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*By Recall Management Division at 8:43 am, Jun 27, 2014*

June 26, 2014

Ms. Nancy Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
1200 New Jersey Avenue, SE – Room W45-306  
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR 573.6 as it applies to a determination by General Motors to conduct a safety related recall for certain 2013 – 2014 model year (MY) Chevrolet Caprice and 2014 MY Chevrolet SS vehicles.

573.6(c)(1): Chevrolet Brand of General Motors Company.

573.6(c)(2)(3)(4): This information is shown on the attached sheet.

573.6(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2013 – 2014 MY Chevrolet Caprice and 2014 MY Chevrolet SS vehicles. The wipers may become inoperative during normal operation due to the wiper motor gear teeth stripping. With inoperative wipers, the driver would no longer be able to clear rain or snow from the windshield and visibility could be reduced, potentially increasing the risk of a crash.

573.6(c)(6): The condition was identified by GM as a result of increased warranty claims and on February 14, 2014, GM requested that dealers return parts related to wiper motor warranty claims. On May 1, 2014, GM Holden held a meeting with the supplier of the wiper motor to discuss the issue. The supplier informed GM Holden that it had used an unauthorized grease in the motors built from January 15, 2013 to August 5, 2013. The supplier further indicated that it changed back to the authorized grease as a result of a July 24, 2013, lot test that revealed the gear teeth stripping. Prior to May 1, 2014, the supplier had not communicated the grease changes or the gear stripping condition to GM. From May 7 – June 3, 2014, the supplier conducted a root cause investigation with GM Engineering participation. The root cause was determined to be the supplier's use of the unauthorized grease and its improper application of the unauthorized grease to the wiper motor gear teeth.

On June 19, 2014, the Safety Field Action Decision Authority (SFADA) decided to conduct a safety recall.

A stop delivery order was sent to dealers on June 26, 2014.



573.6(c)(8): Dealers are to inspect the wiper module assembly build dates, and replace wiper module assemblies built between January 15, 2013, and August 5, 2013.

General Motors will provide the dealer bulletin and owner letter mail dates when available.

Pursuant to 577.11, General Motors does not plan to provide notice about reimbursement to owners because all involved vehicles are covered under the new vehicle warranty.

573.6(c)(10): General Motors will provide copies of the dealer bulletin and owner letter under separate cover.

573.6(c)(11): General Motors' assigned recall number is 14295.

Sincerely,

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

Brian Latouf, Director  
Field Product Investigations & Evaluations

Attachment

573.6(c)(2),(3),(4)

VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR  
PLUS INCLUSIVE DATES OF MANUFACTURE

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES (FROM) (TO)</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
Chevrolet	M	2013	1,835	06/07/2013	12/06/2013	Caprice	*
Chevrolet	N	2014	1,217	08/22/2013	05/29/2014	Caprice	"
Chevrolet	F	2014	1,742	09/13/2013	03/04/2014	SS	"
GM Total:			4,794				

\* All involved vehicles will be corrected as necessary.

573.6(c)(2)(iv): Valeo Shanghai Automotive Electric Motors & Wiper Systems Co.,Ltd  
2281 Jianchuan Rd, Minhang 200245, Shanghai China  
Phone #: 0086 21 6462 6150

The wiper motor is manufactured in China.