

NUMBER: 23-037-21

GROUP: 23 - Body

DATE: November 11, 2021

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This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 21-165, date of issue November 11, 2021. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.

SUBJECT:

Rear Wiper Inoperative

OVERVIEW:

This bulletin involves tightening the rear wiper arm nut to the proper torque.

MODELS:

2022 (WS) Grand Wagoneer/Wagoneer

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles built on or after August 08, 2021 (MDH 0808XX) on or before October 06, 2021 (MDH 1006XX).

SYMPTOM/CONDITION:

Customers may comment on the following:

- The rear wiper is inoperative, or will not move when turned on and is sagging downward (Fig. 1) .



Fig. 1

Rear Wiper Not In Parked Position

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

REPAIR PROCEDURE:

1. Remove the rear wiper arm nut cover.
2. Remove the rear wiper arm nut.
3. Remove the rear wiper arm.
4. Using a wire brush or equivalent tool, clean wiper motor splines of any debris or shavings.
5. Install the rear wiper arm onto the motor splines and align wiper arm to the tick mark on the rear backglass (Fig. 2) .



Fig. 2

Alignment Tick Mark On Rear Backglass

6. Install the rear wiper arm nut. While holding the arm in place, tighten the wiper arm nut to 5 N·m (44 in. lbs.).
7. Install the rear wiper arm nut cover.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-43-36-90	Arm/cover, Rear Wiper - Inspect and Torque to Specification (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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