



August 2009

Dealer Service Instructions for:

Safety Recall J10

Windshield Wiper Motor

Models

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

NOTE: This recall applies only to the above vehicles built through October 24, 2008 (MDH 102409).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The windshield wiper motor on about 65,000 of the above vehicles 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 replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
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. **For vehicles equipped with a diesel engine**, remove the plenum cover sound deadening pad.
5. Remove the plastic cowl plenum cover panel from the cowl plenum.
6. Disconnect the wiper motor electrical connector (Figure 1).
7. Remove the wiper motor linkage arm retaining nut from the wiper motor shaft (Figure 1)

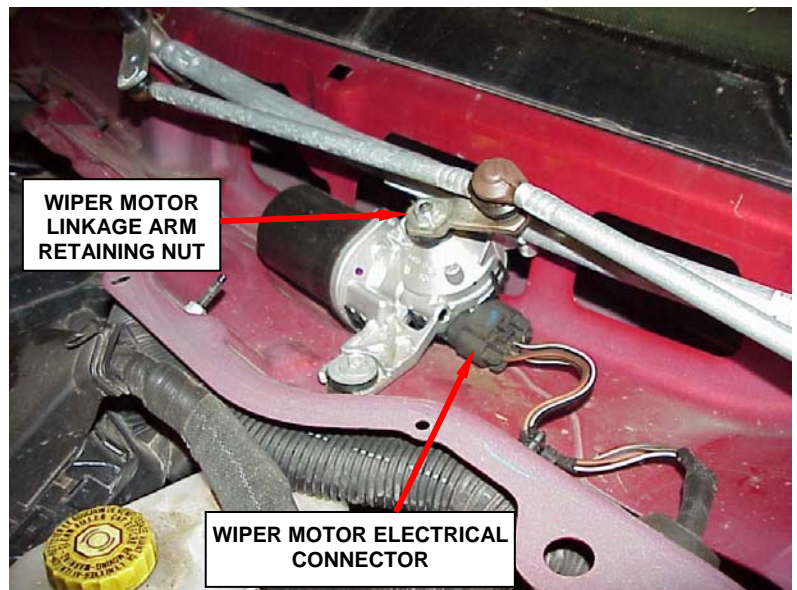


Figure 1 – Wiper Motor Components

Service Procedure (Continued)

8. Remove the wiper motor linkage arm from the motor shaft.

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

9. Remove the three wiper motor retaining bolts (Figure 2).
10. Remove the wiper motor from the vehicle.

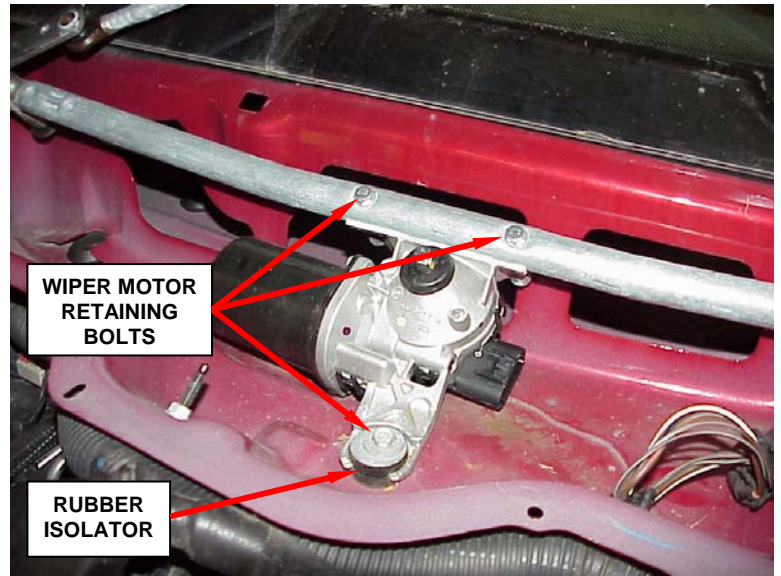
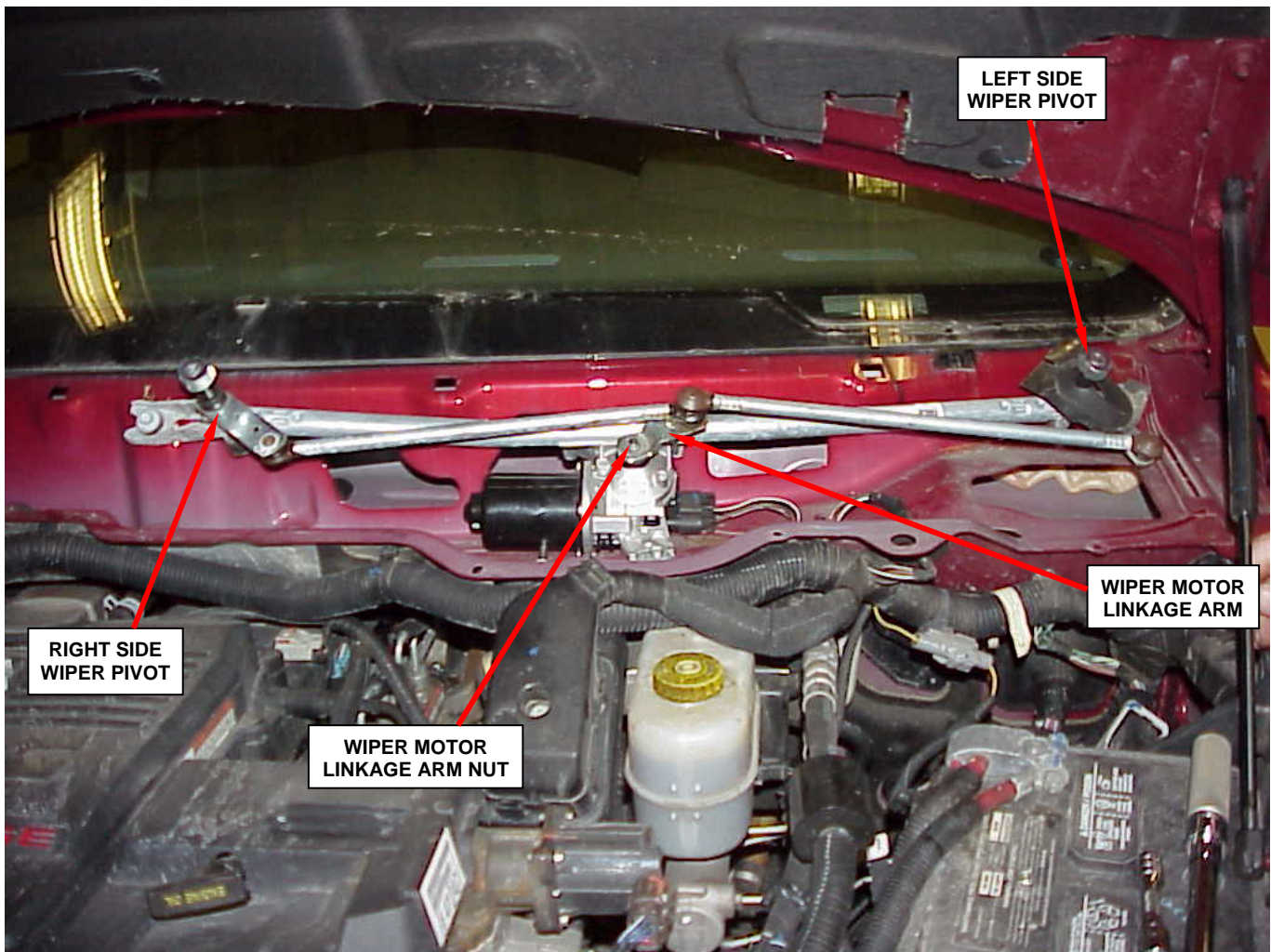


Figure 2 – Wiper Motor Retaining Bolts

11. Transfer the rubber isolator from the old wiper motor onto the new wiper motor (Figure 2).
12. Discard the old wiper motor.
13. Place the new wiper motor into position.
14. Install the three wiper motor retaining bolts (Figure 2).
15. Tighten the upper wiper motor retaining bolts to 70 in. lbs. (8 N·m).
16. Tighten the lower mounting bolt to 75 in. lbs. (8.5 N·m).
17. Connect the wiper motor electrical connector (Figure 1).

Service Procedure (Continued)**Figure 3 – Wiper Linkage Configuration**

18. Install the wiper motor linkage arm to the wiper motor shaft as shown in Figure 3.
NOTE: The arms for the wiper pivots must be pointing downward (forward).
19. Install the wiper motor linkage arm nut and tighten the nut to 204 in. lbs. (23 N·m).
20. Install the plastic cowl plenum cover.
21. **For vehicles equipped with a diesel engine,** install the plenum cover sound deadening pad.

Service Procedure (Continued)

- 22. Connect the negative battery cable(s) to the negative battery post(s).
- 23. Close the hood.
- 24. Install the right and left wiper arms onto the wiper pivots and verify arm retaining clip is engaged.
- 25. Cycle the wipers to verify proper operation and 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
Replace windshield wiper motor	08-J1-01-82	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.