



NUMBER: 23-034-12

GROUP: Body

DATE: November 28, 2012

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SUBJECT:

Poor Performance Of Wipers At High Speeds

OVERVIEW:

This bulletin involves replacing the wiper blade and changing the park position.

MODELS:

2012 (JC) Journey (International Only)

NOTE: This Service Bulletin applies to vehicles built between July 07, 2011 (MDH 0707XX) and December 12, 2012 (MDH 1212XX).

SYMPTOM/CONDITION:

Customers may complain the wipers exhibit poor performance at high speeds.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

NOTE: The wiper blades should only be replaced on customers vehicles that describes the condition.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68199089AA	Wiper Blade, Front

REPAIR PROCEDURE:

1. Remove drivers side wiper Arm and Blade assembly.
2. Remove the Blade from the Arm and discard.
3. Install new drivers side Air Foil Blade onto the Arm.
4. Install the Arm assembly 20mm to 30mm higher then the tick mark on the windshield.

NOTE: Sometimes the splines formed on the arm from the initial installation at the assembly plant need to be removed to allow for a new park position.

5. Install the nut that secures the wiper arm to the pivot shaft and torque to 24 N-m (18 ft. lbs.).

6. Raise the arm and blade a couple inches off the glass and release to evaluate that the arm and blade are parked properly (ie. 20 - 30mm higher than tick mark).
7. Repeat steps 1 through 6 if the Blade is not between 20mm to 30mm higher than the tick mark.
8. Run system on high speed with the washer fluid to verify the new blade does not contact any other components.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
23-43-40-93	Blade, Wiper - Replace	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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