



August 2009

Dealer Service Instructions for:

Safety Recall J11

Mopar Windshield Wiper Motor

Models

- 2002-2008 (DR) Dodge Truck (1500 series pickup)
- 2005-2009 (DH) Dodge Truck (2500 series pickup)
- 2006-2009 (D1) Dodge Truck (3500 series pickup)
- 2007-2008 (DC) Dodge Truck (3500 series cab chassis)
- 2008 (DM) Dodge Truck (4500/5500 series cab chassis)

NOTE: This recall applies only to the above vehicles that had the original windshield wiper motor replaced with a Mopar service parts windshield wiper motor.

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

During a prior service appointment, a Mopar service parts windshield wiper motor may have been installed on about 1,000 of the above vehicles. These replacement wiper motors may fail under certain operating conditions. A loss of windshield wipers could limit the driver's visibility and cause a crash without warning.

Repair

The windshield wiper motor must be inspected. Vehicles equipped with a Mopar service parts windshield wiper motor must have the motor replaced.

Parts Information

Part Number

Description

CBKAJ100AA

Motor, Windshield Wiper

Each dealer to whom vehicles in the recall were assigned will receive enough windshield wiper motors to service about 10% of those vehicles.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Remove the right and left wiper arms from the wiper pivots.
2. Open the hood.
3. Disconnect and isolate the negative battery cable(s).
4. Remove the plenum cover sound deadening pad.
5. Remove the plastic cowl plenum cover panel from the cowl plenum to expose the wiper motor.



Figure 1 – Original Wiper Motor

6. Inspect the windshield wiper motor:

- If the wiper motor has **two rubber mounting bushings** (Figure 1), the wiper motor is original and is not involved in this recall. Continue with Step 21 of this procedure.

NOTE: If the original wiper motor requires some type of repair, the repair cost is the responsibility of the vehicle owner.

- If the windshield wiper motor has **one rubber mounting bushing** (Figure 2), the wiper motor is a Mopar replacement motor and is involved in this recall. Continue with Step 7 of this procedure.



Figure 2 – Mopar Replacement Wiper Motor

Service Procedure (Continued)

7. Disconnect the wiper motor electrical connector (Figure 3).
8. Remove the wiper motor linkage arm retaining nut from the wiper motor shaft (Figure 3).
9. Remove the wiper motor linkage arm from the motor shaft.

NOTE: Do not disconnect the wiper motor linkage arm from the remaining wiper linkage.

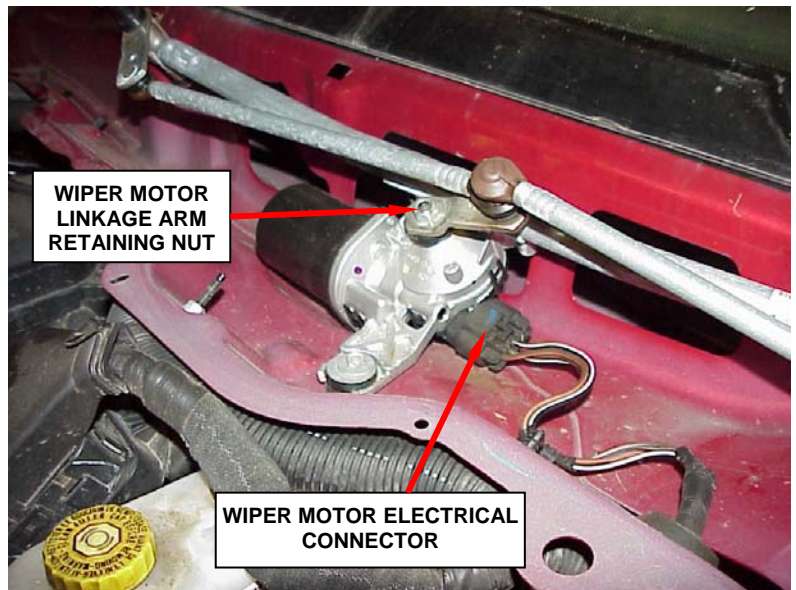


Figure 3 – Wiper Motor Components

10. Remove the three wiper motor retaining bolts (Figure 4).
11. Remove the wiper motor from the vehicle.
12. Transfer the rubber isolator from the old wiper motor onto the new wiper motor (Figure 4).
13. Discard the old wiper motor.
14. Place the new wiper motor into position.
15. Install the three wiper motor retaining bolts (Figure 4).
16. Tighten the upper wiper motor retaining bolts to 70 in. lbs. (8 N·m).
17. Tighten the lower mounting bolt to 75 in. lbs. (8.5 N·m).
18. Connect the wiper motor electrical connector (Figure 3).

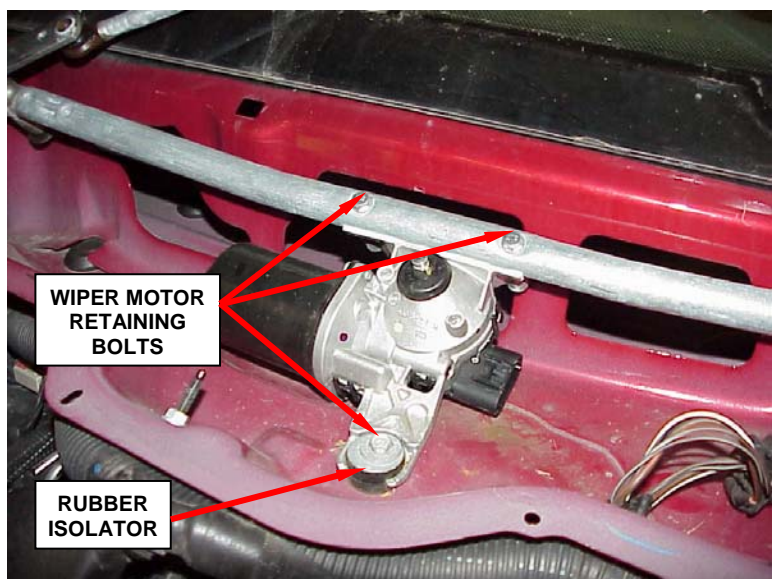
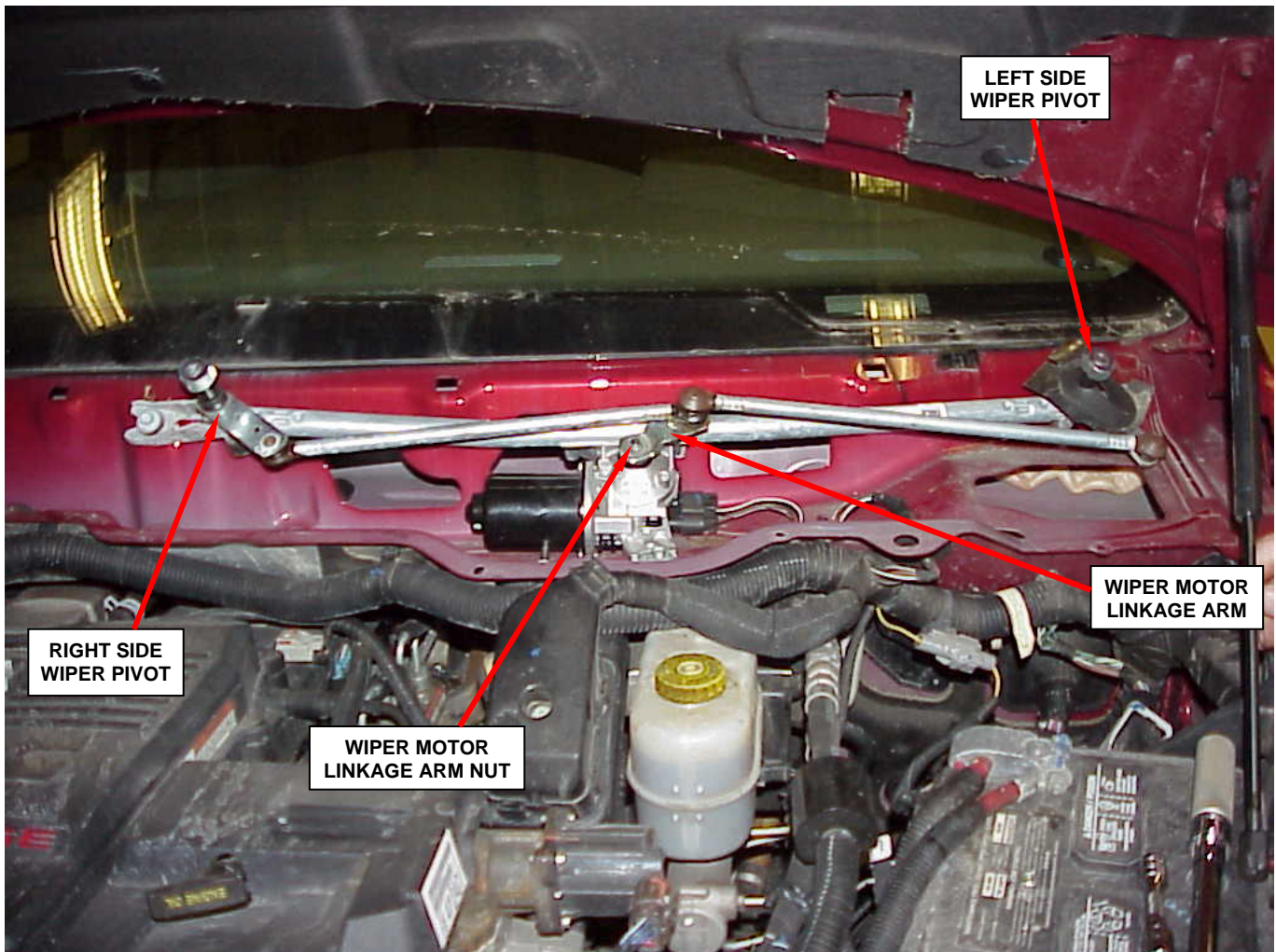


Figure 4 – Wiper Motor Retaining Bolts

Service Procedure (Continued)**Figure 5 – Wiper Linkage Configuration**

19. Install the wiper motor linkage arm to the wiper motor shaft as shown in Figure 5.

NOTE: The arms for the wiper pivots must be pointing downward (forward).

20. Install the wiper motor linkage arm nut and tighten the nut to 204 in. lbs. (23 N·m).
21. Install the plastic cowl plenum cover panel.
22. Install the plenum cover sound deadening pad.

Service Procedure (Continued)

- 23. Connect the negative battery cable(s) to the negative battery post(s).
- 24. Close the hood.
- 25. Install the right and left wiper arms onto the wiper pivots and verify that the wiper arm retaining clips are engaged.
- 26. Cycle the windshield wipers to verify proper operation and the wiper blade park position.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Inspect windshield wiper motor	08-J1-11-81	0.3 hours
Inspect and replace windshield wiper motor	08-J1-11-82	0.4 hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.