



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-13054
February 14, 2013

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 13V-030 Dealer Notification - Remedy

To whom it may concern,

Please find attached the Dealer Notification - Remedy Letter for Toyota Safety Recall 13V-030 on the following Lexus vehicles:

- 2006 Through Early 2012 Model Year IS250 and IS350
- 2010 Through Early 2012 Model Year IS250C and IS350C
- 2008 Through 2011 Model Year IS-F

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M. J. K." with a stylized flourish at the end.

Quality Compliance Assistant Manager

Attachments:

- Lexus 13V-030 (DLA) Dealer Notification (Remedy)



February 15, 2013

Subject: Safety Recall DLA - **Remedy Available**
2006 Through Early 2012 Model Year IS 250 and IS 350,
2010 Through Early 2012 Model Year IS250C and IS 350C, and
2008 Through 2011 Model Year IS-F
Front Wiper Arm Nut

Dear Dealer Principal:

As previously communicated in January 2013, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 2006 through early 2012 model year IS 250 and IS 350, 2010 through early 2012 model year IS250C and IS350C, and 2008 through 2011 model year IS-F vehicles.

Lexus has completed parts preparation and will now begin notifying vehicle owners.

Condition

Each wiper arm is installed onto a pivot shaft which is linked to the wiper motor mechanism by an installation nut (wiper arm nut). The wiper arm nut may not have been tightened sufficiently due to high friction between the nut and the wiper arm. Under certain usage conditions, such as a buildup of heavy snow on the windshield, one or both of the wipers could become inoperative. Inoperative wiper arms could reduce driver visibility and increase the risk of a crash.

Until the remedy can be performed, drivers can reduce the possibility of this condition from occurring by clearing off heavy snow and/or ensuring the wipers are not frozen to the windshield before turning them on.

There are approximately 268,000 IS 250, IS 350, IS 250 C and IS 350C and IS-F vehicles covered by this recall:

Remedy

Lexus dealers will clean the mating surface of the wiper arm and pivot shaft. During reassembly improved wiper arm nuts will be installed. The remedy will be performed at **NO CHARGE** to you. For additional information on the inspection and repair procedures, please refer to TIS.

Owner Notification

Lexus will begin to notify owners of affected vehicles in late February, 2013, approximately two weeks after this communication. The owner notifications will be mailed in quantities consistent with parts availability and repair capacity.

Lexus tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If your dealership is contacted by an owner who has not yet received a notification, please verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

LCCS Vehicles and Pre-Owned Vehicles in Dealer Inventory

Lexus requests dealers to conduct the remedy on any LCCS vehicles and/or pre-owned vehicles currently in dealer inventory that are covered by this Safety Recall prior to delivery or loan to a customer.

Also, as a reminder, normally Lexus CPO policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall, such as this Safety Recall DLA. However, if a dealer has advised a customer of this Safety Recall and obtained the customer's signature on the Lexus Certified Pre-Owned Vehicle Open Recall Acknowledgement Form provided to dealers by your Area Office in February, 2013, dealers may sell an affected vehicle under the certified program.

Number and Identification of Covered Vehicles

There are approximately 268,000 IS 250, IS 350, IS 250C, IS 350C and IS-F vehicles covered by this Safety Recall.

MODEL	WMI	MY	VDS	START	FINISH
IS 250	JTH	2006	BK262	2000010	2021611
				5000018	5025772
		2007	BK262	2021159	2058542
				5025773	5050845
		2008	BK262	2057792	2082748
				5050849	5086447
		2009	BK262	2081667	2094281
				5086449	5107246
		2010	BF5C2	2094264	2100284
				5107249	5129060
		2011	BF5C2	2100247	2101920
				5129064	5152530
IS 250 AWD	JTH	2006	CK262	2000003	2008675
				5000013	5007908
		2007	CK262	2008542	2019897
				5007909	5015612
		2008	CK262	2019898	2027723
				5015613	5027611
		2009	CK262	2027724	2032532
				5027613	5036006
		2010	CF5C2	2032534	2034898
				5036007	5044700
		2011	CF5C2	2034395	2035500
				5044623	5051264
IS 250 CONV	JTH	2010	FF2C2	2500062	2514637
		2011	FF2C2	2514638	2521290
		2012	FF2C2	2520985	2522268

MODEL	WMI	MY	VDS	START	FINISH
IS 350	JTH	2006	BE262	2000000	2007084
				5000018	5011869
		2007	BE262	2006942	2013016
				5011870	5017246
		2008	BE262	2011547	2016302
				5017247	5021818
		2009	BE262	2016235	2017388
				5021000	5023468
		2010	BE5C2	2017389	2017712
				5023469	5025230
		2011	BE5C2	5024742	5027957
IS 350 AWD	JTH	2011	CE5C2	5000104	5001879
IS 350 CONV	JTH	2010	FE2C2	2500025	2505028
	JTH	2011	FE2C2	2504989	2507138
	JTH	2012	FE2C2	2507139	2507504
IS F	JTH	2008	BP262	5000156	5004828
IS F	JTH	2009	BP262	5002981	5006738
IS F	JTH	2010	BP5C2	5006743	5008082
IS F	JTH	2011	BP5C2	5008017	5009599

Please note that only owners of the covered vehicles will receive the notification. If your dealership is contacted by an owner who has not yet received the notification, **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

Tools and Equipment

Lexus will ship each dealer a quantity of a Special Service Tool (SST) required to perform the remedy. The tools will be delivered to dealers on Monday, February 18, 2013. *To allow time for receipt of the SST and careful review of the Technical Instructions, warranty claims for this remedy will not be accepted for any repairs made prior to February 19th.*

The part has been placed on Dealer Ordering Solution and will be systematically released daily per the limits communicated to each dealership from its facing PDC. Please refer to your Parts Allocation Report for additional details.

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Both Parts and Service should work together to coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.



Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to Service and Parts Operations Communication 2011-20 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.



In the limited cases in which the wiper arm pivot hole(s) is found to be out of specification during the inspection procedure, the following part(s) should be ordered. Only a small number of vehicles will require this part. All replaced wiper arms will be called for return and inspection under the Parts Recovery Program.

Wiper arms have been placed on Manual Allocation Control (MAC). Please refer to the MAC report posted in the Lexus Customer Services website for the process to request part release.

Model	Part Number	Parts Name	Qty. Per/Veh
IS 250, IS 350, IS 250 C and IS 350C	85211-53080	Right Hand Front Wiper Arm	1
	85221-53080	Left Hand Front Wiper Arm	1
IS-F	85211-53070	Right Hand Front Wiper Arm	1
	85221-53070	Left Hand Front Wiper Arm	1

Warranty Claim Submission Procedures

Dealers are required to submit product update claims using the following operation codes.

Model	Operation Code	Description	Flat Rate Hour
IS 250, IS 350, IS 250C, IS 350C and IS-F	3524AA	Remove the serration pattern of two wiper arm pivot holes	0.6*
	3524AB	Remove the serration pattern of one wiper arm pivot hole and replace one wiper arm	0.6*
	3524AC	Replace two wiper arms	0.6*

*The flat rate time includes 0.1 hours for administrative costs per unit for the dealership.

Lexus' usual customer care amenities of car wash and fuel tank fill apply to this Safety Recall. Additionally, one day of rental vehicle expense (to a maximum of \$45/day) **or** the cost the pick-up and redelivery or remote repair of a customer's vehicle may be claimed if required.

Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Lexus. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

A copy of the owner notification letter and Q&A are attached to assist your dealership in responding to any customer concerns. If the customer has any further questions they are requested to contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm PST, or Saturday, 7:00 am through 4:00 pm Pacific Time.

Please review this preliminary notification with your staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your understanding and cooperation.

Lexus, a Division of Toyota Motor Sales, USA, Inc.

Attachments

Cc: Customer Satisfaction Manager
General Manager
Parts Manager

Pre-Owned Manager
Sales Manager
Service Manager



Safety Recall DLA - **Remedy Available**

2006 through early 2012 Model Year IS 250 and IS 350,
2010 through early 2012 Model Year IS250C and IS 350C, and
2008 through 2011 Model Year IS-F
Front Wiper Arm Nut - Q&A

As previously announced in January 2013, Lexus filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration informing the agency of our intent to conduct a voluntary Safety Recall on 2006 through early 2012 Model Year IS250 and IS350, 2010 through early 2012 Model Year IS250C and IS 350C, and 2008 through 2011 Model Year IS-F vehicles.

Lexus has completed parts preparation and will now begin notifying vehicle owners.

Q1: What is the condition?

A1: Each wiper arm is installed onto a pivot shaft which is linked to the wiper motor mechanism by an installation nut (wiper arm nut). The wiper arm nut may not have been tightened sufficiently due to high friction between the nut and the wiper arm. Under certain usage conditions, such as a buildup of heavy snow on the windshield, one or both of the wipers could become inoperative. Inoperative wiper arms could reduce driver visibility and increase the risk of a crash.

Q1a: What is the cause of condition?

A1a: The cause of the condition is insufficient tightening of the wiper arm nut due to high friction between the nut and the wiper arm.

Q1b: Are there any steps the driver can take to prevent this condition from occurring?

A1b: Yes, until the remedy is performed, drivers can reduce the possibility of this condition from occurring by clearing off heavy snow and/or ensure the wipers are not frozen to the windshield before turning them on.

Q2: What is Lexus going to do?

A2: Lexus has completed parts preparations and will begin to notify owners covered by this recall via first class mail in Late February, 2013.

Any authorized Lexus dealer will clean the mating surface of the wiper arm and pivot shaft. During reassembly improved wiper arm nuts will be installed. The remedy will be performed at **NO CHARGE** to you.

Q3: Are there any warnings that this condition may occur?

A3: No, there are no specific warnings that this condition will occur.

Q4: Which and how many Lexus vehicles are covered?

Q4: There are approximately 268,000 vehicles covered by this Safety Recall in the U.S. as follows:

Model Name	Model Year	Production Period	Appx. UIO
IS	2006MY through early 2012MY	Late August, 2005 through Early October, 2011	243,000 units
IS-C	2010MY through early 2012MY	Mid-April, 2009 through Early October, 2011	20,300 units
IS-F	2008MY through 2011MY	Mid-December, 2007 through Mid-July 2011	4,400 units

Q4a: Are there any other Lexus or Toyota vehicles covered by this Safety Recall?

A4a: No. There are no other Lexus or Toyota models covered by this Safety Recall.

Q5: How long will the repair take?

A5: The remedy will take approximately 0.5 hour. However, it may be necessary for the owner to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q6: If a customer lives in a warm climate area do they need to have this Safety Recall performed?

A6: Yes, the customer should have the Safety Recall remedy performed regardless of the vehicle operating conditions.

Q7: *What if a customer has previously paid for repairs to their vehicle for the condition described above?*

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.

Q8: *What if an owner has additional questions or concerns?*

A8: Owners with questions or concerns are asked to please contact the Customer Assistance Center at 1-800-255-3987, Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

**2006 through early 2012 Model Year IS 250 and IS 350,
2010 through early 2012 Model Year IS250C and IS350C, and
2008 through 2011 Model Year IS-F
Front Wiper Arm Nut
SAFETY RECALL NOTICE**

URGENT SAFETY RECALL

This is an important Safety Recall.
The remedy will be performed at
NO CHARGE to you.

[VIN]

Dear Lexus Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 through early 2012 model year IS 250 and IS 350, 2010 through early 2012 model year IS250C and IS 350C and 2008 through 2011 model year IS-F vehicles.

What is the condition?

Each wiper arm is installed onto a pivot shaft which is linked to the wiper motor mechanism by an installation nut (wiper arm nut). The wiper arm nut may not have been tightened sufficiently due to high friction between the nut and the wiper arm. Under certain usage conditions, such as a buildup of heavy snow on the windshield, one or both of the wipers could become inoperative. Inoperative wiper arms could reduce driver visibility and increase the risk of a crash.

What will Lexus do?

Any authorized Lexus dealer will clean the mating surface of the wiper arm and pivot shaft. During reassembly improved wiper arm nuts will be installed. The remedy will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact any authorized Lexus dealer and make an appointment, as soon as possible, to have the remedy performed.

The remedy will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy can be performed, please make sure to clear off any heavy snow and/or ensure the wipers are not frozen to the windshield before turning them on.

In the event this condition occurs while driving in inclement weather, safely move the vehicle to the shoulder of the road or another safe location, until you can see to drive safely.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at www.lexus.com/ownersupdate. You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

What if you have other questions?

Your local Lexus dealer will be more than happy to answer any of your questions. If you require further assistance, you may contact the Lexus Customer Assistance Center at 1-800-255-3987 Monday through Friday, 5:00 am to 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Lexus Customer Assistance
Mail Stop L201
19001 South Western Avenue
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

Lexus Division
TOYOTA MOTOR SALES, U.S.A., INC.

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL DLA

FRONT WIPER ARM NUTS

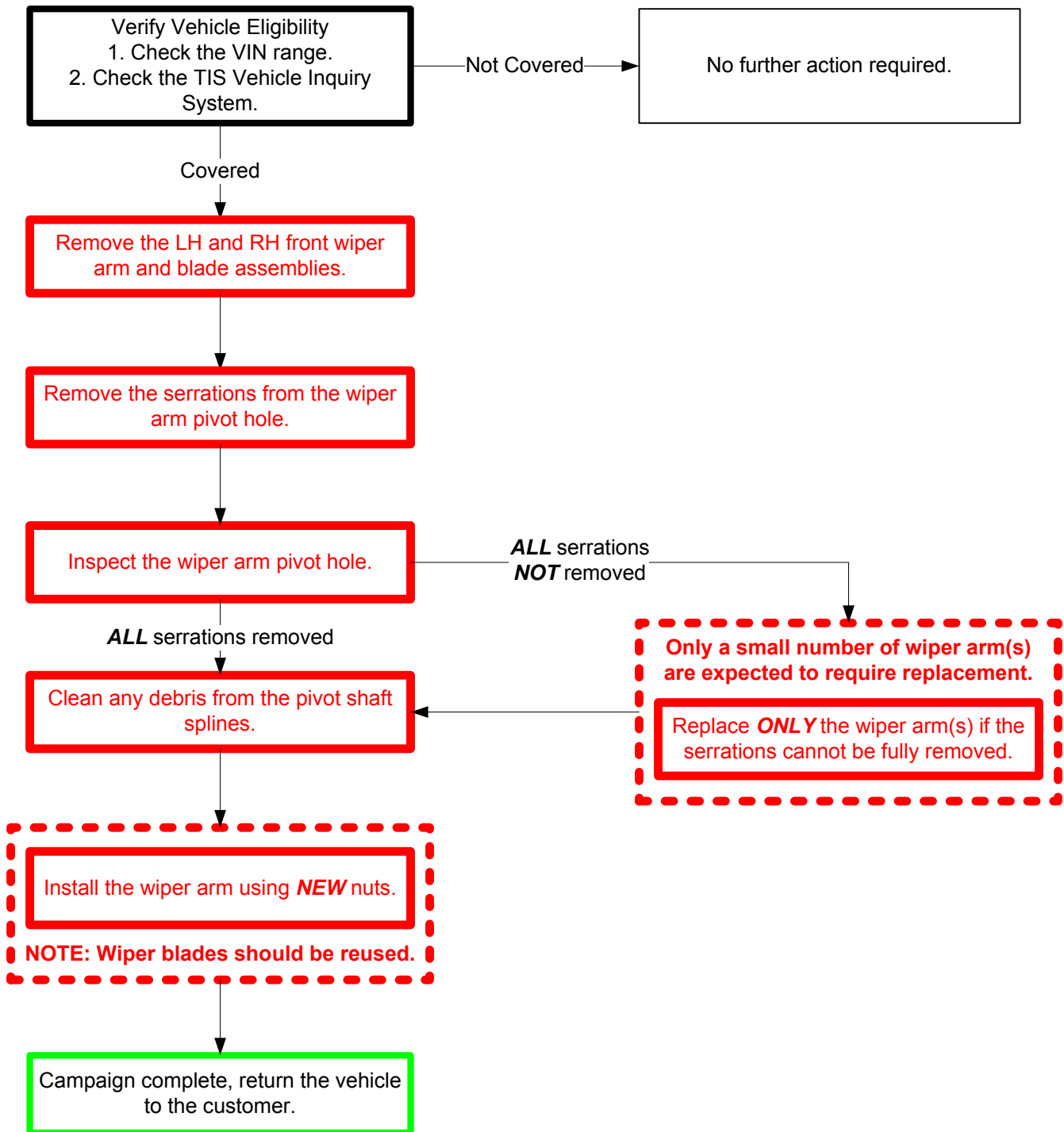
CERTAIN

2006 – EARLY 2012 MODEL YEAR IS250, IS350

2008 – 2011 MODEL YEAR IS F

2010 – EARLY 2012 MODEL YEAR IS 250C, IS350C

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

Model	WMI	Year	VIN Range		Model	WMI	Year	VIN Range	
			VDS	Range				VDS	Range
IS250	JTH	2006	BK262	2000010-2021611	IS250C	JTH	2010	FF2C2	2500062-2514637
				5000018-5025772			2011	FF2C2	2514638-2521290
		2007	BK262	2021159-2058542			2012	FF2C2	2520985-2522268
				5025773-5050845	IS350	JTH	2006	BE262	2000000-2007084
		2008	BK262	2057792-2082748					5000018-5011869
				5050849-5086447			2007	BE262	2006942-2013016
		2009	BK262	2081667-2094281					5011870-5017246
				5086449-5107246			2008	BE262	2011547-2016302
		2010	BF5C2	2094264-2100284					5017247-5021818
				5107249-5129060			2009	BE262	2016235-2017388
		2011	BF5C2	2100247-2101920					5021000-5023468
				5129064-5152530			2010	BE5C2	2017389-2017712
		2012	BF5C2	2101792-2102727					5023469-5025230
				2101792-2102727			2011	BE5C2	5024742-5027957
IS250 AWD	JTH	2006	CK262	2000003-2008675	IS350 AWD	JTH	2011	CE5C2	5000104-5001879
				5000013-5007908					
		2007	CK262	2008542-2019897	IS350C	JTH	2010	FE2C2	2500025-2505028
				5007909-5015612			2011	FE2C2	2504989-2507138
		2008	CK262	2019898-2027723			2012	FE2C2	2507139-2507504
				5015613-5027611	IS F	JTH	2008	BP262	5000156-5004828
		2009	CK262	2027724-2032532			2009	BP262	5002981-5006738
				5027613-5036006			2010	BP5C2	5006743-5008082
		2010	CF5C2	2032534-2034898			2011	BP5C2	5008017-5009599
				5036007-5044700					
		2011	CF5C2	2034395-2035500					
				5044623-5051264					
		2012	CF5C2	2035323-2035942					

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

The large majority of vehicle will only require the nut kit.

Model	Part Number	Part Description	Quantity
All	04002-64153	Front Wiper Nut Kit*	1
*The kit above includes the following part.			
-	90182-10006	Nut (for front wiper arm)	2

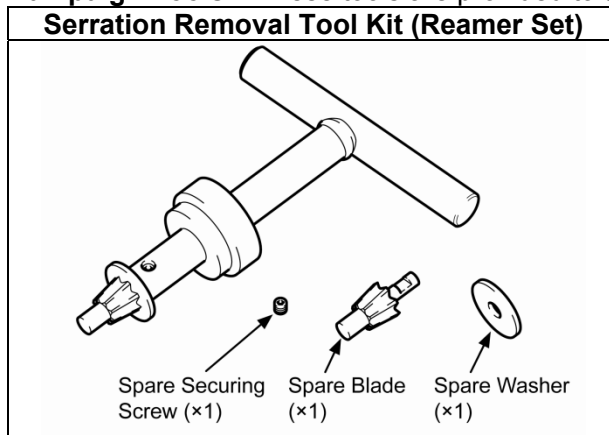
Only a small number of vehicles will require the replacement of the wiper arm(s). Follow these instructions to determine if replacement is necessary. If it is identified that a wiper arm requires replacement, follow the MAC process outlined in the dealer letter for parts ordering. Parts will be placed on recovery and subject to claim debit for inappropriate replacement.

Model	Part Number	Part Description	Quantity
IS250, IS350	85211-53080	Arm, FR Wiper, RH	1
IS250C, IS350C	85221-53080	Arm, FR Wiper, LH	1
IS F	85211-53070	Arm, FR Wiper, RH	1
	85221-53070	Arm, FR Wiper, LH	1

B. TOOLS & EQUIPMENT

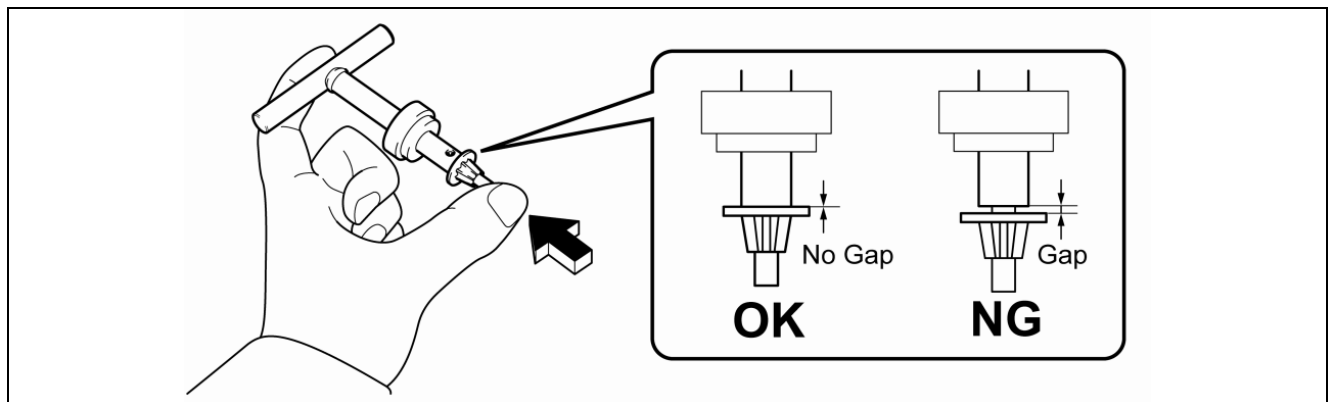
- Standard hand tools
- Torque wrench
- Wire brush
- Black marker

Campaign Tools – These tools are provided to the dealership.



NOTE:

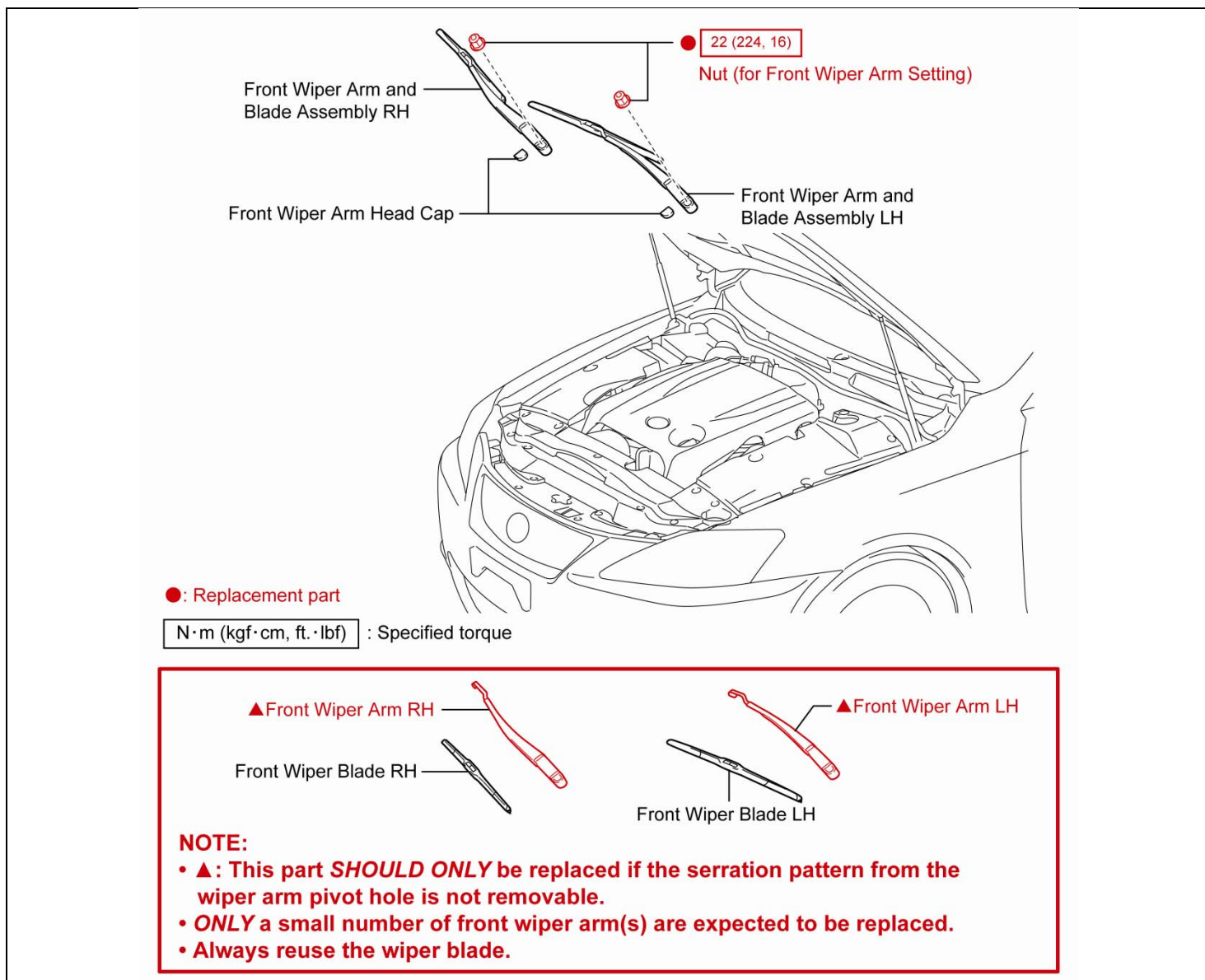
- The reamer is specifically designed for the models covered by this campaign, **DO NOT** use on other models.
- Each blade can be used on approximately 360 vehicles.
- When replacing the blade, press the blade toward the handle until there is no gap, then tighten the set screw.
- **These tools CANNOT be ordered through the parts or tools system. If additional tools are needed, contact your area representative.**



IV. BACKGROUND

Each wiper arm is installed onto a pivot shaft, which is linked to the wiper motor mechanism, by an installation nut (wiper arm nut). The wiper arm nut may not have been tightened sufficiently due to high friction between the nut and the wiper arm. Under certain usage conditions, such as a buildup of heavy snow on the windshield, one or both of the wipers could become inoperative. Inoperative wiper arms could reduce driver visibility and increase the risk of a crash.

V. COMPONENTS



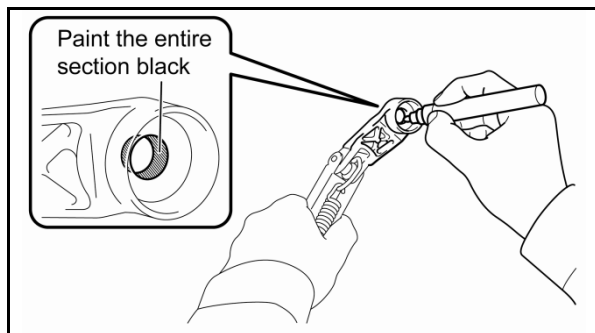
VI. WORK PROCEDURE

1. REMOVE BOTH FRONT WIPER ARM ASSEMBLIES AS OUTLINED IN THE REPAIR MANUAL ON TIS

Wiper Arm Removal



Store the removed nuts in a separate location as they are not to be reused. **NEW** nuts must be used.



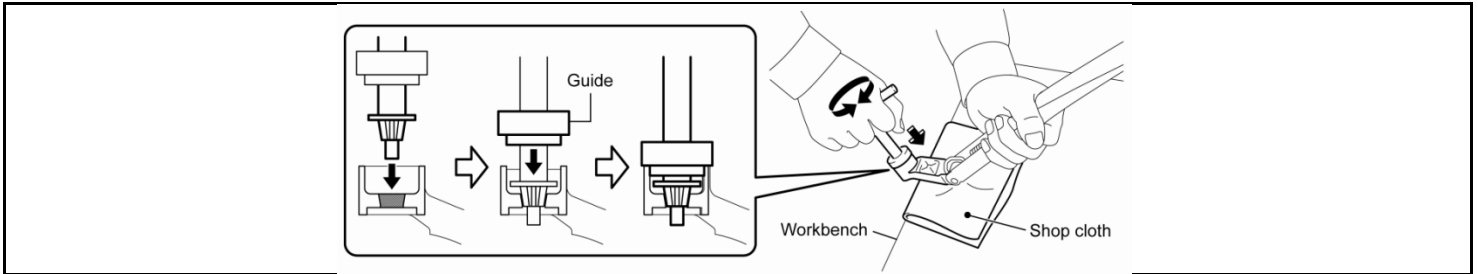
2. PAINT OUT THE SERRATION PATTERN

- a) Use a black marker to color in the entire wiper arm pivot hole. Confirm there are no gaps before proceeding.

NOTE: The coloring is critical in the next steps when determining the condition of the wiper arms.

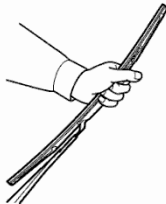
3. REMOVE THE SERRATION PATTERN FROM THE WIPER ARM PIVOT HOLE

- Place a shop cloth on a workbench, then support the wiper arm on the bench.
- Insert the tip of the reamer into the wiper arm pivot hole and set the reamer guide.
- Apply a strong downward force to the reamer and twist the tool 2-3 times or until it feels like no more metal can be removed from the pivot hole.**

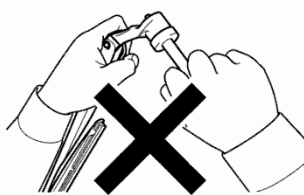


- **Maintain a position that prevents the tip of the reamer from touching the workbench.**
- **DO NOT** support the wiper arm by the wiper blade.
- The reamer can be twisted in either or both directions.
- The reamer guide **MUST** be in place to prevent excessive side-to-side movement of the reamer.
- The reamer has a stopper that controls the correct reaming correction limit.

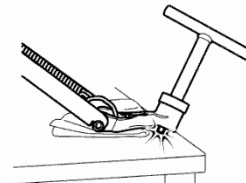
NG Holding the wiper blade



NG Holding it with both hands

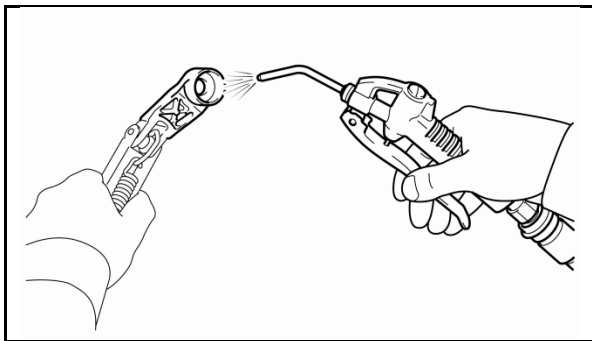


NG The tip of the serration removal tool touching the work bench



- Check the wiper arm pivot hole and determine the condition using the table below.

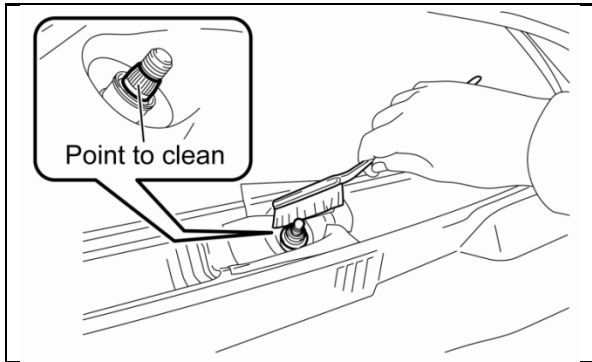
		OK	NG
Condition Example			
		ALL coloring and ALL serrations have been removed.	ALL coloring and ALL serrations HAVE NOT been removed.
Action Required		OK <ol style="list-style-type: none"> Proceed to step 4. CLEAN THE WIPER COMPONENTS 	NG <ol style="list-style-type: none"> Confirm condition by attempting to remove the serration pattern multiple times. Obtain a new replacement arm if the serration is still not fully removed. Proceed to step 4. CLEAN THE WIPER COMPONENTS



4. CLEAN THE WIPER COMPONENTS

- Use an air gun to remove any debris from the pivot hole and wiper arm.

NOTE: Wear protective goggles.



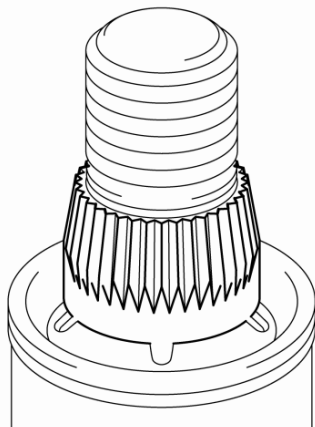
- Protect the cowl around the pivot shafts with tape or shop cloth.
- Using a wire brush, clean the splines of the pivot shafts to prevent wiper arm slippage.
- Use an air gun to remove any debris from the pivot shafts and surrounding area.

NOTE: Wear protective goggles.

STOP

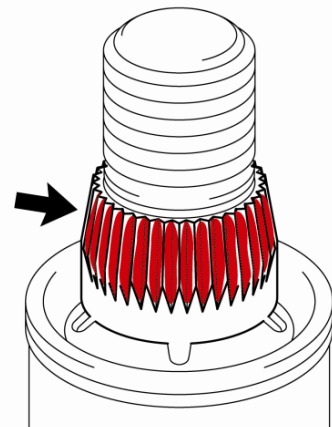
The splines **MUST** be cleaned to prevent wiper arm slippage.

OK



NG

Adhesion of
foreign
substances



5. INSTALL THE WIPER ARM AND BLADE ASSEMBLY

- Install the wiper arm with a **NEW** wiper arm nut as outlined in the repair manual on TIS.

[Wiper Arm Installation](#)

Torque: 16ft. lbf (22N·m)

STOP

NEW wiper arm nuts **MUST** be used when installing the wiper arm and blade assembly.

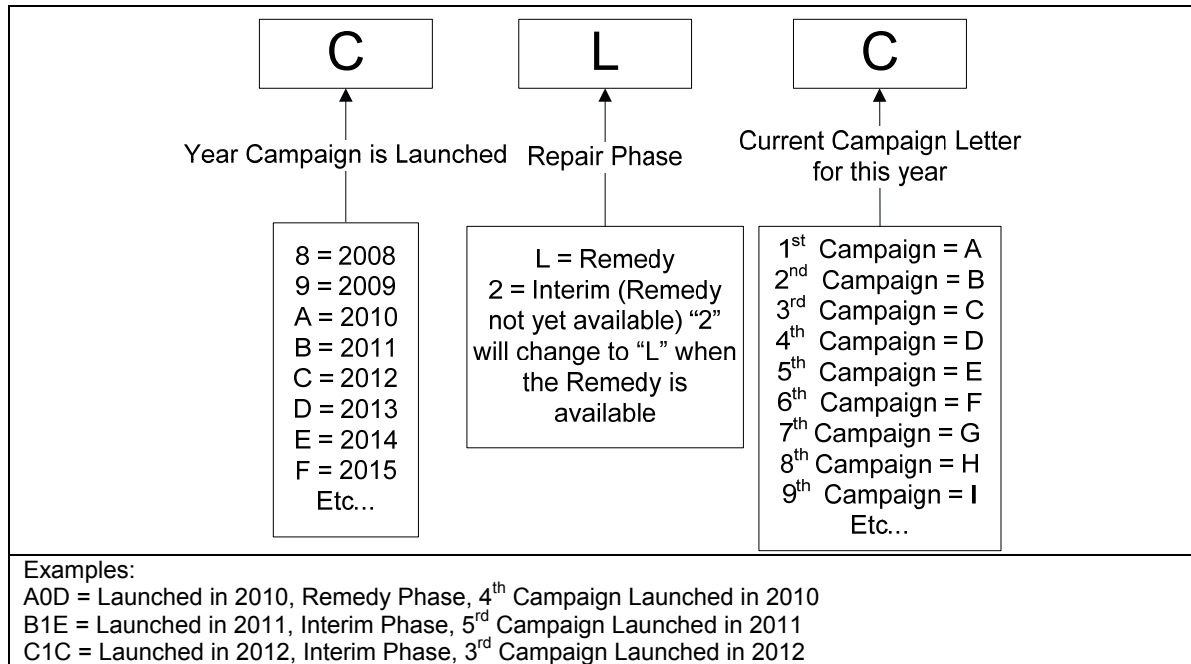
◀ VERIFY REPAIR QUALITY ▶

- Confirm sufficient force is applied when using the reamer
- Confirm the reamer is used multiple times when confirming the condition
- Confirm the pivot shaft splines are cleaned before reinstalling the wiper arms
- Confirm **NEW** wiper arm nuts are used when reinstalling the wiper arms

If you have any questions regarding this update, please contact your area representative.

VII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***