



MONACO RV

A NAVISTAR COMPANY

Monaco RV, LLC  
91320 Coburg Industrial Way  
Coburg, OR 97408 USA

MARCH 2011

## ***Windshield Wiper Arm Recall Repair Procedures*** **Recall Numbers 11V105000 US and 2011- 068 CA** **Monaco File 11503**

### ***Products Affected***

Monaco: 2011 Riptide

### ***Purpose of Recall***

Replace passenger's and driver's side wiper arms.

### ***Inspection Process***

- Verify that the arms need to be replaced by checking the tops of the arms for cover caps—see figure 1.
- If cover caps are installed, the wiper arms are from a new shipment that is not affected by the recall.
- If there are no cover caps installed, follow the process to replace the arms.



Fig. 1— cover cap no cover cap

### ***Repair Process***

- Lift the plastic nut covers at the base of the wiper arms and remove the nuts with a 17 mm wrench.

***Note: Save the nuts and washers for installing the new arms.***

- Fold the arms forward so that they are at a 90 degree angle to the windshield.
- Remove the washer hoses.
- Remove the arms from the pivot shafts, by using a ball joint spreader, or similar tool, to pry the arms off of the shafts.



Fig. 2— plastic nut cover

***Important: Do not remove the arms by wiggling the arms back and forth until they break loose as this can damage the fiberglass cap and potentially damage the pivot shaft.***

- Remove the wiper blades from the old arms and install them onto the new arms.
- Install the new arms to the pivot shafts by first folding the arms to the 90 degree position and then sliding the arms straight onto the shafts.

## ***Repair Process continued***

- Gently place the blades against the glass by un-folding the arms.
- Position each arm so there is approximately 4" of space from the blade to the center of the molding. When both arms are installed there should be 8" between the blades when parked at the center of the windshield.
- Install the smooth washer and the 17mm nut.
- Using a torque wrench, tighten to 35 foot pounds.
- Check the torque again after 30 minutes, this is to allow the metal in the arm to "relax" before final torque.
- Attach the washer hoses.
- Test the windshield wipers for proper operation.
- Destroy and dispose of the old wiper arms.

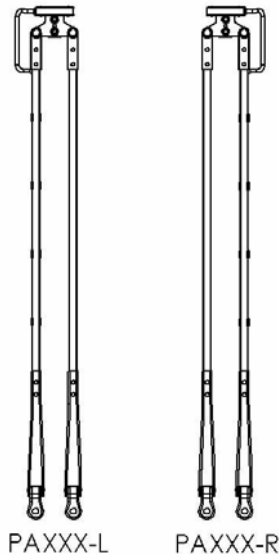


*Fig. 3—install wiper arms with 8" between the blades when parked at the center.*

## ***Parts Required***

Each recall kit includes:

- 1—Driver's side wiper arm (p/n 09311508)
- 1—Passenger's side wiper arm (p/n 09311509)



## ***Tools Required***

- 17 mm wrench
- 17 mm torque wrench
- Ball joint spreader

## ***Warranty Claim Information***

Warranty claims must be submitted on MDEX.

## ***Labor Operation Codes:***

22D00243RC for US Recall 11V105000

22D10243RC for CA Recall 2011-068

***Labor Time Allowance: .40 hr.***

## ***Further Information***

For information regarding recall instructions, please call the Recall Hotline at (800) 685-6545.

For questions regarding MDEX or claims, please call (877) 332-9239 and follow the prompts that support the product with which you are dealing.



MONACO RV

*Parts Purchase Order*

**Recall 11V105000 (US) / 2011-068 (CA)  
Monaco Campaign 11503  
Windshield Wiper Arm Replacement**

Date: \_\_\_\_\_

Dealer Number: \_\_\_\_\_

Contact: \_\_\_\_\_

PO Number: \_\_\_\_\_

Ship to: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

**Windshield Wiper Arm Replacement Kit—Part Number 11V105000**

Driver's side wiper arm (p/n 09311508)

Passenger's side wiper arm (p/n 09311509 )

Customer Name: \_\_\_\_\_

VIN & Production Numbers: \_\_\_\_\_

\_\_\_\_\_

All parts will be shipped UPS Ground unless other arrangements are made in advance.

Submit Parts Orders to:

Fax: (541) 335-8213 -or- E-mail: [angela.brooks@monacorv.com](mailto:angela.brooks@monacorv.com)