



April 3, 2025

## **IMPORTANT SAFETY RECALL**

### **NHTSA Recall #25V192**

### **Oshkosh Defense Recall #NGDV\_TSB\_034**

Ref: This notice applies to your vehicle, VIN: See Attached List

Dear Oshkosh Defense Vehicle Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Oshkosh Defense has decided that a defect which relates to motor vehicle safety exists in certain Next Generation Delivery Vehicles manufactured between April 25, 2024 & February 27, 2025. Some vehicles may have been manufactured with improperly torqued windshield wiper arm nuts which can loosen over time and prevent the wiper arm from operating properly. If the wiper arm does not operate properly, it may not adequately clear the windshield and impact driver visibility, increasing the risk of a crash.

## **! I M P O R T A N T !**

- Your Oshkosh Defense Vehicle is being recalled.
- You should contact your NGDV Service Provider or USPS Vehicle Maintenance Facility (VMF) to schedule service for the remedy.
- This service can be performed for you at **NO CHARGE** through the NGDV Service Provider network.

### **What are we doing about the problem?**

- Oshkosh Defense will inspect and if necessary, properly torque the retaining nut or replace damaged components. Technical Service Bulletin (TSB) documentation will be provided to all authorized repair facilities in the Oshkosh NGDV Service Network (including Vehicle Maintenance Facilities).
- The repair will be made at no cost to the customer. If the work is completed by the customer, parts and labor will be reimbursed by submitting a campaign claim in the 1Warranty System.
- This repair should take approximately 0.7 hours to complete.

### **What should you do?**

- Customers can continue to keep their vehicles in-service until the

repair is completed.

- To coordinate your repair, contact your NGDV Service Provider or USPS Vehicle Maintenance Facility
- If you have any questions or require further assistance, contact Oshkosh Defense at 1-800-830-3554, or visit the following Portal where the TSB can be found along with the 1Warranty System and other means of contacting Oshkosh Defense.
  - <https://oshkoshngdv.com/>

**What if you no longer own this vehicle?**

If you no longer own this vehicle, please contact Oshkosh Defense at 1-800-830-3554 to assist us in updating our records. Federal law requires that you forward a copy of this safety recall notice to the lessee within 10 days.

**Who should you contact if you have further questions or concerns?**

If you have further questions, please contact Oshkosh Defense at 1-800-830-3554 to allow us to assist you.

If you have already paid to have your vehicle corrected for this condition, you may be eligible for reimbursement of the charges you paid for the repair. To learn more about what you need to do to obtain reimbursement, contact our service group at 1-800-830-3554 and indicate you have a service and technical question.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to:

The Administrator, National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE.,  
Washington, DC 20590

or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this safety recall may cause, but your safety is our first concern.

Sincerely,

OSHKOSH DEFENSE LLC.