

NGDVTSB034 Wiper Arm Alignment and Torque		Revision	-
Release Date:	April 2025	Bulletin Type:	Safety Recall
Rework Time:	.7 Hrs/Vehicle (1 Person Hrs)	PLRS Number:	P108039.A0999
Parts Returned:	None Required	Tread Component	Visibility

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Introduction

Description: A nut that secures the windshield wiper arm to the wiper motor shaft may not have been properly torqued. An improperly torqued windshield wiper arm nut may loosen and result in the wiper arm failing to operate properly when the wiper system is activated to clear a windshield.

Safety Impact: An improperly cleared windshield may impact driver visibility increasing the risk of a crash.

Impacted Population: Refer to Attachment 1.

Required Tools and Parts

Required Tools:

- Torque wrench (lb-ft)
- Torque wrench (lb- in)
- Fixture FT-0059
- Windshield wiper arm removal tool
- Flat tip screwdriver

Causal Part(s):

Part Number	Product Description	Quantity
D004N360	ARM, WIPER, LH	1
D004N361	ARM, WIPER, RH	1

Replacement Part(s):

Part Number	Product Description	Quantity
5121051	NUT, WLK M10	2

Personnel Requirements

- .7 Total Man Hours
- 1 person will be required for this job. Request for assistance where needed.

General Notes

Follow all safety guidance as directed by your employer.

Follow all Lock Out Tag Out Guidance as directed by your employer.

Use all PPE as directed by your employer and advised within this document if applicable.

Before beginning any work, be sure the vehicle is on firm ground and that the surface is level.

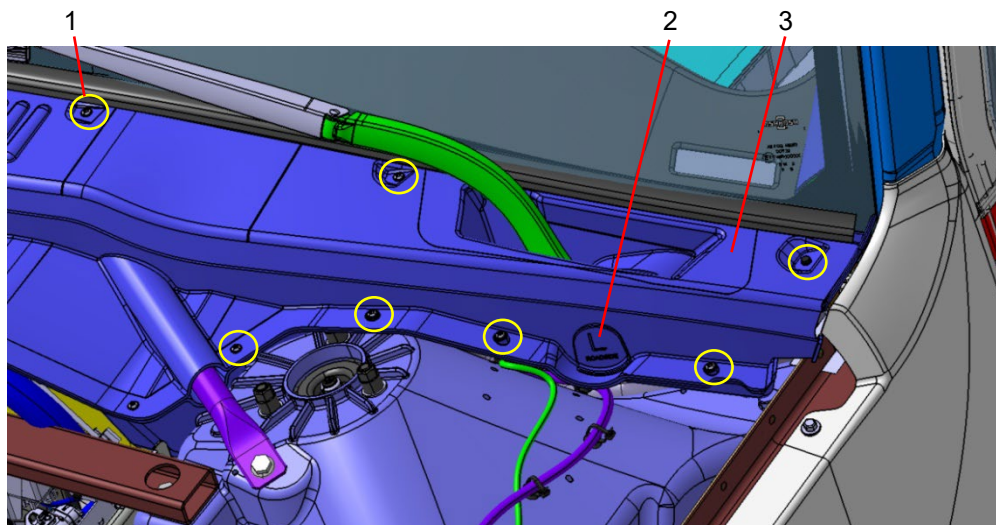
Properly chock the wheels if vehicle is to be left on the ground.

Refer to the NGDV Service Manual for proper shut down and start up on NGDV Internal Combustion Engine and Battery Electric Variants.

Service Procedure

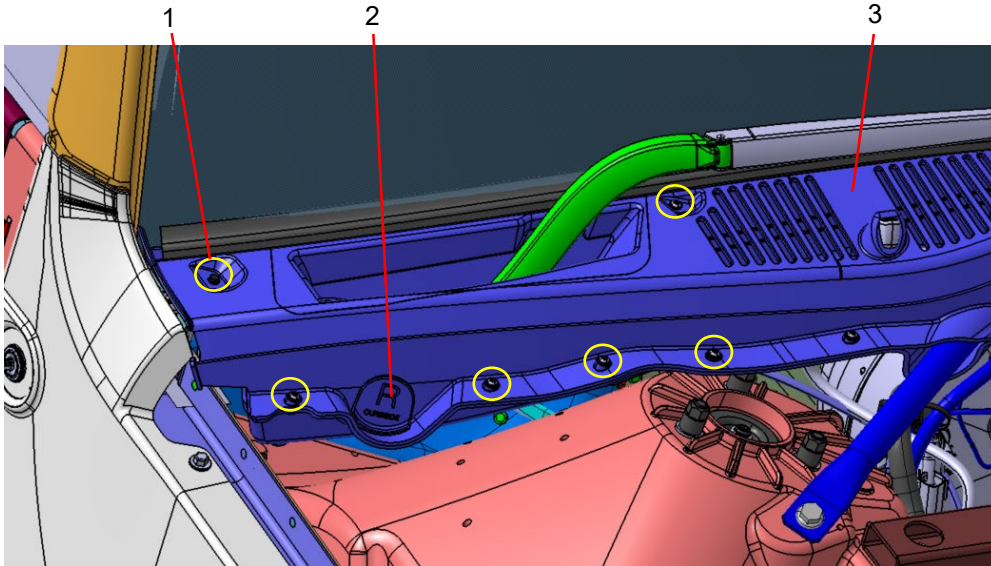
NOTE: Note that maneuverability of the upper cowl is required to remove the wiper arms.

- 1) Ensure vehicle is parked on a flat, level, solid surface.
- 2) Turn engine "Off" and engage parking brake.
- 3) Open and support the hood.
- 4) Remove the upper cowl left-hand wiper arm access plug (Item 2) from the upper cowl (Item 3).
- 5) Remove seven screws (Item 1) from the upper cowl (Item 3).



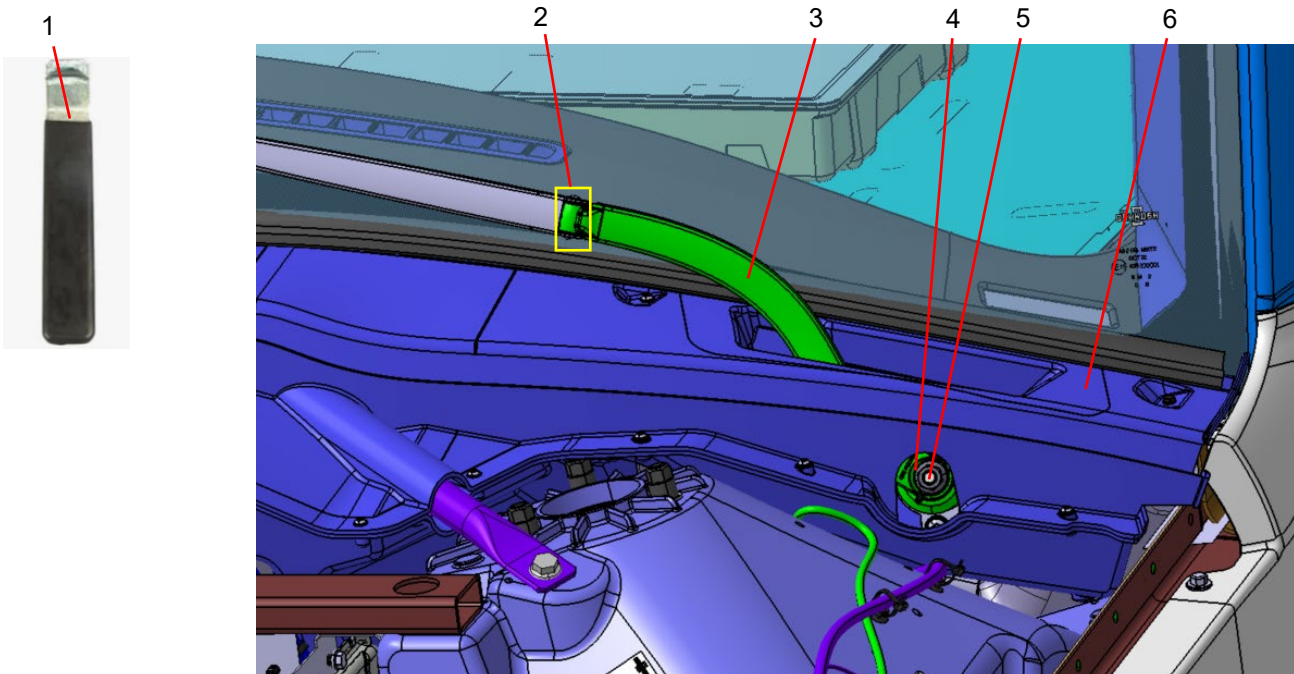
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- 6) Remove the upper cowl right-hand wiper arm access plug (Item 2) from the upper cowl (Item 3).
- 7) Remove six screws (Item 1) from the upper cowl (Item 3).



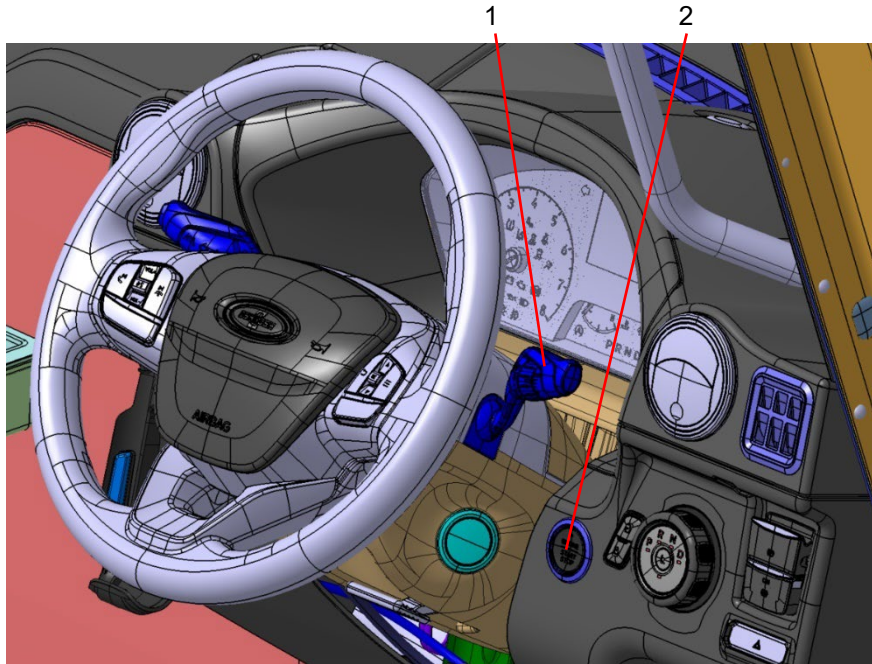
NOTE: Ensure the wiper arm does not snap back at the pivot point during removal or damage to the windshield may occur.

- 8) Remove locknut (Item 4) from the wiper arm (Item 3) and wiper motor stud (Item 5). Discard locknut.
- 9) Pivot wiper arm (Item 3) at the pivot point (Item 2) outward to a 90° position, and with the use of a wiper arm removal tool (Item 1), maneuver and remove the wiper arm (Item 3) from the wiper arm motor stud (Item 5) and out of the upper cowl (Item 6).

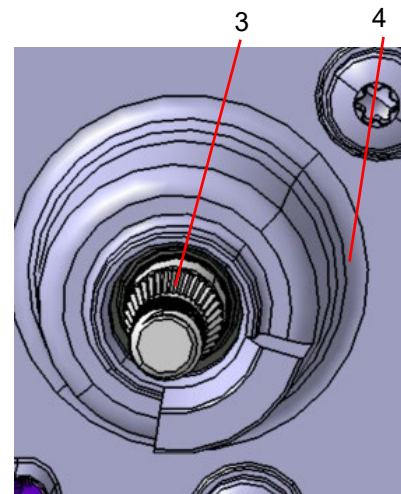
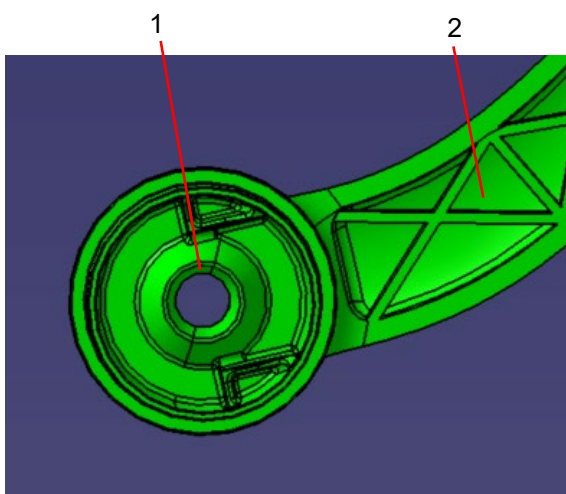


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- 10) Repeat Steps 8–9 for the right-hand side wiper arm removal.
- 11) Once both wiper arms are removed, turn on the vehicle by pressing the start/stop button (Item 2) one time.
- 12) Cycle the wipers by pulling down one time on the wiper control switch (Item 1) to position the wiper motors in the “HOME” position.
- 13) Once wiper motors have been placed in the “HOME” position, turn off the vehicle by pressing the start/stop button (Item 2) one time.

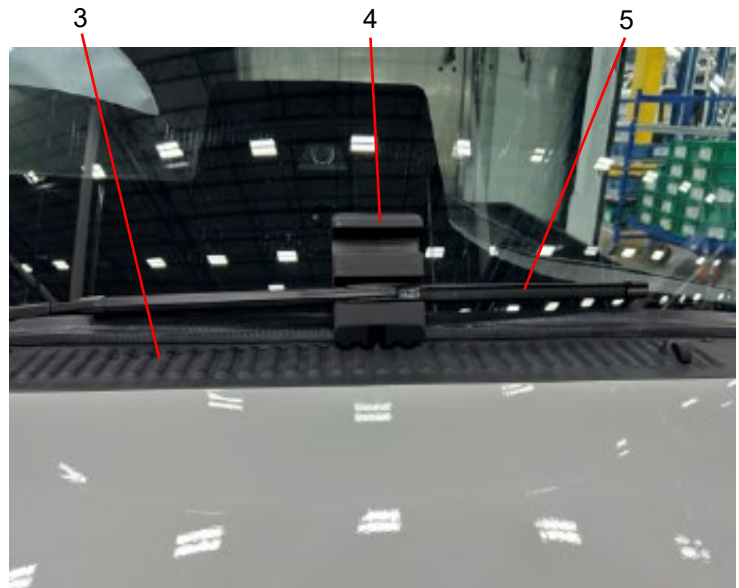


- 14) Inspect the internal splines (Item 1) on both wiper arms (Item 2).
- 15) Inspect the external splines (Item 3) on both wiper arm motors (Item 4).
- 16) If either the wiper arms (Item 2) or wiper arm motors (Item 4) show signs of the splines being stripped, replace the component.
- 17) If no visible signs of damage are noticed, continue with the service procedure.

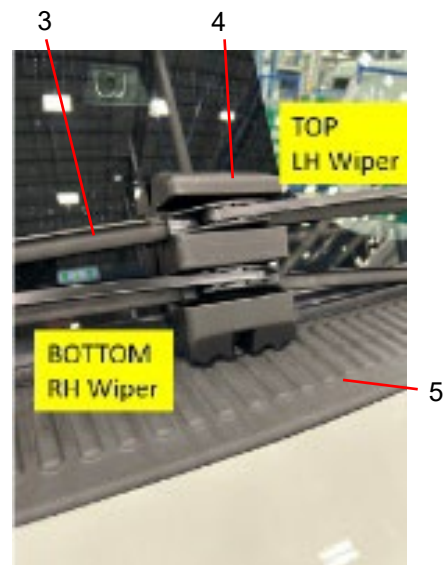


NOTE: Ensure the wiper arm does not snap back at the pivot point during install or damage to the windshield may occur.

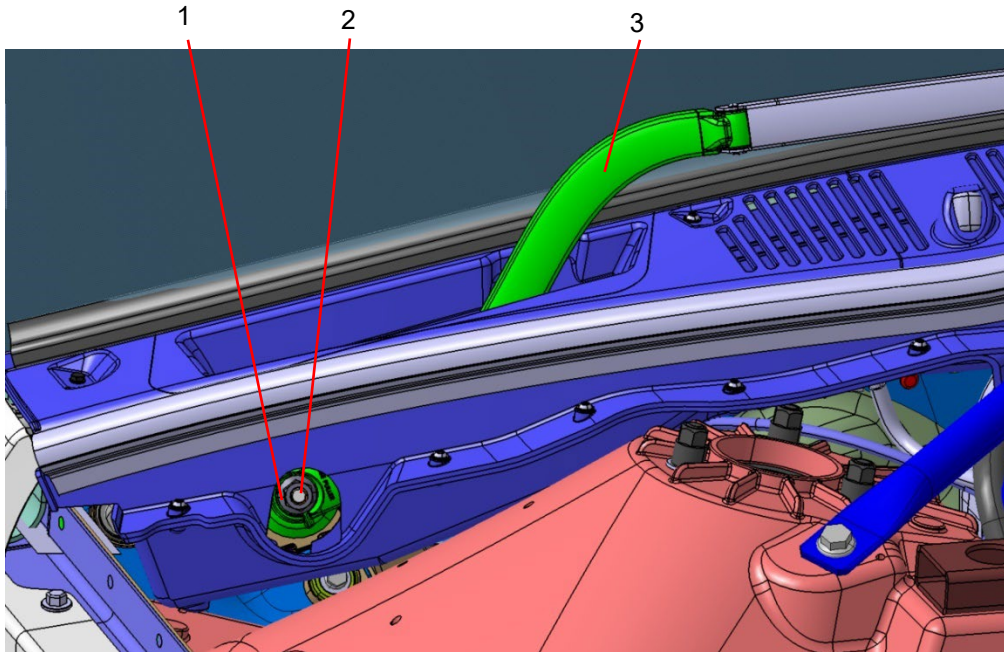
- 18) Position fixture FT-0059 (Item 4) in the center of the upper cowl (Item 3).
- 19) Loosely position the right-hand wiper arm (Item 2) over the wiper motor stud (Item 1) and place the right-hand wiper (Item 5) into the lower slot on fixture FT-0059 (Item 4).



- 20) Ensure that fixture FT-0059 (Item 4) is in the center of the upper cowl (Item 5).
- 21) Loosely position the left-hand wiper arm (Item 1) over the wiper arm motor stud (Item 2) and place the left-hand wiper (Item 3) into the upper slot on fixture FT-0059 (Item 4).

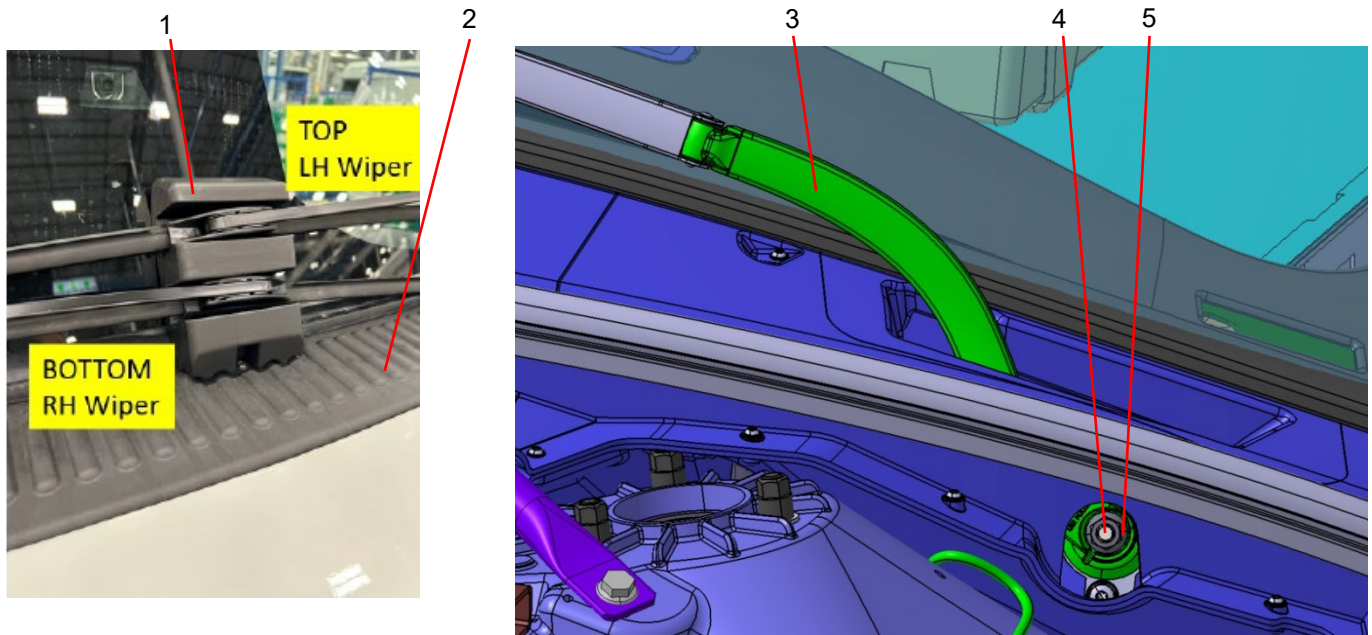


- 22) With both wipers positioned in fixture FT-0059, push the right-hand wiper arm (Item 3) onto the wiper arm motor stud (Item 2) and secure with locknut (Item 1). Tighten locknut to 28 lb-ft (38.0 N·m).

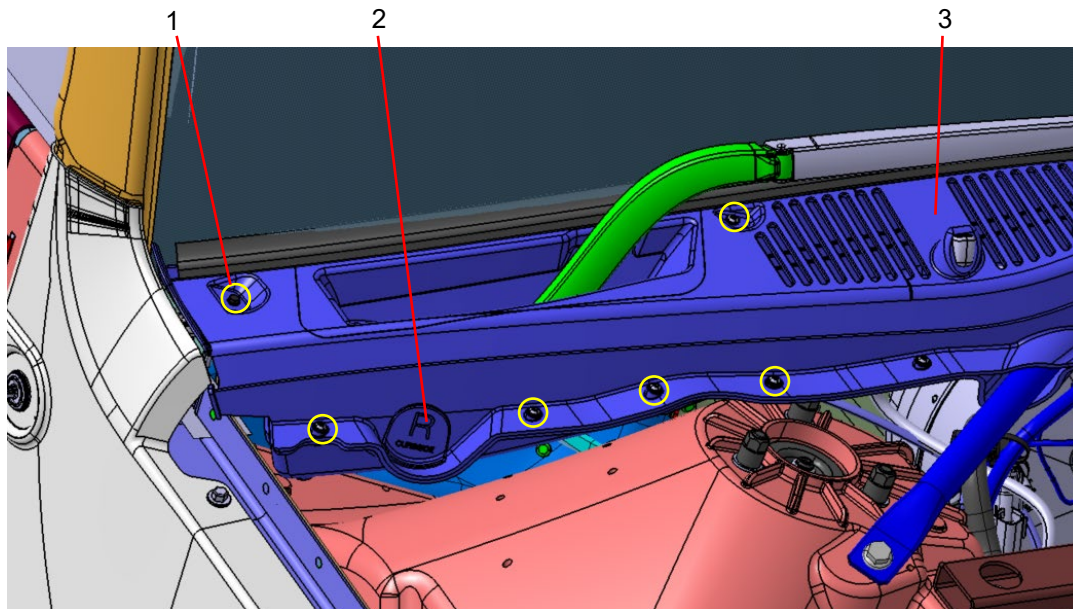


NOTE: As the locknuts are tightened clockwise to obtain the torque, an assistant will be required to hold down the left-hand wiper and ensure that the fixture remains in contact with the upper cowl while torquing.

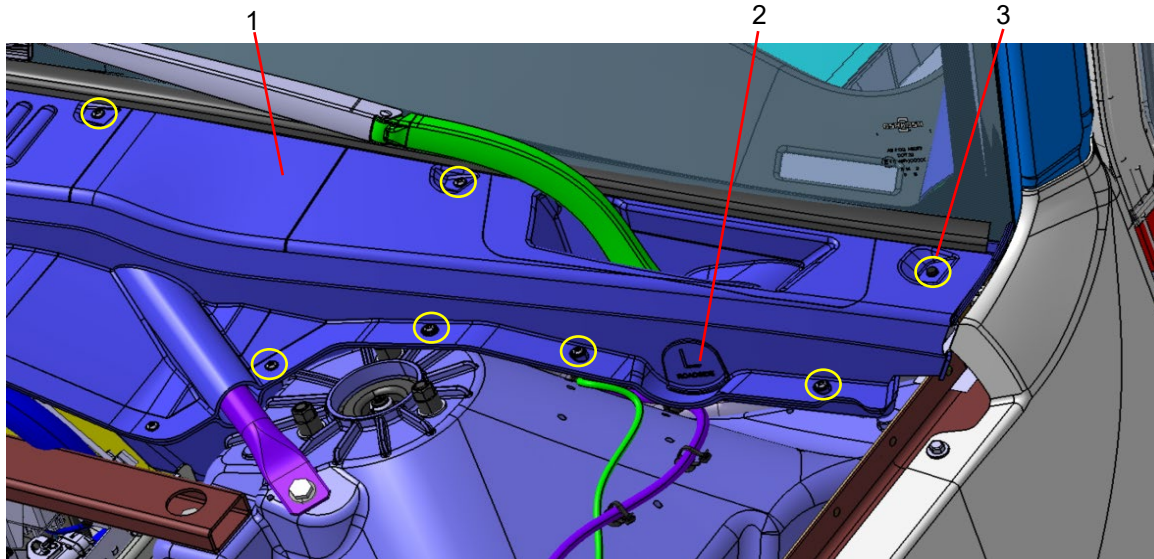
- 23) Push the left-hand wiper arm (Item 3) onto the wiper arm motor stud (Item 4) and with an assistant holding fixture FT-0059 (Item 1) down firmly on the upper cowl (Item 2), secure the left-hand wiper arm (Item 3) onto the wiper motor stud (Item 4) with the locknut (Item 5). Tighten locknut to 28 lb-ft (38.0 N·m).



- 24) Secure the right side of the upper cowl (Item 3) with six screws (Item 1). Tighten screws to 18 lb-in (2.03 N·m).
- 25) Install the upper cowl right hand wiper arm access plug (Item 2) into upper cowl (Item 3).



- 26) Secure the left side of the upper cowl (Item 1) with seven screws (Item 3). Tighten screws to 18 lb-in (2.03 N·m).
- 27) Install the upper cowl left hand wiper arm access plug (Item 2) into the upper cowl (Item 1).
- 28) Close and latch the hood.



Revision History:

Revision	Date	Description	Requestor

Notification of Repair or Upgrade to Customer Property

Oshkosh is notifying the United States Postal Service of a need to repair or upgrade existing USPS property that are defined as Next Generation Delivery Vehicles (NGDV). The affected population is described in Attachment 1, Inspection & Repair processes are described in this Technical Service Bulletin (TSB). IF the USPS elects to perform this repair utilizing USPS VMF personnel, the USPS will need to submit a Warranty Claim to be reimbursed for any labor consumed. Upon receipt of confirmation & authorization to proceed with rework as outlined herein, Oshkosh will coordinate with the USPS Vehicle Maintenance Facilities (VMFs) to allow Oshkosh’s Field Service team access to the vehicles to perform the rework. Oshkosh will monitor rework progress and provide periodic updates to the USPS until all rework is completed.

Contact Information:

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