

Subject: Engineering Information - Windshield Wipers Intermittently Inoperative When on Low Setting

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2023	2024	—	—	—	—
Chevrolet	Suburban						
	Tahoe						
GMC	Yukon Models						

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on the windshield wipers intermittently inoperative when on low setting.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below with your findings:

- Inspect the wiper status by trying to recreate the customer issue.
 - Turn the wiper switch to each position (intermittent, LS, HS, wash, and mist).

Note: Ensure that the rain sense mode is turned off at this time.
 - If this corrects the customers complaint, contact the engineer.
 - If one or all of the switch positions do not work, move onto Step 2.
- Confirm that power and ground exist at the body harness connector.
- Remove the negative battery terminal for a minimum of 30 seconds or more then reattach the negative battery terminal and retry all switch positions.
 - If this corrects the customer complaint, record which switch positions were affected / corrected and upload the results to the warranty database and/or report it back to the GM wiper group then contact the engineer with your findings.
 - If this does not correct the issue, move onto Step 4.
- Remove the wiper arms to access the wiper motor connector. Disconnect and reconnect the connector while listening for a click type sound which indicates that the connector is installed properly. Refer to *Windshield Wiper System Module Replacement* in SI.
- Retry all the wiper switch positions again.
- Contact the engineer with your findings.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2086938*	Engineering Information - Windshield Wipers Intermittently Inoperative When on Low Setting	0.8 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	1
Modified	Released January 11, 2024