



NUMBER: 08-072-20

GROUP: 08 - Electrical

DATE: July 31, 2020

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

SUBJECT:

Loose Wiper Arms

OVERVIEW:

This bulletin involves checking and or re-torquing the windshield wiper arm nuts.

MODELS:

2019 - 2020	(D2)	RAM 3500 Pickup
2019 - 2020	(DD)	RAM 3500 Cab Chassis
2019 - 2020	(DF)	RAM 3500 <10K Cab Chassis
2019 - 2020	(DJ)	RAM 2500 Pickup
2019 - 2020	(DP)	RAM 4500/5500 Cab Chassis

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, LATAM and EMEA.

NOTE: This bulletin applies to vehicles built on or after June 19, 2019 (MDH 0619XX) and built on or before March 03, 2020 (MDH 0303XX).

SYMPTOM/CONDITION:

The customer may describe one or both of the windshield wiper arm are loose and may stop moving at times.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Turn off the wiper switch and make sure the wiper blades are in the home/parked position.
2. Remove both wiper arm plastic nut caps (Fig. 1) .

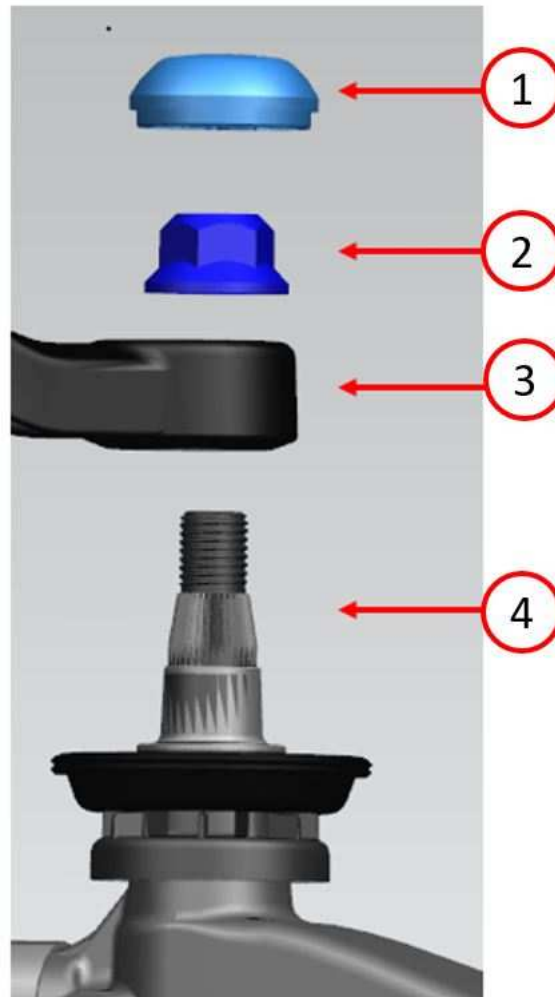


Fig. 1
Wiper Arm Assembly

- 1 - Wiper Arm Nut Cap (Plastic)
 - 2 - Wiper Arm Nut
 - 3 - Wiper Arm Assembly
 - 4 - Wiper Arm Pivot Shaft
-

- 3. Align the loose wiper blade(s) to the alignment T marks on the windshield (Fig. 2) . Center the wiper blade on top of this alignment mark.



Fig. 2
Wiper Blade Alignment T Mark

- 4. For the loose arm(s) re-torque wiper arm nut to 27.5 N·m (20 ft lb) and then rotate the nut an additional 90 degree turn.
- 5. For an arm that is not loose, no re-torque is required, only tighten the nut for an additional 90 degree turn.
- 6. Install both nut caps back onto the wiper arms.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-43-35-96	Wiper Arm, Re-torque (Both Wiper Arm Nuts) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------