	N/A

- * The "Parts Allowance" should be the sum total of the current GMSPD Dealer net price plus applicable Mark-Up or Landed Cost Mark-Up (for Export) for the wiper kit needed to complete the repair.
- ** Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual for vehicles within the New Vehicle Limited Warranties. Saturn Canada retailers should refer to applicable Home Office letter on this subject.

Refer to the General Motors WINS Claims Processing Manual for details on Product Recall Claim Submission.

CLAIM INFORMATION – Saturn US Only

1. To receive credit, submit a claim with the information below:

Repair Performed	Parts Allow.	Sale Type	Case Type	Labor Op.	Labor Hrs.
Install Wiper Arm Kit	*	WC	VC	V1985	0.7

- * The parts allowance should be the sum total of the current SSPO retailer net price plus 40% of all parts required for the repair.
2. Submit courtesy transportation as a net item using the appropriate net item code.

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable

allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.



October 2008

Dear General Motors Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect that relates to motor vehicle safety exists in certain 2008 Buick Enclave, and 2007-2008 GMC Acadia and Saturn Outlook vehicles currently or previously registered in areas with moderate to heavy annual snowfall. These areas are listed below.

Canada	Indiana	Nebraska	South Dakota
Alaska	Iowa	New Hampshire	Utah
Colorado	Maine	New Jersey	Vermont
Connecticut	Maryland	New York	West Virginia
Delaware	Massachusetts	North Dakota	Wisconsin
District of Columbia	Michigan	Ohio	Wyoming
Idaho	Minnesota	Pennsylvania	
Illinois	Montana	Rhode Island	

As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in safety recall 08091.
- Schedule an appointment with your GM dealer/retailer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

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. If this were to occur, driver visibility could be reduced, which could result in a vehicle crash.

What will we do?

Your GM dealer/retailer will install a new wiper crank arm, driver's side link, and a crank arm nut. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer/retailer will need your vehicle longer than the actual service correction time of approximately 45 minutes.

If your vehicle is within the New Vehicle Limited Warranty your dealer/retailer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership/facility for this repair. Please refer to your Owner's Manual and your dealer/retailer for details on courtesy transportation.

What should

You should contact your GM dealer/retailer to arrange a service

you do? appointment as soon as possible. Bring the enclosed customer reply form with you when you visit your dealer/retailer. The form identifies the repairs required. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Do you have questions? If you have questions or concerns that your dealer/retailer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below. More information about this recall can be found at the Owner Center at MyGMLink, <http://www.gm.com/recall>

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
GMC	1-866-996-9463	1-800-462-8583
Saturn	1-800-972-8876	1-800-833-6000

If after contacting your dealer/retailer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
08091