



February 2022

Dealer Service Instructions for:

# Safety Recall Z08 / NHTSA 22V-035

## Windshield Wipers

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### Remedy Available

2019-2020 (D2) Ram 3500 Pickup

2019-2020 (DD) Ram 3500 Cab Chassis

2019-2020 (DJ) Ram 2500 Pickup

2019-2020 (DF) Ram 3500 (GVWR less than 10K Lb.) Cab Chassis

2019-2020 (DP) Ram 4500/5500 Cab Chassis

*NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.*

**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 wipers on about 171,700 of the above vehicles may have been built with an improperly formed wiper arm head joint that did not fully form the splines of the head joint on the wiper arm. This can allow the joint to strip and result in the wiper arm failing to operate properly when the system is activated. Prior to complete wiper system failure, the driver may notice that one or both wipers do not clear the windshield properly or that the wipers are not in their proper rest positions. An improperly functioning wiper system may, in certain circumstances, lead to diminished road visibility which can cause a vehicle crash without prior warning.

## **Repair**

Tighten the existing nut an additional 90 degrees (one quarter turn).

## **Parts Information**

No parts are required to perform this service procedure.

## **Parts Return**

No parts return required for this campaign.

## **Special Tools**

No special tools are required to perform this service procedure.

## Service Procedure

1. Open the hood.
2. Carefully pry the plastic nut caps (1) off of the nuts on the pivot end of the wiper arms (Figure 1).

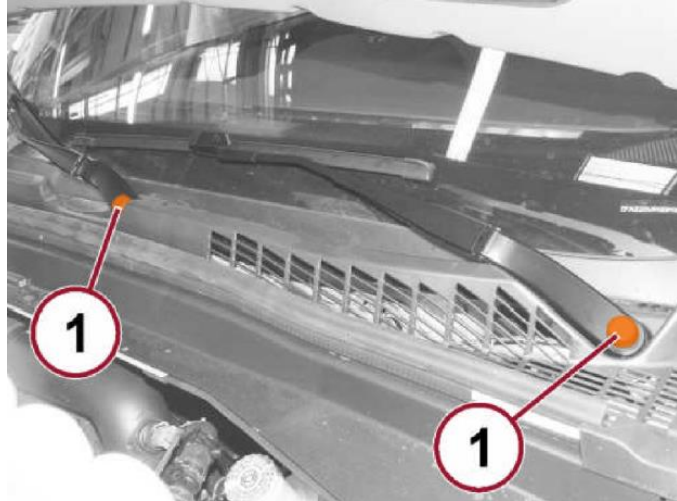


Figure 1 – Windshield Wiper Arm Nuts

**NOTE: To properly tighten the nuts, one of the following is needed:**

- A paint pen to mark the 12 o'clock position on the nut, or
- A torque angle gauge, or
- A torque wrench with the ability to measure torque angle.

3. Using one of these methods, tighten both nuts 90 degrees (one quarter turn).

**NOTE: Do not loosen or remove the nut or arm, or torque the nut to a specified value. Tighten the nut by adding 90 degrees (one quarter turn) only.**

4. Verify wipers are functioning properly by running them on low and high speed. If wiper system issues are present after performing the steps above, refer to wiper diagnosis and repair in DealerCONNECT/Service Library.
5. Install the plastic nut caps (1) onto the wiper arm pivot nuts (Figure 1).
6. Close the hood and return the vehicle to the customer.

**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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Tighten Windshield Wiper Arm Nuts	23-Z0-81-82	0.1 hours

**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 FCA 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.

## 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.

Customer Services / Field Operations  
FCA US LLC