

EA02-015

08/06/03

ATTACHMENT TO GM
8/06/03 LETTER TO ODI

ATTACHMENT
1, 1A, 1B, 1C, 1D,
& 7D

GM616B
EA02-015

ATTACHMENT "1"

GM616B
EA02-015

ATTACHMENT "1A"

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: Martin, Rose
ADDRESS: 145 Gary St,
HOME PHONE: 3185864108

Many , LA 71449-4929

CASE NUMBER: 1-103224031 VIN: 3GNEC16T81G126275
MODEL YEAR: 2001
DATE OPENED: 2003-05-27 SERIES: Suburban
DATE CLOSED: 2003-05-31 MILEAGE: 38900.0000000
SOURCE: Email DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Alford Motors, Inc.
BRC PARENT: DEALER ADDRESS: Hwy 171 S, Leesville, LA, 71496, USA

*****GENERAL CASE INFORMATION*****

J42 Throttle Linkage/Pedal
0 REPAIR ATTEMPT(S) Sticks

*****WORK HISTORY*****

Chevrolet Suburban Owner Assistance; ; 2003-05-27
2003-05-27

har file under MR. Name 1-69863007; ; 2003-05-27
2003-05-31

follow-up with cust; ; 2003-05-31

RE: Chevrolet Suburban Owner Assistance; ; 2003-05-27
2003-05-27

Do you recommend goodwill for this customer; ; 2003-05-27
2003-05-29

checking file for dir response; ; 2003-05-29
2003-05-29

AM CALL BACK; ; 2003-05-29
2003-05-30

DLR 337-239-3811; ; 2003-05-30
2003-05-31

Deniel in coverage; ; 2003-05-31
2003-05-31

Service Request has been Closed Satisfied.; ; 2003-05-31

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

TRANSMISSION:

VEHICLE DRIVEABLE:

BRC WARRANTY DATE:

NADA: 0

SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0

MSRP:

DEPRECIATION:

UPGRADE:

INTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

ACCOUNT NUMBER:

INTEREST RATE:

NAME:

INTEREST PAID:

NAME:	CONTACT NUMBER:	1
COMPANY:	CONTACT TYPE:	
	CONTACT PHONE:	
ADDRESS:		

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: Tronclair, Allen
ADDRESS: 140 Pecan St, Thibodaux LA 70301-4808
HOME PHONE: 9852095069
CASE NUMBER: 1-112602718 VIN: 3GNEC16T11G139837
DATE OPENED: 2003-06-24 MODEL YEAR: 2001
DATE CLOSED: SERIES: Suburban
SOURCE: White Mail MILEAGE: 37360.0000000
BRC TYPE: ADYYes DELIVERY DATE:
BRC PARENT: DEALER NAME: Dantin Motors, Inc.
DEALER ADDRESS: 1519 Canal Blvd, Thibodaux, LA, 70301-5220, USA

*****GENERAL CASE INFORMATION*****

J42 Throttle Linkage/Pedal
0 REPAIR ATTEMPT(S) Sticks

*****WORK HISTORY*****

throttle body; ; 2003-06-26
03-06-24
Tina Legendre - Svc Mgr; ; 2003-06-24
2003-06-24
Tina Legendre - Svc Mgr; ; 2003-06-24
2003-06-24
CRM creating BBB letter; ; 2003-06-26
2003-06-24
Created: CAC_MN0001. SR#1-112602718; ; 2003-06-24
2003-06-24
CRM submitting BBB for approval; ; 2003-06-26
2003-06-24
CEV0344972 06/24/2003 11:15:19:370; ; 2003-06-26
2003-06-26
Service Request Ownership has changed FROM: RICHMODE TO: AVILESJE; ; 2003-06-26
2003-06-26
Ownership Escalated to BRC; ; 2003-06-26
2003-06-26
Acknowledgement call to the customer; ; 2003-06-26
03-06-26
Initial call to the customer @ 985-209-5069; ; 2003-06-26
2003-06-26
REACH 2 WRONG NUMBERS; ; 2003-06-26
2003-06-26

INITIAL CALL TO THE DEALER @ 985-448-2277; ; 2003-06-26
2003-06-26

Correspondence Rejected; ; 2003-06-26
2003-06-26

Initial call to the AVM Mike Deanovich 972075 8387; ; 2003-06-26
2003-06-27

ERC ADR Scanned: 2003-06-27-15.12.53.000000, MSXDocNum: AVI3EFC128; ; 2003-06-27
2003-06-27

ERC ADR Scanned: 2003-06-27-15.11.57.000000, MSXDocNum: AVI3EFC4C9; ; 2003-06-27
2003-06-27

ERC ADR Scanned: 2003-06-27-15.12.53.000000, MSXDocNum: AVI3EFC4CE; ; 2003-06-27

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
PURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE & BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
LEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
IS OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

CONTACT TYPE:
CONTACT PHONE:

NAME:
ADDRESS:

*****FAX COVER SHEET*****

**DANTIN
CHEVROLET
1519 CANAL BLVD.
P.O. BOX 799
THIBODAUX, LA. 70301
1-800-226-0935**

DATE: 6-26-03NUMBER OF PAGES: 2

TO:

FROM:

SPECIAL INSTRUCTIONS:

CTCB48034

CTCB48034

103773

TINA LEGENDRE

121

3524

06/24/03

CTCB48034

37.036 BLUE / GOLD

01/CHEVROLET TRUCK/SUMNER

36NRC16T11E139837

06/24/03

ADJUST FRONT ENDING - CLEAN THROTTLE BODY
 DIS THROTTLE BODY - CLEANED CARBON - INSTALLED FLUE &
 ADJUSTED PS VOLTAGE

REPLACE CRUISE AIR FILTER
 REPLACED CRUISE AIR FILTER

TOTAL - LABOR 55.00

QTY	UNIT	PRICE	TOTAL
1	LABOR	55.00	55.00
1	FLUE & DIS	8.72	8.72
1	FILTER 9.705	26.79	26.79
TOTAL - PARTS			35.51

TOTALS

TOTAL LABOR	55.00
TOTAL PARTS	35.51
TOTAL INVOICE	90.51
TOTAL TAX	0.00
TOTAL DISC CHG.	0.00
TOTAL DISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	120.44

Dante Chevrolet - Gas
 Approximate Your Business
 If You Have any Questions
 or Comments, Call Your
 Service Advisor At 740-2277

You will soon receive a survey from Chevrolet
 regarding your service experience. If you cannot
 wait, your scores "completely satisfied" please
 ask to speak to a manager

CUSTOMER SIGNATURE

1-82602718

*****FAX COVER SHEET*****

**DANTIN
CHEVROLET**

1519 CANAL BLVD.

P.O. BOX 799

THIBODAUX, LA. 70301

1-800-226-0935

DATE: 6-26-03

NUMBER OF PAGES: 2

TO:

FR:

SPECIAL INSTRUCTIONS:

0101070348034

103772

TINA LEGENDRE

121

3524

06/24/03

CTCS48034

37,036 BLUE / GOLD

01/CHEVROLET TRUCK/SUBURBAN

30NEC16T11G139837

06/24/03

REPAIRS PERFORMED: CLEAN THROTTLE BODY
 ACCELERATOR STICKER - CLEAN THROTTLE BODY
 R&R THROTTLE BODY - CLEANED CARBON - INSTALLED PLUG &
 ADJUSTED PS VOLTAGE

REPAIRS PERFORMED: REPLACE CABIN AIR FILTER
 REPLACED CABIN AIR FILTER

TOTAL - LABOR 85.00

QTY	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	1	12580749	PLUG 3.335	0.72	0.72
1	1	62486513	FILTER 5.795	25.79	25.79
				TOTAL - PARTS	26.51

At the Chevrolet - Gao
 receive Your Business
 You Have any Questions
 Comments, Call Your
 Vice Advisor At 448-2277

We'll soon receive a survey from Chevrolet
 asking your warranty repairs. If you cannot
 k your scores "COMPLETELY SATISFACTORY" please
 to speak to a manager

TOTAL LABOR...	85.00
TOTAL PARTS...	26.51
TOTAL SUBLET...	0.00
TOTAL S.O.B...	0.00
TOTAL MISC CHG...	0.00
TOTAL MISC DISC...	0.00
TOTAL TAX.....	8.93

TOTAL INVOICE \$ 120.44

CUSTOMER SIGNATURE

*****FAX COVER SHEET*******DANTIN
CHEVROLET****1519 CANAL BLVD.****P.O. BOX 799****THIBODAUX, LA. 70301****1-800-226-0935****DATE:** 6-26-03**NUMBER OF PAGES:** 2**TO:** Jessica**TELEPHONE:** _____**FAX:** 866 202 4309**FROM:** Tina**TELEPHONE:** (985)448-2277**FAX:** (985)447-8063**SPECIAL INSTRUCTIONS:**

010107C848034

TINA LEGENDRE

121

3524

06/24/03

CTC848034

37,036 BLUE / GOLD

01/CHEVROLET TRUCK/SUBURBAN

3 G N E C 1 6 T 1 1 G 1 3 9 8 3 7

06/24/03

ADJUSTOR SWITCHING - CLEAN THROTTLE BODY
 RSR THROTTLE BODY - CLEANED CARBON - INSTALLED PLUG &
 ADJUSTED PS VOLTAGE

REPLACE CABIN AIR FILTER
 REPLACED CABIN AIR FILTER

TOTAL - LABOR 85.80

QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
1	1200740	PLUG 3.35	0.72
1	5049513	FILTER 5.76	26.79
TOTAL - PARTS			26.51

in Chevrolet - Geo
 recite Your Business
 You Have any Questions
 Comments, Call Your
 Vice Advisor At 448-2277

will soon receive a survey from Chevrolet
 rating your warranty repairs. If you cannot
 & your scores "COMPLETELY SATISFACTORY" please
 to speak to a manager

TOTAL LABOR	85.80
TOTAL PARTS	26.51
TOTAL SUBLET	0.00
TOTAL S.O.B.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00

TOTAL INVOICE \$ 120.44

CUSTOMER SIGNATURE

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Cleveland

OH 44130-1711

HOME PHONE:

CASE NUMBER: 1-49869002 VIN: 3GNEC16T2YG197143
DATE OPENED: 2002-11-18 MODEL YEAR: 2000
DATE CLOSED: 2002-11-20 SERIES: Suburban
SOURCE: Survey MILEAGE: 26600.000000
BRC TYPE: N/ANO DELIVERY DATE:
BRC PARENT: DEALER NAME: Integrity Chevrolet Geo, Inc.
DEALER ADDRESS: 6376 Pearl Rd, Parma Heights, OH, 44130-3073, USA

*****GENERAL CASE INFORMATION*****

J42 Throttle Linkage/Pedal
0 REPAIR ATTEMPT(S)

Sticks

*****WORK HISTORY*****

SURVEYS SAFETY Scanned: 2002-11-14-18.11.13.000000, MSXDocNum: VIN; ; 2002-11-18
2002-11-18

CSI; ; 2002-11-18
2002-11-18

Sharon Coffinet, svc mgr; ; 2002-11-18
2002-11-20

follow up; ; 2002-11-20
2002-11-20

FYI; ; 2002-11-20
2002-11-20

Service Request has been Closed Dissatisfied.; ; 2002-11-20

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT: BODY INJURY:
NUMBER OF PEOPLE:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
PURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

Service Satisfaction Survey

**** Dissatisfied Customer ****

Please make any corrections to your name, address or telephone number here:

Home telephone:

Change to: (

Please provide us with your preferred Email address

Dear Mr Thomas P Lodert:

Our records indicate that you had your 2000 Suburban serviced at Integrity Chevrolet Geo on October 14, 2002. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Integrity Chevrolet Geo.

Sincerely,

Charles F. Ugo
Charles F. Ugo
Director of Operations

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

- ☐ Please check this box if you no longer own/lease this 2000 Suburban, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON OCTOBER 14, 2002, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

- | | Completely
Satisfied | Very
Satisfied | Satisfied | Somewhat
Satisfied | Not At All
Satisfied |
|---|-------------------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not
Apply/Not
Required | Don't
Know | |
| 2. Were services available to you on both an appointment and non-appointment basis?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely
Satisfied | Very
Satisfied | Satisfied | Somewhat
Satisfied | Not At All
Satisfied |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely
Dissatisfied | Very
Dissatisfied | Satisfied | Somewhat
Dissatisfied | Not At All
Dissatisfied |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor - Continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit? ☐ Yes ☒ No

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary
- ☒ Work performed did not correct the problem
- ☒ Service Department could not duplicate problem
- ☐ Service Department was too busy

- ☐ Parts not available
- ☐ I declined repair
- ☐ Other (please specify) _____
- ☒ Don't know

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? .. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | Don't Know/Not Sure | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Integrity Chevrolet Geo? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Definitely Would | Probably Would | Might/Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2000 Suburban? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

19. Do you have any comments/recommendations about your Dealership: _____

Vehicle: GREAT TRUCK BUT NO ONE CAN FIX THE PROBLEM - (ARM & LEG)

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

LA Verne , CA 91750-2115

CASE NUMBER: 1-55611885 VIN: 1GNEC16T41J259260
MODEL YEAR: 2001
DATE OPENED: 2002-12-13 SERIES: Suburban
DATE CLOSED: 2003-02-27 MILEAGE: 33000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Glendora Chevrolet
BRC PARENT: DEALER ADDRESS: 1959 Auto Ctr Dr., Glendora, CA, 91740-6714,

*****GENERAL CASE INFORMATION*****

J42 Throttle Linkage/Pedal
0 REPAIR ATTEMPT(S) Sticks

*****WORK HISTORY*****

Warranty repair issue; ; 2002-12-13
2002-12-13

Verify cust info; ; 2002-12-13
2002-12-13

Update; ; 2002-12-13
2002-12-13

additional notes; ; 2002-12-17
2002-12-16

Closing Dissat TM Mark Vinette #2 12/16/02; ; 2002-12-17
2002-12-17

Submitting for Approval; ; 2002-12-18
2002-12-18

LETTER APPROVED PAMELA MOREAU/TPA GL; ; 2002-12-18
2002-12-18

Created:CAC_MN0001. SR#1-55611885; ; 2002-12-18
2002-12-18

Service Request has been Closed Satisfied.; ; 2002-12-18
2003-02-27

SR in Status of Closed has been Re-Opened by CARSHERM; ; 2003-02-27
2003-02-27

SURVEYS GENERAL Scanned: 2003-02-24-23.05.50.000000, MSXDocNum: VIN; ; 2003-02-27
2003-02-27

Addition info; ; 2003-02-27
2003-02-27

Service Request has been Closed Dissatisfied.; ; 2003-02-27

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:
ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
TERMARKET:
LEASE TERM:

DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

August 1, 2003


Service Request: S1-55611885

Dear Mr. 

We are sorry you continue to be dissatisfied with the decision made concerning your 2001 Chevrolet Suburban. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Pamela Moreau
Customer Relationship Manager

MN0001-T/



Service Satisfaction Survey

Please make any corrections to your name, address or telephone number here:

**** Dissatisfied Customer ****

[Redacted Name]
[Redacted Address]

Home telephone: [Redacted]

Change to: ([Redacted]

Please print the e-mail address you performed Email on: [Redacted]

Dear Fernando Orbes:

Our records indicate that you had your 2001 Suburban serviced at Glendora Chevrolet on December 11, 2002. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Glendora Chevrolet.

Sincerely,

Charles F. Ugolino
Charles F. Ugolino
Director of Operations

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

- ☐ Please check this box if you no longer own/lease this 2001 Suburban, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON DECEMBER 11, 2002, COMPLETE THIS SURVEY**

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|-------------------------------------|-----------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?.... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Does Not

About Your Service Consultant/Advisor - Continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
How satisfied were you with the explanation you were given of all services performed?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Overall, how satisfied were you with your Service Consultant?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About Service Delivery

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
- The time it took to complete the transaction?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
- The ease of getting your vehicle?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
- The condition in which it was returned?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Yes	No			
12. Were ALL of your service concerns corrected on this service visit? <input type="checkbox"/>		<input checked="" type="checkbox"/>			

IF NO, why not? (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input checked="" type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know |

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Yes	No			
14. Were you given a copy of the completed repair order/invoice?..	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
	Yes	No	Don't Know/Not Sure		
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Glendora Chevrolet?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?.....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2001 Suburban?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Do you have any comments/recommendations about your:

Dealership: _____

Vehicle: HAD A PROBLEM WITH CARBON BUILD-UP ON MANIFOLD CAUSED STALLING IN THE DRIVE WAY'S STREET ALMOST HAD A FEW CARS. CAUSE

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Grand Saline
TX 75140-1647

HOME PHONE:

CASE NUMBER: 1-68088803 VIN: 3GNEC16T8YG123919
MODEL YEAR: 2000
DATE OPENED: 2003-01-29 SERIES: Suburban
DATE CLOSED: 2003-01-29 MILEAGE: 63000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME:
BRC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

J42 Throttle Linkage/Pedal
0 REPAIR ATTEMPT(S)

Sticks

*****WORK HISTORY*****

throttle linkage; ; 2003-01-29
03-01-29

Service Request has been Closed Dissatisfied.; ; 2003-01-29

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA:
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK:
RP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Goldsboro

NC 27534-8998

HOME PHONE:

CASE NUMBER: 1-74374465 VIN: 3GNEC16T31G142089
MODEL YEAR: 2001
DATE OPENED: 2003-02-20 SERIES: Suburban
DATE CLOSED: 2003-02-20 MILEAGE: 40300.0000000
SOURCE: Phone DELIVERY DATE:
BEC TYPE: N/A No DEALER NAME:
BEC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

J42 Throttle Linkage/Pedal
0 REPAIR ATTEMPT(S)

Sticks

*****WORK HISTORY*****

2001 Suburban; ; 2003-02-20
03-02-20

Service Request has been Closed Satisfied.; ; 2003-02-20
2003-02-20

SR in Status of Closed has been Re-Opened by ROBERTSC; ; 2003-02-20
2003-02-20

Service Request has been Closed Satisfied.; ; 2003-02-20

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Brooklyn , NY 11211-7523

CASE NUMBER: 1-82898133 VIN: 3GNEC16T51G184036
MODEL YEAR: 2001
DATE OPENED: 2003-03-20 SERIES: Suburban
DATE CLOSED: 2003-04-02 MILEAGE: 35787.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Lasorsa Buick-Pontiac-Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 3510 Webster Ave, Bronx, NY, 10467-4998, USA

*****GENERAL CASE INFORMATION*****

J42 Throttle Linkage/Pedal
0 REPAIR ATTEMPT(S)

Sticks

*****WORK HISTORY*****

Veh stalls; ; 2003-03-20
2003-03-20

Concerns; ; 2003-03-20
2003-03-20

Service Request has been Closed Satisfied.; ; 2003-03-20
2003-03-27

SR in Status of Closed has been Re-Opened by HALABIM; ; 2003-03-27
2003-03-27

Cust provided update; ; 2003-03-27
2003-03-27

File reopened/Please see inbound call notes; ; 2003-03-27
2003-03-27

Repairs; ; 2003-03-27
2003-03-27

Throttle Body Cleaning; ; 2003-03-27
2003-03-31

CONTACT KOHN DLR; ; 2003-03-31
2003-03-31

Research; ; 2003-03-31
2003-03-31

WVE; ; 2003-03-31
2003-03-31

Cleanings; ; 2003-03-31
2003-03-31

Business Case; ; 2003-03-31
2003-04-01

John offer; ; 2003-04-01
2003-04-01

Goodwill; ; 2003-04-01
2003-04-01

Created:CAC_RS0025. SR#1-82898133; ; 2003-04-01
2003-04-01

Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-04-01
2003-04-01

6/100 engine comp ltr; ; 2003-04-02
2003-04-02

Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-04-02
2003-04-02

Service Request has been Closed Satisfied.; ; 2003-04-02
2003-03-31

DealerWorld Inbound Message 04/08/2003 08:01:0675; ; 2003-04-17

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
FAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:

OWNER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:

IF SO, WHERE:

*****ADR INFORMATION*****

INTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:	CONTACT NUMBER:	1
COMPANY:	CONTACT TYPE:	
	CONTACT PHONE:	
ADDRESS:		

August 1, 2003

Service Request: S1-82898133

Dear Mr. [REDACTED]

Chevrolet is pleased to provide service coverage for the engine on your 2001 Chevrolet Suburban, Vehicle Identification Number 3GNEC16T51G184036. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until December 26, 2006, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Engine - Cylinder block, heads, crankshaft and bearings, crankshaft seals - front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts, water pump, intake and exhaust manifolds, flywheel, harmonic balancer, and engine mounts.

Chevrolet will not be responsible for conditions arising from tampering, abuse, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Suburban. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Lydia Rocha
Customer Relationship Manager

RS0025-A/pms

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:

Port Lavaca
TX 77979-5608

HOME PHONE:

CASE NUMBER: 1-98587527 VIN: 3GNEC16T51G120207
MODEL YEAR: 2001
DATE OPENED: 2003-05-12 SERIES: Suburban
DATE CLOSED: 2003-05-13 MILEAGE: 44200.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/ANo DEALER NAME: Atzenhoffer Chevrolet Company, Inc.
BRC PARENT: DEALER ADDRESS: 3211 N Navarro, Victoria, TX, 77901-3346, USA

*****GENERAL CASE INFORMATION*****

J42 Throttle Linkage/Pedal
0 REPAIR ATTEMPT(S) Unwanted Acceleration

*****WORK HISTORY*****

Throttle body; ; 2003-05-12
2003-05-12

svc mgr - Ralph Giron; ; 2003-05-12
2003-05-13

after dlr contact; ; 2003-05-13
2003-05-13

svc mgr - Ralph Giron; ; 2003-05-13
2003-05-13

svc mgr - Ralph Giron; ; 2003-05-13
2003-05-13

left message at work; ; 2003-05-13
2003-05-13

Close satisfied; ; 2003-05-13
2003-05-13

Service Request has been Closed Satisfied.; ; 2003-05-13

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

ACCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

COMP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST PAID:

INTEREST RATE:

DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:
TITLE BRAND:

PLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****ERC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

EARLY QUALITY FEEDBACK REPORT

CASE ID:	EQF-003
VIN NUMBER:	1GTEK19T5XE504933
BUILD DATE:	10/09/1998
SOLD DATE:	10/17/1998
INTERVIEW DATE:	11/30/1998
ENG RPO:	LM7
SUBSYSTEM:	Transmission
PROB CODE DESCRIPTION:	Other Transmission Problem
VERBATIM:	The gas pedal sticks right after you push it. It has occurred on two other friend's vehicles like mine. It occurred every single time I pressed the accelerator, and you have to push really hard to get it to accelerate. It was like this when I took delivery. The problem doesn't still occur because I had the dealer fix it.

CASE ID:	EQF-004
VIN NUMBER:	1GTEC14TXXZ529159
BUILD DATE:	04/23/1999
SOLD DATE:	04/28/1999
INTERVIEW DATE:	08/09/1999
ENG RPO:	LM7
SUBSYSTEM:	Interior
PROB CODE DESCRIPTION:	Other Interior Problems
VERBATIM:	The gas pedal sticks when I go to accelerate. I noticed this at delivery. I have not had the problem serviced.

EARLY QUALITY FEEDBACK REPORT

CASE ID:	EQF-015
VIN NUMBER:	1GCEC14T8YE177268
BUILD DATE:	09/28/1999
SOLD DATE:	10/08/1999
INTERVIEW DATE:	11/07/1999
ENG RPO:	LM7
SUBSYSTEM:	Steering / Handling
PROB CODE DESCRIPTION:	Other Steering And Handling
VERBATIM:	The gas pedal sticks when I push it down. It seems to catch and when I push harder, it goes down. It seems to do this every time. And it started about a week ago, about three weeks after delivery. Not serviced.

CASE ID:	EQF-024
VIN NUMBER:	1GCEC14V0YZ189440
BUILD DATE:	09/22/1999
SOLD DATE:	09/27/1999
INTERVIEW DATE:	11/04/1999
ENG RPO:	LR4
SUBSYSTEM:	Interior
PROB CODE DESCRIPTION:	Other Interior Problems
VERBATIM:	The throttle sticks when I take off from a dead stop. I only have to press a quarter of the way down when this occurs. I noticed this at delivery. This occurs when the vehicle is cold. The problem has not been serviced. It still occurs.

EARLY QUALITY FEEDBACK REPORT

CASE ID:	EQF-028
VIN NUMBER:	1GCEC19V8YZ184533
BUILD DATE:	10/14/1999
SOLD DATE:	10/28/1999
INTERVIEW DATE:	11/29/1999
ENG RPO:	LR4
SUBSYSTEM:	Interior
PROB CODE DESCRIPTION:	Other Interior Problems
VERBATIM:	There is a problem with the gas pedal. It sticks when I take my foot off the gas. It sticks to the non accelerating position. I noticed the problem a month after delivery. This problem still occurs. The problem has not been serviced.

CASE ID:	EQF-029
VIN NUMBER:	1GTEC14V7YZ188987
BUILD DATE:	09/22/1999
SOLD DATE:	10/08/1999
INTERVIEW DATE:	11/10/1999
ENG RPO:	LR4
SUBSYSTEM:	Interior
PROB CODE DESCRIPTION:	Other Interior Problems
VERBATIM:	I have to push on the gas pedal really hard to get it to work. I noticed this at delivery. The problem has not been serviced. It still occurs. I notice this in all conditions.

GM616B
EA02-015

ATTACHMENT "1B"

GM RESTRICTED

Sarasota , FL 34233-1856

CASE NUMBER:	1-100553262	VIN:	3GKEC16T9YG124476
		MODEL YEAR:	2000
DATE OPENED:	2003-05-19	SERIES:	Yukon XL
DATE CLOSED:	2003-06-05	MILEAGE:	56963.0000000
SOURCE:	Phone	DELIVERY DATE:	
HRC TYPE:	PARYes	DEALER NAME:	Royal Oldsmobile-GMC Trucks Company
HRC PARENT:		DEALER ADDRESS:	5515 South Tamiami Trail, Sarasota, FL, 34231-4195,

*****GENERAL CASE INFORMATION*****

E04 Front Bumper
0 REPAIR ATTEMPT(S) Bent / Warped

*****WORK HISTORY*****

alleged product allegation - collision; / 2003-05-19
2003-05-19

Signing activity to PAR QUE; 2003-05-20
2003-05-20

Service Request Ownership has changed FROM: MAGUIRED TO: LOTTM; 2003-05-20
2003-05-20

assigned file to Robert St. Pierre at ext. 58420; 2003-05-21
2003-05-21

Service Request Ownership has changed FROM: LOTTM TO: STPIERRE; ; 2003-05-21
2003-05-21

Ownership Escalated to BRC/ ; 2003-05-21
2003-05-21

Case scan. No duplicates found.; ; 2003-05-21
2003-05-21

CRM contacted customer. Robert St. Pierre / PAR / Tampa 58420; ; 2003-05-21
2003-05-21

CRM contacted customer. : 2003-05-21
2003-05-22

Providing FYI to svc mgr and seeking assistance. J , 2003-05-22
2003-05-22

Providing FYI., ; 2003-05-22
2003-05-22

CRM advising the customer to the dealership. ; 2003-05-22
2009-05-22

Dealership to do inspection and fax r/o back to this CRM. Robert St. Pierre / PAR / Tampa
58420; ; 2003-05-22
2003-05-27

Svc mgr just got back from vacation and verifying concern.; ; 2003-05-27
2003-05-27

CRM responding to fax received.; ; 2003-05-27
2003-05-27

BRC FAR Scanned: 2003-05-27-17.10.46.000000, MSXDocNum: STP3ED37AD; ; 2003-05-28
2003-05-28

CRM reviewed. Robert St. Pierre / PAR / Tampa 58420; ; 2003-05-28
2003-05-28

Concern is a maintenance issue. Robert St. Pierre / PAR / Tampa 58420; ; 2003-05-28
2003-05-28

CRM providing GM's position.; ; 2003-05-28
2003-05-28

CRM responding to fax received.; ; 2003-05-28
2003-05-28

BRC FAR Scanned: 2003-05-28-09.10.30.000000, MSXDocNum: STP3ED3977; ; 2003-05-28
2003-05-29

CRM responding to fax received.; ; 2003-05-29
2003-05-30

BRC FAR Scanned: 2003-05-30-17.11.34.000000, MSXDocNum: STP3ED78B0; ; 2003-06-02
2003-06-02

CRM closing FAR file and sending to FTT for Z1243 payment processing.; ; 2003-06-02
2003-06-02

Service Request has been Closed Dissatisfied.; ; 2003-06-02
2003-06-03

SR in Status of Closed has been Re-Opened by LOTTM; ; 2003-06-03
2003-06-03

assigned file to Larry Meeks at ext. 57255; ; 2003-06-05
2003-06-05

Service Request Ownership has changed FROM: STPIERRE TO: MEEKSL; ; 2003-06-05
2003-06-05

FTT crm creating Gmwa; ; 2003-06-05
2003-06-05

FTT crm closing file; ; 2003-06-05
2003-06-05

Service Request has been Closed Dissatisfied.; ; 2003-06-05
Aula Wise

*****PAR INFORMATION*****

INCIDENT DATE: 2003-05-09 INCIDENT TIME: 15:00:00.000000
INCIDENT LOCATION: at the parking lot for Honeybaked Ham off Southgate Blvd in Sarasota

DRIVER NAME:
DRIVER DISABILITY: none

DRIVER AGE:

VEHICLE DESCRIPTION: cust started veh and gas pedal stuck, flew into high speed reverse and the back bumper hit a guard rail - veh stuck on the rail

ALLEGED DEFECTIVE COMPONENT: gas pedal was stuck - could not push it down, cust is trying to push it gently to release it and it slams into full throttle all the way to the floor

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 3
INJURIES:

ROAD CONDITION: Dry
BODY INJURY: Y

ROAD SURFACE: Asphalt

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE: N

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION: Customer is the original owner. The vehicle has not been repaired or settled with the insurance company.

MAINTENANCE LOCATION: none

CURRENT LOCATION OF VEHICLE: custs office 4461 Bee Ridge Rd. Sarasota FL 34233

NOTIFY NAME: Owner

VEHICLE INSPECTED: Accelerator/Throttle Systems

INSPECTORS NAME: Dealership INSPECTION DATE: 2003-05-27

00:00:00.000000

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BEC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

WARRANTY & BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:

LEASE TERM:

DAMAGE:

REPAIR:

FINCH:

ACCOUNT NUMBER:

INTEREST RATE:

ACCOUNT BALANCE:

LEGAL:

DEALER ADMINISTRATION:

RELEASE:

REPLACEMENT VIN:

NAME:

INTEREST PAID:

DEALER BUYOUT:

LEGAL TYPE:

LEMON LAW:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME: Paula Wise

ADDRESS: 4721 Country Manor Dr,

CITY/STATE: Sarasota, FL 34233-1856

PHONE NUMBER:

SEATING POSITION: Driver

TYPE OF INJURY: Back pain.

TREATED:

LOCATION:

RESTRAINT: Seatbelt

IF SO, WHERE:

*****ADR INFORMATION*****

INTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: Paula Wise

COMPANY:

CONTACT NUMBER: 1

CONTACT TYPE: 'Injured'

CONTACT PHONE:

ADDRESS: 4721 Country Manor Dr

Sarasota, FL 34233-1856

ROYAL OLDSMOBILE GMC-TRUCKS COMPANY
5515 SOUTH TAMiami TRAIL
SARASOTA, FLORIDA 34231

PO BOX 17458
SARASOTA, FLORIDA 34276

PHONE: 922-1543
SERVICE FAX: 923-6289
SALES FAX: 922-9102

DATE:

5-28-03

ATTENTION:

COMPANY:

FAX NUMBER:

1-866-249-2315

FROM:

Chuck Zona

NUMBER OF PAGES INCLUDING COVER SHEET:

MESSAGE/COMMENTS:

PLEASE CALL Chuck Zona @ ext 123

Thank you



Royal



OLDSMOBILE — GMC TRUCKS CO.

5515 South Tamiami Trail
Orlando, FL 32831
Phone: (407) 822-1542

P.O. Box 1745
Tampa, FL 34270
E: (813) 886-6100

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**STATE OF FLORIDA
REINTEGRATION DIVISION**

SEE LOOK FOR AMERICAN CUSTOMER SERVICE & TECH SUPPORTING BUSINESS

STATE REG. 5

RECOMMENDED SERVICES

01GCZ-LDP2195RX	FREE OIL CHANGE	MI	24.9
01GCZ	WATER	MI	0.00

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE
 AS LONG AS THE REPAIR COSTS DO NOT EXCEED
 \$_____. THE SHOP MAY NOT
 EXCEED THIS AMOUNT WITHOUT MY WRITTEN
 OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

04/20/02 08/27/01	117718 111548	37719 28078	10000 151	10000 104	10000 104	10000 104	WINDOW CONTROLS ENGINE MISC SHUTTLE X3 ENGINE MISC REAR SUSPENSION UNITAL CAR G.M. WAR.
07/13/01	Y10322	27512	10000 104	10000 104	10000 104	10000 104	
SERVICE							
SALES PERSON NO. 20168							
MICHAEL K. SIMS JR.							
VIN: 3GKEC26T9YG1Z4476		YEAR: 2000 MAKE: YONK MODEL: XE 1/2 TON 2W		MILEAGE: 281		LICENSER: 12632	
AD		36961 RYAN WARRANTY SERV		DATE: 02/04/00		EXPIRATION: 03/27/00	
WHITE/		COLOR: WHITE		VIN: AB87153		DATE: 02/04/00	
N		CCZY V Y A		56,963		26187	
02/04/00						02/04/00	
05/27/03 06:00 PM							
APPROVAL: [] Yes [X] No							
Advisor: STEVE							
ORIGINAL ORDER ESTIMATE:		PARTS	LABOR	TOTAL			
X		\$0.00	\$0.00	\$0.00			
COMMENTS: DROP							
CUSTOMER STATES THROUGH STATION WHEN ATTEMPTING TO ACCELERATE FROM A STOP MOTOR VIBES							
SEE CHUCK Z. PLAST PULSE							
(TS)							
Scan Diagnoses no Codes present							
To be billed to Q.M.							

Increased Accelerator Pedal Effort, Idle Instability (Clean Throttle Body and Adjust Blade) #02-06-04-054B - (03/17/2003)

Table 1: TPS Voltage Chart

Increased Accelerator Pedal Effort, Idle Instability (Clean Throttle Body and Adjust Blade)

1999-2002 Chevrolet Silverado

2000-2002 Chevrolet Suburban, Tahoe

2002 Chevrolet Avalanche

1999-2002 GMC Sierra

2000-2002 GMC Yukon, Yukon XL

with 4.8L or 5.3L V8 Engine (VINs V, T, Z -- RPOs LR4, LM7, LS9)

This bulletin is being revised to add condition information. Please discard Corporate Bulletin Number 02-06-04-054A (Section 06-Engine).

Condition

Some customers may comment on an idle instability and/or a higher than expected accelerator pedal effort from the idle position.

Cause

Condition may be caused by deposits in the throttle body bore and on the throttle plate.

Correction

Important

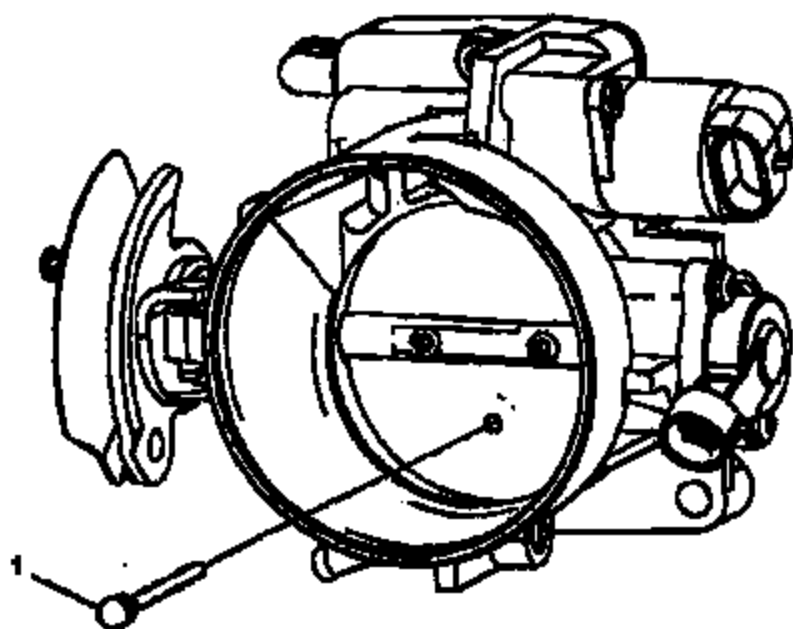
This procedure only applies to cable actuated throttle bodies on the models listed above. This procedure should not be performed on electronically controlled throttle bodies or on any vehicle or engine that is not listed above in the Models section.

1. Verify that the cause for this condition is not a damaged or binding throttle cable.
2. Remove the air intake duct. Refer to Air Cleaner Duct Replacement.
3. Inspect the vehicle for installation of a fixed orifice PCV valve, refer to Corporate Bulletin

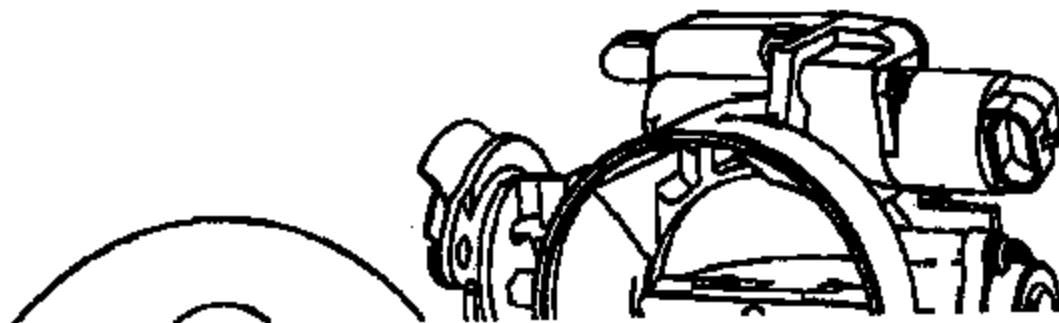
Number 01-06-01-029B for PCV valve identification. Vehicles undergoing this throttle body procedure **MUST** use a Fixed Orifice PCV Valve, P/N 12572717.

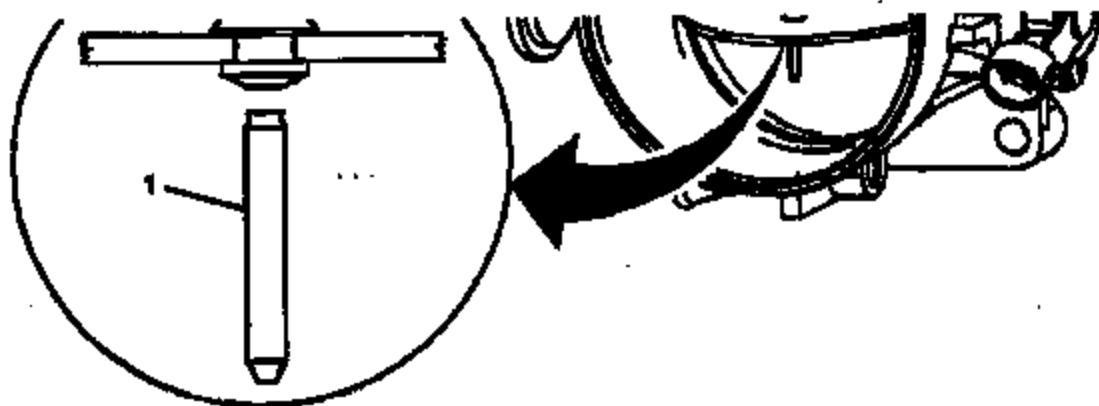
4. Clean throttle body bore and throttle valve plate of carbon using a shop rag and an appropriate cleaner. Refer to Engine Controls Repair Procedures - Throttle Body Cleaning Procedure.
5. Select the correct plug for the size of the air bypass hole in the throttle body being serviced. Use a 1/8-inch (.125") drill bit to determine which plug to use.

- o Vehicles built before introduction of the Fixed Orifice PCV Valve will have a 3.75 mm (.150") air bypass hole in the throttle plate. The 1/8-inch drill bit is smaller than the air bypass hole in these throttle bodies and can be inserted into the bypass hole. To plug the air bypass hole in these vehicles requires the yellow plug, P/N 12580749.
- o Vehicles built after introduction of the Fixed Orifice PCV Valve will have a 2.6 mm (.104") air bypass hole in the throttle plate. The 1/8-inch drill bit is larger than the air bypass hole in these throttle bodies and cannot be inserted into the bypass hole. To plug the air bypass hole in these vehicles requires the rod plug, P/N 12581011.



6. Insert the appropriate plug (1) into the air bypass hole in the throttle plate. Insert the "tail" end of the plug through the throttle plate air bypass hole.





7. Open the throttle plate to allow access to the tail end of the plug. Pull the tail section to securely position the plug into the air bypass hole and trim excess material (1) from plug.
8. Turn ignition key to the on position, with engine off.
9. Use the Tech 2 Scan tool to read initial TPS voltage.

Important

TPS voltage cannot exceed .69 V. If the vehicle has an initial TPS voltage greater than .61 V, replace the Throttle Body Assembly. This part is currently on parts restriction. Contact the General Motors Powertrain Quality Center at 866-654-7654 for assistance.

10. Using the Tech 2 Scan tool and a T15 driver to rotate the Minimum Air Rate screw, increase TPS voltage by .08 Volts (Refer to TPS Voltage Chart below).
11. Turn ignition key to the off position. Verify that the accelerator pedal moves freely - Depress the accelerator pedal to the floor and release.
12. Install the air intake duct. Refer to Air Cleaner Duct Replacement.
13. Start engine.
14. Using the Tech 2 scan tool, monitor TPS voltage and verify the TPS voltage is no greater than 0.69V.
15. Road Test Vehicle.

Important

If an increased accelerator pedal effort condition still exists after performing this bulletin, throttle body replacement may be required. Please contact the General Motors Powertrain Quality Center at 866-654-7654 for assistance, as the throttle body is currently on a parts restriction program.

TPS Voltage Chart

Initial TPS Voltage	TPS Voltage After .08 Volt Increase
0.45 V	0.53 V
0.47 V	0.55 V
0.49 V	0.57 V

0.51 V	0.59 V
0.53 V	0.61 V
0.55 V	0.63 V
0.57 V	0.65 V
0.59 V	0.67 V
0.61 V	0.69 V

If initial TPS voltage is greater than .61 V Replace Throttle Body Assembly

Parts Information

Part Number	Description	Qty
12580749	Plug, Throttle Plate - Yellow	1
12581011	Plug, Throttle Plate - Red	1

Parts are currently available from GMSPD.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
J5984	Throttle Body - Clean and Adjust	0.6 hr

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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CERTIFICATION

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Document ID# 1269746
1999 GMC Truck GMC C Sierra - 2WD

ROYAL OLDSMOBILE GMC-TRUCKS COMPANY,
5515 SOUTH TAMiami TRAIL
SARASOTA, FLORIDA 34231

PO BOX 17458
SARASOTA, FLORIDA 34276

PHONE: 922-1543
SERVICE FAX: 923-6289
SALES FAX: 922-9102

DATE:

5.28.03

ATTENTION:

COMPANY:

FAX NUMBER:

1-866-249-2315

FROM:

Chuck Loma

NUMBER OF PAGES INCLUDING COVER SHEET:

1

MESSAGE/COMMENTS:

Please send back pictures

Thank you

PAR Case Assessment Form

Sitel Request No.: 1-100883282

Customer Name: [REDACTED]

Product Purchased?: X New ☐ Used

Vehicle Identification Number: 3GKEC16T9YG124476

Model: Yukon XL

Make: GMC

Year: 2000

Mileage: 55,963

Service Request Detail Screen X Reviewed and Updated

Pre-PAR Form X Reviewed and Updated

PAR Detail Form X Reviewed and Updated

Allegation and / or Claim

- ☐ OnStar (Follow specialized procedure)
☐ Credit / Rebill Process (Review Step-by-Step)

X Injury

- ☐ Reviewed Step-by-Step in Webknowledge:
☐ Major (Surgery, compensation, current medical treatment, lacerations, sutures, fractures, paralysis, loss of consciousness, fatality)
☐ Forward file to ESIS.
☒ Minor (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a thorough description.
☒ Dealer
☐ Forward file to EAA
☐ Gray Area (Past medical treatment, surgery and injury. Pregnancy, numbness)
☐ Review file with Team Manager
☐ Forward file to ESIS
☐ PAR will work file

X Collision (Includes curbs and / or sidewalks):

- ☐ Air Bags (Vehicles) --
☐ Non-Deployment
☐ Forward file to EAA
☐ Advised customer on basic air bag function
☐ Inadvertent Deployment without collision
☐ Advised customer on basic airbag function
☐ Dealer (inspect under-carriage)
☐ Forward file to EAA
☐ Deployment with Collision
☐ Advised customer on basic air bag function
☐ Dealer (inspect vehicle and obtain a repair estimate)
☐ Forward file to EAA (Customer is requesting an inspection)
☐ Brakes / ABS (Vehicles if applicable) / Suspension / Tires / Wheel Alignment / Steering
☐ Major Body Damage (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)
☐ Forward file to EAA
☐ Advised customer on basic brake/ABS function
☐ Minor Body Damage (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)
☐ Advised customer on basic brake/ABS function
☐ Dealer
☐ Forward file to EAA (Customer is requesting an inspection)

☐ Thermal Event:

- ☐ Major (Entire vehicle, compartment, component and / or > 2 components)
 - ☐ Forward file to EAA.
- ☐ Minor (Centralized / Confined to a small area) - Review with customer and/or Dealership for a thorough description.
 - ☐ Dealer inspection and / or Repair Order
 - ☐ Forward file to EAA.
- ☐ Smoke / Non-Thermal -
 - ☐ Return to Workflow (File reviewed < 24 HRS after assignment).
 - ☐ PAR will work file (File is > 24 HRS after assignment).

☐ Property Damage (includes pets):

- ☐ < \$1,000 - Advise Dealership to proceed under PAR Warranty code Z1241
- ☐ > \$1,000 - Review with customer and/or Dealership for thorough description. Obtain estimate and attach to file and / or conclude damage may be > \$1,000
 - ☐ Forward file to ESIS.

☐ Insurance Subrogation Claim

☐ Deductible Claim

☐ Compensation Claim with Supporting Documentation - Review with customer and/or caller for thorough description.

- ☐ Forward file to ESIS.

☐ Law Enforcement Inquiry without allegation

- ☐ Forward file to Workflow

☐ Law Enforcement Inquiry with allegation

- ☐ Review file with Team Manager

☐ Customer Retracted Allegation:

- ☐ PAR will close file.

Vehicle Evaluation

X Inspection requested

- ☐ EAA
- X Dealer
- ☐ Field Personnel

☐ Inspection not requested

- ☐ Customer did not authorize inspection
- ☐ Customer accepted explanation and resolution
- ☐ Customer retracted allegation
- ☐ Vehicle not available
- ☐ Customer does not own vehicle

Global Action/Follow-Up

X Documented all actions and events in the PAR file

X Provided resolution to Dealer and AVM

CRM Resolution / Recommendation

- ☐ Forward file to ESIS
- ☐ Repair
- ☐ Repurchase
- ☐ Trade Repurchase
- ☐ Law Enforcement Inquiry
- X GM declines responsibility
- ☐ File Closed / Customer Information Request Only
- ☐ File forwarded to the Workflow
- ☐ Non PAR File
- ☐ Other

ROYAL OLDSMOBILE GMC-TRUCKS COMPANY,
5515 SOUTH TAMiami TRAIL
SARASOTA, FLORIDA 34231

PO BOX 17458
SARASOTA, FLORIDA 34276

PHONE: 922-1543

SERVICE FAX: 923-6289

SALES FAX: 922-9102

DATE:

ATTENTION:

COMPANY:

FAX NUMBER:

FROM:

NUMBER OF PAGES INCLUDING COVER SHEET:

MESSAGE/COMMENTS:

R. Paula W. W. W.



Royal

OLDSMOBILE — GMC TRUCKS CO.

4515 South Tamiami Trail
Sarasota, FL 34231
Phone (941) 888-1543

P.O. Box 17488
Sarasota, FL 34278
Fax (941) 822-8102

www.royaloldsmobile.com



STATE OF FLORIDA
REGISTRATION: RV-06838

SEE BACK FOR ADDITIONAL CREDIT
INFORMATION REQUESTED INFO

WORKING NO.	36961	ADDITIONAL	STEVE APPEL	26187	THIS NO.	05/29/03	WORKING NO.	GCM512632
LAST NAME		LAST NAME		ALIAS	56,963	WHITE/	WORKING	
YEAR/MAKE/MODEL		YEAR/MAKE/MODEL		YEAR/MAKE/MODEL		02/04/00	YEAR/MAKE/MODEL	281
00/GMC/YUKON XL/YUKON XL 1/2 TON 2WD		00/GMC/YUKON XL/YUKON XL 1/2 TON 2WD		00/GMC/YUKON XL/YUKON XL 1/2 TON 2WD		02/04/00	00/GMC/YUKON XL/YUKON XL 1/2 TON 2WD	02/04/00
3 G K E C 1 6 T 9 Y 4 1 2 4 4 7 6		3 G K E C 1 6 T 9 Y 4 1 2 4 4 7 6		3 G K E C 1 6 T 9 Y 4 1 2 4 4 7 6		05/27/03	3 G K E C 1 6 T 9 Y 4 1 2 4 4 7 6	
K.T.E.N.		K.T.E.N.		K.T.E.N.		05/27/03	K.T.E.N.	
00/00/00		00/00/00		00/00/00		05/27/03	00/00/00	

ALL PARTS
ARE NEW OR
MANUFACTURERS
REBUILT
UNLESS OTHERWISE
INDICATED

WARRANTY CLAIM DETAIL, TOTALS

TOTAL
98.68
TOTAL
98.68

APPROVED BY SIGNATURE

WCS AUDIT SLIP

WCS DATA FILE: GCMWF.996

05/29/2003

WARRANTY NEW CLAIM

1219

NO NUMBER NO DATE

VIN

DIV

DEALER

ODOMETER

SERVICE ADVISOR #

126384 05/27/2003 38XEC16T9Y4124476

8

83248

56963

225-13-6388

CUSTOMER NAME: FIRST: PAULA

MIDDLE: H

LAST: NISE

PHONE: HOME: 941-922-0795 HOME: 941-927-8396

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LARS CHRS NET-INT. LAB-TOT.

1 01 PV 3 12672717 4.06 3P 21345 1:8 84.62

LN-TOT: 98.68 TECH SRV: 075-46-3066 AUTH CODE: AUTH. AUTHOR.:

COMMENTS: CASE NUMBER 1-10883362

RENO PART NUMBERS: 12540749 12581011

R.O. TOTAL: 98.68

THANK YOU
FOR YOUR
BUSINESS

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information

Date	6/5/03	Service Request #	1-100553262
Customer Name			
VIN	30KEC16192G124476		
In-Service Date	2/4/00	Service Contract?	N
Current Mileage	56,953	New or Used	New
Warranty Blocked?	N	Purchase Date	
Branded Title?	N	Mileage at Purchase	

Dealer and Claim Information

Dealer Name	Royal GMC		
Dealer Svc Mgr	Chuck Zerna	Dir Warranty Admin	
Dealer Phone	941-922-1543	Dealer Fax	941-923-6289
Dealer BAC	117854		
Divisions (15-Olds, 16-Port, 48-GMC, 13-Chev, 12-Cad, 11-Bu, 10-Hu)			
Dealer Division and Code	48-53248		
Repair Order Number	126324		
Repair Order Close Date	5/29/03		
Labor Op. Code Z1242	Dollar Amt	\$98.68	
Labor Op. Code Z1243	Dollar Amt		
Cause Code (CC)	MJ		
Failure Code (FC)	98		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and O/LH: DO NOT PUT IN HOURS

Parts and Labor Costs: DO NOT PUT IN COSTS

Net Amount: \$98.68

DO NOT ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN ANY AUTH CODE

Additional Comments: CLAIM CAN BE SUBMITTED ON OR AFTER 6/12/03, IF CLAIM REJECTS FAX COPY OF THIS FORM AND REJECTION SLIP TO 866-222-8258 ASAP FOR REVIEW LARRY MEERS/EAR

Retain Copy with Dealer Repair Order

Complaint: Throttle

Cause: Unknown

Correction: Vehicle Inspected

Justification: GOODWILL GESTURE FOR CUSTOMER SATISFACTION

PAR CRM Robert St. Pierre

FTT CRM LARRY MEERS

Date Claim Forwarded 6/5/03

IF Forwarded to WHC

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6045950	VIN Number:	3GNEC18T81G158321
Date Opened:	11/19/2002	Model Year:	2001
Date Closed:	02/11/2003	Series:	Suburban 1500
Dealer Code:	B15247	Mileage:	24638
Address:	NUCAR CHEVROLET NEW CASTLE	State:	DE
Dealer Phone:			

SYMPTOM ABSTRACT— IDLE THROTTLE BODY

RESOLUTION ABSTRACT- THROTTLE BODY REP

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/19/2002 09:15:59 SBD TEMPLATE - SHOOK

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME- SERVICE MANAGER DAVE MARSH

CUSTOMER CONCERN - IDLE SURGE WITH AC ON

DEALER COMMENTS/DIAGNOSIS - DAVE STATES THEY HAVE VERIFIED IDLE SURGE,
TECH CLEANED THROTTLE BODY WITH NO IMPROVEMENT. NO DTC'S STORED.

TAC RECOMMENDATION - ADVISED DAVE TO HAVE TECH REPLACE THROTTLE BODY AND
EVALUATE. A001051

...JCS

11/19/2002 09:15:59 HISTORY - SHOOK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6866741	VIN Number:	1GCGK13U12F196768
Date Opened:	11/27/2002	Model Year:	2002
Date Closed:		Series:	Silverado Crew Cab 1500
Dealer Code:	B24374	Mileage:	12827
Address:	MARTIN CHEVROLET INC BREAU BRIDG	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT— BODY THROTTLE HIGH ACCELERATOR PEDDLE EFFORT

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/27/2002 10:16:59 SBD TEMPLATE - AKERS

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) RUSSELL LEBLANC SM

CUSTOMER CONCERN - HIGH ACCELERATOR PEDDLE EFFORT FROM IDLE.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

THE DEALER REPORTS THAT THE VEHICLE HAS A HIGH ACCELERATOR PEDDLE EFFORT FROM THE IDLE POSITION.

TAC RECOMMENDATION -
SUGGESTED.

CLEAN THE THROTTLE BODY AND EVALUATE IF THE CONCERN IS NOT CORRECTED THEN REPLACE THE THROTTLE BODY.

11/27/2002 10:16:59 HISTORY - AKERS

12/05/2002 15:28:57 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6118126	VIN Number:	3GKEC16T4YG211329
Date Opened:	12/19/2002	Model Year:	2000
Date Closed:		Series:	Yulon
Dealer Code:	P08005	Mileage:	44822
Address:	TOBY WELLS PONTIAC-B/SOUTHERN PINE	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT THROTTLE ELECTRICAL THROTTLE STI
RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/19/2002 12:28:12 SBD TEMPLATE - KOPEC STRATEGY BASED
DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME - MIKE FLINCHUM - TECH

CUSTOMER CONCERN - UNWANTED ACCELERATION

DEALER COMMENTS/DIAGNOSIS - TECH STATES P0102 IS SET. THE VEHICLE APPARENTLY ACCELERATED OR STUCK AT A HIGH THROTTLE PERCENTAGE. THE CUSTOMER PUT IT INTO NEUTRAL AND PULLED OVER. ANOTHER DEALER REPLACED THE THROTTLE BODY FOR A NEAR STALLING CONCERN. TECH IS LOOKING FOR DIRECTION.

TAC RECOMMENDATION -

- ADVISED TECH A MAF CONCERN WILL NOT CAUSE THE VEHICLE TO ACCELERATE.

- ADVISED TECH TO THOROUGHLY CHECK THE THROTTLE BLADE FOR STICKING/BINDING OR WITNESS MARKS OF SUCH A CONDITION. IF IN DOUBT, REPLACE THROTTLE BODY FOR CUSTOMER SAFETY/SATISFACTION.

- ADVISED TECH TO HAVE THE CUSTOMER DRIVE WITHOUT FLOOR MATS AND SEE IF

E482-015 / GM616B

CONCERN HAPPENS AGAIN.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6132288	VIN Number:	1GNEC13Z42R162488
Date Opened:	12/30/2002	Model Year:	2002
Date Closed:	12/30/2002	Series:	Tahoe
Dealer Code:	B07515	MBadge:	17668
Address:	ALLEN SAMUELS CHEVROWACO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT--- ACCELERATE PEDAL STICK ELECTRONIC THROTTLE CO
RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - ABNORMAL CONDITION - UNPUBLIS
UCC CODE 1-----
UCC-1 DESCRIPTION--- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

12/30/2002 11:08:10 SBD TEMPLATE - STARKEL
STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION
4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME - TOMMY WILLIS - TECH

CUSTOMER CONCERN - THE ACCELERATOR PEDAL STUCK AT THE IDLE POSITION THEN
FREED UP WITH EXTRA PRESSURE ON THE PEDAL.

DEALER COMMENTS/DIAGNOSIS - DEALER HAS NOT BEEN ABLE TO DUPLICATE THIS
AND THERE ARE NO CODES. DEALER STATES THERE IS NOTHING FOUND THAT WOULD
GET STUCK IN THE PEDAL. THE VEHICLE HAS THROTTLE ACTUATED CONTROL.

TAC RECOMMENDATION - MAY WANT TO REPLACE THE ACCELERATOR PEDAL ASSEMBLY
WITH THE APP SENSOR.

DEALER REQUESTED THE CASE BE CLOSED AS INFORMATION.
12/30/2002 11:08:10 HISTORY - STARKEL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6138012	VIN Number:	2GTEK19T121278510
Date Opened:	01/02/2003	Model Year:	2002
Date Closed:		Series:	Sierra 1500
Dealer Code:	G44681	Mileage:	13518
Address:	JAMES MOTOR COMPANY, HAYS	State:	KS
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STICK THROTTLE THROTTLE STICKING

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/02/2003 11:42:38 SBD TEMPLATE - ESCAMILLA

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

BOB KLAUS TECH

CUSTOMER CONCERN -

OWNER ELEGES THAT THE THROTTLE STUCK AND WOULD NOT RELEASE.

HAD TO PULL OVER AND TURN VEH OFF. I STARTED THE VEH AND THE ENGINE WAS STILL ACCELERATED.

TURN OFF THE VEH AND STEP ON GAS PEDAL SEVERAL TIMES AND THEN I STARTED THE VEH AND THE VEH OPERATED FINE.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

BOB KLAUS REPORTS THAT HE HAS NOT VERIFIED THE CONCERN.

TAC RECOMMENDATION -

ADVISED BOB TO CHECK FOR CARPET BUNCHING UP UNDER GAS PEDAL.

CHECK THROTTLE CABLE AND CRUISE CONTROL CABLE FOR BINDING.

CHECK THROTTLE BODY FOR BINDING THROTTLE PLATES.

VALDEMAR ESCAMILLA SR

MASTER TECHNICAL CONSULTANT

EXT 40702

01/02/2003 11:42:38 HISTORY - ESCAMILLA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6158848	VIN Number:	1GCHK29G71E250591
Date Opened:	01/09/2003	Model Year:	2001
Date Closed:		Series:	Silverado 2500
Dealer Code:	B07022	Mileage:	59341
Address:	ALL AMERICAN CHEVROLEDESSA	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— MISS POWER P0300 WIDE OPEN THROTTLE BANK 1

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/09/2003 15:34:01 SBD TEMPLATE - SHOOK

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME- TECH DON SYDOW

CUSTOMER CONCERN - MISS AT WIDE OPEN THROTTLE LACK OF POWER

DEALER COMMENTS/DIAGNOSIS - TECH STATES THEY HAVE P0300 STORED, MISS ON 1
3 5 7 WIDE OPEN THROTTLE, PW ON B1 10MS WHILE B2 IS 17 MS, PCM AND 02
SENSOR REPLACED WITH NO CHANGE.

TAG RECOMMENDATION - EVALUATE WITH BOTH 02 SENSORS DISCONNECTED, IF POWER
RESTORED SUSPECT 02 SENSOR CKT CONCERN, IF POWER STILL LOW WITH MISS ON
BANK 1 CHECK EXHAUST BACKPRESSURE, DROP EXHAUST AND EVALUATE.

...JCS

01/09/2003 15:34:01 HISTORY - SHOOK

01/13/2003 16:16:31 NICOLETTI -CALLER'S NAME (FIRST, LAST, AND
POSITION)

EA92-015 / GM616B

STEVE MURRAY .

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

TECH LOOKING FOR INFO ON P0300 .

NEW RECOMMENDATIONS

01/13/2003 16:18:02 CARD
POSITION)

-CALLER'S NAME (FIRST, LAST, AND

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

6__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

DEALER STATES AT WOT THERE IS A LOSS OF POWER. DEALER STATES EXHAUST BACK
PRESSURE IS GOOD, NEW PCM, NEW HO2S ON B1S1, INJECTOR CLEANING, OPEN LOOP
WITH HO2S UNPLUGGED DID NO AFFECT RUNNING CONDITION. DEALER STATES P0300
WOT, HO2S DROP LEAN ON BANK 1. DEALER STATES FUEL PRESSURE IS 60 PSI
RUNNING, DOES NOT DROP WHEN WOT. ENGINE CLATTERING LOUD AT 3500 RPM -
MISFIRES ON 1, 3, 5, 7.

NEW RECOMMENDATIONS

CHECK REGULATOR

CHECK FUEL VOLUME

RELEARN CKP TIMING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6188448	VIN Number:	1GTEG14X72Z344157
Date Opened:	01/21/2003	Model Year:	2002
Date Closed:		Series:	Sierra 1500
Dealer Code:	G40148	Mileage:	11688
Address:	MATAGA BUICK-PONTIAC STOCKTON	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— STICK THROTTLE THROTTLE STICKS

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/21/2003 19:20:25 SBD TEMPLATE - DIDOMINICIS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

MIKE HATCH

CUSTOMER CONCERN -

CUSTOMER STATES THROTTLE STICKS.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH STATES HE HAS DUPLICATED THE THROTTLE STICKING. HE IS CALLING FOR BULLETINS OR P/I'S.

TAC RECOMMENDATION -

ADVISED TECH OF NO BULLETINS OR P/I'S AND THAT NORMAL DIAGNOSTICS WILL BE NECESSARY TO DETERMINE IF THE THROTTLE CABLE IS REALLY WHAT IS BINDING, THE THROTTLE HAS CARBON BUILDUP CAUSING THE BINDING , OR IF THE THROTTLE BODY IS BINDING AND WILL NEED TO BE REPLACED.

01/21/2003 19:20:25 HISTORY - DIDOMINICIS

01/31/2003 14:14:51 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6198870	VIN Number:	1GNEK13Z62R185881
Date Opened:	01/24/2003	Model Year:	2002
Date Closed:		Series:	Tahoe
Dealer Code:	B32623	Mileage:	11515
Address:	SHEPARD CHEVROLET-POROCKLAND	State:	ME
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STICK THROTTLE THROTTLE STICKS H

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/24/2003 15:22:21 SBD TEMPLATE - BLOSS

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) BARRY SHEPARD S/M

CUSTOMER CONCERN - THROTTLE STICKS INTERMITTENTLY

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR STATES THEY HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN. CUSTOMER SAID SHE HAD TO SLAM THE THROTTLE PEDAL A COUPLE OF TIMES AND THEN IT UNSTUCK. DLR STATES THEY HAVE ORDERED A NEW THROTTLE CABLE AND ARE CALLING TO SEE IF WE HAVE ANY RELATED CASES.

TAC RECOMMENDATION - ADVISED TECH OF NO RELATED CASES.

ADVISED DLR TO CHECK FOR CARPET BUNCHING UP UNDER GAS PEDAL.

CHECK THROTTLE CABLE AND CRUISE CONTROL CABLE FOR BINDING.

CHECK THROTTLE BODY FOR BINDING THROTTLE PLATES.

01/24/2003 15:22:21 HISTORY - BLOSS

EA02-015 / GM616B

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6285649	VIN Number:	2GCEK19T7Y1208041
Date Opened:	01/28/2003	Model Year:	2000
Date Closed:		Series:	Silverado 1500
Dealer Code:	B25640	Mileage:	87248
Address:	BILLY TINGLE CHE-OLDSRINGFIELD	State:	KY
Dealer Phone:			

SYMPTOM ABSTRACT— HIGH IDLE INTERMITTENT HIGH IDLE B00-08-04-00

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/28/2003 13:31:48 SBD TEMPLATE - SEGAN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DANNY CLARKSON

CUSTOMER CONCERN -ALLEGED INTERMITTENT HIGH IDLE AND WHEN IT STICKS THE CUSTOMER HAS TO PULL OVER AND SHUT THE VEHICLE OFF. UPON RESTART THE IDLE IS OK.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH STATES THAT THE FIRST TIME IN THE DLR CLEANED THE THROTTLE BODY AND IAC. 2ND TIME IN THE CUSTOMER REPORTED NO CHANGE AFTER THE CLEANING PROCEDURE. THE TECH IS STILL UNABLE TO DUPLICATE THE HIGH IDLE CONDITION. THERE IS NO WITNESS MARKS IN THE THROTTLE BORE, AND THE CABLES AND LINKAGES ARE NOT STICKING AT THIS TIME. TECH ALSO STATED THAT THE S/M IS AWARE OF THIS COMPLAINT.

TAC RECOMMENDATION -

EA62-915 / GM616B

REFERENCED B00-06-04-007 FOR STICKING THROTTLE PLATES
AND ADVISED THE TECH THAT SINCE THIS COULD POSSIBLY BE A SAFETY ISSUE,
THE DLR IS TO
REPLACE THE THROTTLE BODY FOR DIAGNOSTICS AND RETEST.
ALSO ADVISED THE DLR THAT ATTEMPTING TO GET A SNAP-SHOT WOULD HELP IN THE
DIAGNOSTICS AS WELL.

DLR TO CALL BACK IF ANY ADDITIONAL HELP IS NEEDED AND TO FOLLOW UP WITH
THE CASE CLOSING INFO,
.....GLS

01/28/2003 13:31:46 HISTORY - SEGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6236484	VIN Number:	1GCGK13U42F122504
Date Opened:	02/10/2003	Model Year:	2002
Date Closed:		Series:	Silverado Crew Cab 1500
Dealer Code:	B32471	Mileage:	41982
Address:	SHEARER CHEVROLET COBURLINGTON	State:	VT
Dealer Phone:			

SYMPTOM ABSTRACT— SAILON THROTTLE

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

02/10/2003 09:45:34 SBD TEMPLATE - COOMER

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CHUCK BRIGHENTI

CUSTOMER CONCERN -

ACCELERATOR STICKS

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

CHUCK STATES THE FIRST TIME THE RO WAS THROTTLE STICKS SO THEY REPLACED THE THROTTLE BODY. THEN HE FINDS OUT WHAT THE CUST WAS COMPLAINING ABOUT WAS AT HIGHWAY SPEEDS WHEN RELEASING THE THROTTLE IT WOULD NOT DROP IN SPEED. THEY THEN REPLACED THE CRUISE MODULE. THERE ARE NO DTC'S.

TAC RECOMMENDATION -

ADVISED IT SOUNDS LIKE SAIL ON. QUESTION CUST AS IF HE EVER TAPPED THE BRAKE AND HAVE IT NOT START TO DECEL WITH THE EXCEPTION OF GOING DOWN HILL.

DUPLICATE THE CONCERN BEFORE ANY MORE REPAIR ATEMPTS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6268152	VIN Number:	1GKFK66U91J175834
Date Opened:	02/19/2003	Model Year:	2001
Date Closed:		Series:	YUKON
Dealer Code:	G06110	Mileage:	30522
Address:	TULLEY BUI-PON-GMC BASHUA	State:	NH
Dealer Phone:			

SYMPTOM ABSTRACT— BIND THROTTLE THROTTLE PEDAL BINDS WHEN COLD

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

02/19/2003 08:44:00 SBD TEMPLATE - GREENBERG

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

WAYNE DAIGOE TECH

CUSTOMER CONCERN -

THROTTLE STICKS WHEN COLD IN THE AM.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH STS NO DTC'S AND CANNOT DUPLICATE THIS. TECH STS THIS IS AN ELECTRONIC THROTTLE EQUIPPED VEHICLE.

TAC RECOMMENDATION -

TECH TO DUPLICATE CONDITION AND TO VERIFY THAT NOTHING IS GETTING IN THE WAY OF THE PEDAL IE FLOOR MATS

02/19/2003 08:44:00 HISTORY - GREENBERG

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6315606	VIN Number:	1GKGK28U02R267686
Date Opened:	03/12/2003	Model Year:	2002
Date Closed:	03/18/2003	Series:	Yukon
Dealer Code:	G21334	Mileage:	15213
Address:	BOB ROSS BUICK-GMC-HCENTERVILLE	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— BIND THROTTLE THROTTLE BINDS

RESOLUTION ABSTRACT- THROTTLE BODY-R&R

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/12/2003 15:12:47 SBD TEMPLATE - GREENBERG

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JAMES RANDALL TECH

CUSTOMER CONCERN -

GAS PEDAL STICKS

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH ASKED IF HE SHOULD TRY CLEANINGH THIS T-BODY OR REPLACE IT

TAC RECOMMENDATION -

TECH TO CLEAN 1ST AND IF IT STILL BINDS THEN REPLACE.

03/12/2003 15:12:47 HISTORY - GREENBERG

03/18/2003 14:33:36 REBOLA -DEALER SURVEY WAS PERFORMED

03/18/2003 14:33:46 REBOLA - CASE CLOSED

DEALER REPORTS WHILE PERFORMING DEALER SURVEY CASE CLOSED.

CLEANED THROTTLE BODY TO RESOLVE CONDITION.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6339668	VIN Number:	1GNFK16Z52J289574	
Date Opened:	03/21/2003	Model Year:	2002	
Date Closed:		Series:	Suburban 1500	
Dealer Code:	B10122	Mileage:	10095	
Address:	COOK CHEV-OLDS, INC. CRAIG	C	State:	CO
Dealer Phone:				

SYMPTOM ABSTRACT— PQC STICK THROTTLE BINDS 25% OPEN 88984290

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/21/2003 12:45:17 SBD TEMPLATE - LOCKE

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

STEVE LATHROP

CUSTOMER CONCERN -

PEDDLE IS STICKING.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR HAS NOT PERFORMED TSB 02-06-04-054

TAC RECOMMENDATION -

DLR TO PERFORM TSB AND CALL AS NEEDED.

03/21/2003 12:45:17 HISTORY - LOCKE

03/21/2003 13:07:37 CLIFFORD -CALLER'S NAME (FIRST, LAST, AND POSITION)

STEVE LATHROP, SERVICE MANAGER

SAME DAY NUMBER OF TIMES IN FOR THE SAME CONDITION

_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN)

STEVE IS UPSET THAT HE CANNOT GET A THROTTLE BODY FOR THIS SAFETY RELATED CONCERN. THIS VEH DOES NOT HAVE THE CONDITION LISTED IN TSB 02-08-04-054. IT DOES NOT STICK SHUT, IT STICKS OPEN AT ABOUT 25% AND HAS TO BE PHYSICALLY CLOSED USING A SUITABLE TOOL. THERE ARE NO SIGNS OF DEBRI IN THE BORE THAT WOULD ACCOUNT FOR THIS CONDITION. NO BINDING CABLE. NO FLOOR MAT INTERFERENCE WITH THE THROTTLE PEDAL.

NEW RECOMMENDATIONS TAC AGREES WITH THE DLR THAT THE TSB WILL NOT FIX THE DESCRIBED CONDITION.

TAC LEFT AN URGENT VME FOR JIM BENNETT AT THE PQC AND TAC TEAM LEADER B.REBOLA.

03/21/2003 13:49:43 BRADLEY - PQC

CALLER'S NAME (FIRST, LAST, AND POSITION)

STEVE LATHROP, SERVICE MANAGER

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL DETAILS OF THE CONCERN)

NON THROTTLE ACUATED THROTTLE, CABLE STYLE TBI

NEW RECOMMENDATIONS

ADV DLR PER TEAM LEADERS THAT WE WILL GET BACK WITH HIM EITHER TODAY OR MONDAY ON THE CONCERN.

STEVE LATHROP

970-824-2100

6:30 MT.

03/21/2003 14:23:00 BENNETT - PQC UPDATE

CALLER'S NAME (FIRST, LAST, AND POSITION)

STEVE LATHROP, SERVICE MANAGER

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

EA02-015 / GM616B

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)
DLR REQUESTING A THROTTLE BODY. DLR ALLEGES THAT THROTTLE BODY STICKS AT
25% THROTTLE AND HAS TO USE A SCREW DRIVER TO GET PLATE. DISCUSSED CASE
WITH TAC (BRUCE CLIFFORD) AND PQC WILL AUTHORIZE A THROTTLE BODY.

NEW RECOMMENDATIONS
UNABLE TO SPEAK WITH STEVE LATHROP (970-824-2100) IN SERVICE AND LEFT A
MESSAGE WITH THE OPERATOR FOR STEVE TO CALL ME.

JIM BENNETT
PQC TEAM LEADER
810-237-2281

03/21/2003 15:03:03 BENNETT - PQC UPDATE

CALLER'S NAME (FIRST, LAST, AND POSITION)
STEVE LATHROP, SERVICE MANAGER

1 NUMBER OF TIMES IN FOR THE SAME CONDITION
1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)
UNABLE TO SPEAK WITH STEVE LATHROP (970-824-2100) IN SERVICE AND LEFT A
MESSAGE WITH THE OPERATOR FOR STEVE TO CALL ME.

NEW RECOMMENDATIONS
SPOKE WITH STEVE LATHROP (970-824-2100) CONCERNING THROTTLE BODY CONCERN.
ADVISED STEVE THAT I SPOKE WITH TAC (BRUCE CLIFFORD) AND DISCUSSED ISSUE.
ADVISED STEVE THAT PQC WILL AUTHORIZE REPLACEMENT OF THROTTLE BODY AND
SEND CASE TO SPO. ADVISED STEVE THAT DEALER SHOULD RECIEVE PART WITHIN
3-4 BUSINESS DAYS. ADVISE STEVE TO PERFORM T88 02-06-04-054A ON
REPLACEMENT THROTTE BODY AND IF HE HAD ANY QUESTION CONCERNING THE
THROTTLE BODY TO CALL ME.

JIM BENNETT
PQC TEAM LEADER
810-237-2281

03/23/2003 12:03:11 BENNETT

- PQC UPDATE

CALLER'S NAME (FIRST, LAST, AND POSITION)

SPO RESTRICTION

N/A NUMBER OF TIMES IN FOR THE SAME CONDITION

N/A NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

N/A

NEW RECOMMENDATIONS:

SENT REQUEST TO SPO FOR PART 88884280 TO BE SENT TO DEALER.

03/24/2003 09:20:19 WIRGAU

- PART ORDERED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6342329	VIN Number:	2GCEK19T521117535
Date Opened:	03/24/2003	Model Year:	2002
Date Closed:		Series:	Silverado 1500
Dealer Code:	B15105	Mileage:	18930
Address:	DAVIDSON CHEV-OLDS-CWATERTOWN	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— THROTTLE THROTTLE STICKS OPEN

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/24/2003 13:40:22 SBD TEMPLATE - SLEEMAN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) MARK MONTONDO

CUSTOMER CONCERN - THROTTLE STICKS OPEN.

DEALER COMMENTS/DIAGNOSIS -DLR STS VEH HAS A COMPLAINT OF THROTTLE STICKS OPEN. DLR STS HE CLEANED THE THROTTLE BODY ON THE LAST VISIT AND THE CONDITION HAS RETURNED WITH THE SAME COMPLAINT. DLR STS HE HAS NOT BEEN ABLE TO DUPLICATE THE CONDITION. DLR STS THERE IS NO DAMAGE TO THE VEHICLE.

TAC RECOMMENDATION - ADVISED DLR THAT WITHOUT DUPLICATING THE CONDITION THE REPLACEMENT OF THE THROTTLE BODY, CABLE, ACCELERATOR PEDAL AND THE CRUISE CONTROL UNIT WOULD BE THE ONLY WAS TO ENSURE THE CONDITION WILL NOT REOCCUR. ADVISED DLR THAT THIS SHOULD BE DISCUSSED WITH THE AVM PRIOR TO ANY REPAIRS.

03/24/2003 13:40:22 HISTORY - SLEEMAN

EA02-015 / GM616B

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6349333	VIN Number:	1GCHK29G91E292390
Date Opened:	03/26/2003	Model Year:	2001
Date Closed:		Series:	Silverado 2500
Dealer Code:	B36595	Mileage:	24139
Address:	SMITH CHEVROLET CO. IDAHO FALLS	State:	ID
Dealer Phone:			

SYMPTOM ABSTRACT— HIGH IDLE INTERMITTENT ALLEDGY THROTTLE STICK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

03/26/2003 12:35:24 SBD TEMPLATE - KUBACKI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) LYNDON FELTON (TECH)

CUSTOMER CONCERN -INTERMITTENT THROTTLE STICKS

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH HAS PERFORMED A DIAGNOSTIC CIRCUIT CHECK & HAS NO CODES. TECH STATES CUST STATES PEDAL GOES TO FLOOR & HAS A VERY HIGH IDLE.

TAC RECOMMENDATION -

TO INSPECT FOR A POSSIBLE FLOOR MAT OR ? INTERFERING WITH THE APP PEDALS. TO PLACE VOR IN VEHICLE TO ALLOW CUSTOMER TO GATHER DATA ON THE CONCERN.

03/26/2003 12:35:24 HISTORY - KUBACKI

04/03/2003 09:14:36 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6349633	VIN Number:	3GNGK26U7YG175553
Date Opened:	03/26/2003	Model Year:	2000
Date Closed:		Series:	Suburban 2500
Dealer Code:	B16449	Mileage:	61553
Address:	JEFF GORDON CHEVROLEWILMINGTON	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— STICK THROTTLE B00-06-04-007

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/26/2003 13:38:20 SBD TEMPLATE - KOPEC STRATEGY BASED
DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME - LARRY ALDRICH - TECH

CUSTOMER CONCERN - STICKING THROTTLE

DEALER COMMENTS/DIAGNOSIS - TECH IS CALLING BECAUSE HE CANNOT FIND THE BULLETIN FOR THROTTLE BODY ADJUSTMENT PROCEDURE FOR A 6.0L.

TAC RECOMMENDATION -

- ADVISED TECH THAT BULLETIN ONLY APPLIES TO 4.8 AND 5.3L ENGINES, AND CANNOT BE USED ON A 6.0L.

- ADVISED TECH IF THE DATE CODES ARE CORRECT, THE THROTTLE BODY CAN BE REPLACED PER B00-06-04-007.

- ADVISED TECH OTHERWISE, CLEAN THROTTLE BODY AS NECESSARY.

- CLOSING CASE PER TECH'S REQUEST.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6357867	VIN Number:	1GCHK28U81E318824
Date Opened:	03/28/2003	Model Year:	2001
Date Closed:		Series:	Silverado 2500
Dealer Code:	B18999	Mileage:	26902
Address:	HOMAN CHEVROLET BUICWAUPUN	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— BIND THROTTLE STICKING THROTTLE 00-08-04-007B

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/28/2003 15:25:00 SBD TEMPLATE - GIFFIN

STRATEGY BASED DIAGNOSTICS

__1 NUMBER OF TIMES IN FOR THE SAME CONDITION

__1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

__N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) ROBERT SCHATZ

CUSTOMER CONCERN - BINDING THROTTLE.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR STS VEHICLE HAS STICKING THROTTLE BODY. LOOKING FOR INFORM.

TAC RECOMMENDATION -

TAC SUGGEST TO REVIEW TSB 00-08-04-007B

JG.

03/28/2003 15:25:00 HISTORY - GIFFIN

SYMPTOM ABSTRACT— BIND THROTTLE STICKING THROTTLE 00-08-04-007B

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

EA62-015 / GM616B

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

03/28/2003 15:25:00 SBD TEMPLATE - GIFFIN

STRATEGY BASED DIAGNOSTICS

__1 NUMBER OF TIMES IN FOR THE SAME CONDITION

__1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

__N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) ROBERT SCHATZ

CUSTOMER CONCERN - BINDING THROTTLE.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

DLR SITS VEHICLE HAS STICKING THROTTLE BODY. LOOKING FOR INFORM.

TAC RECOMMENDATION -

TAC SUGGEST TO REVIEW TSB 00-08-04-007B

JG.

03/28/2003 15:25:00 HISTORY - GIFFIN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6358089	VIN Number:	1GKEK13R4XJ727508
Date Opened:	03/31/2003	Model Year:	1999
Date Closed:		Series:	Denali
Dealer Code:	G06583	Mileage:	34735
Address:	JIMMY LAZAR'S GMC TRUCKS	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- BIND THROTTLE THROTTLE BONDS OR STICKS B00-08

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

03/31/2003 09:45:53 SBD TEMPLATE - ORR

STRATEGY BASED DIAGNOSTICS

NUMBER OF TIMES IN FOR THE SAME CONDITION

2

NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

2

Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES

N

CALLER'S NAME (FIRST, LAST, AND POSITION)

STEVEN FEHN

CUSTOMER CONCERN

WHEN GOING UPHILL AND ACCELERATING WHEN YOU TAKE YOUR FOOT OFF THROTTLE

VEHICLE STAYS AT SAME SPEED FOR 4-5 SECONDS -

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)

CANNOT VERIFY, NO CODES, LOOKING FOR LIKE CASES

TAC RECOMMENDATION-

ADV DLR OF LIKE CASE FOR THIS CONCERN WHERE TSB # 00-06-04-07 CORRECTED
ISSUE.

03/31/2003 09:45:53 HISTORY - ORR

SYMPTOM ABSTRACT--- BIND THROTTLE THROTTLE BONDS OR STICKS B00-08

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

03/31/2003 09:45:53 SBD TEMPLATE - ORR

STRATEGY BASED DIAGNOSTICS

NUMBER OF TIMES IN FOR THE SAME CONDITION

2

NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

2

Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES

N

CALLER'S NAME (FIRST, LAST, AND POSITION)

STEVEN FEHN

CUSTOMER CONCERN

WHEN GOING UPHILL AND ACCELERATING WHEN YOU TAKE YOUR FOOT OFF THROTTLE

VEHICLE STAYS AT SAME SPEED FOR 4-5 SECONDS -

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

CANNOT VERIFY, NO CODES, LOOKING FOR LIKE CASES

TAC RECOMMENDATION-

**ADV DLR OF LIKE CASE FOR THIS CONCERN WHERE TSB # 00-06-04-07 CORRECTED
ISSUE.**

03/31/2003 09:45:53 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6361498	VIN Number:	1GTGK29U1YE240084
Date Opened:	04/01/2003	Model Year:	2000
Date Closed:		Series:	Starra 2500
Dealer Code:	G26427	Mileage:	35083
Address:	COURTESY OLDSMOBILE JACKSONVILLE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— BIND THROTTLE THROTTLE BINDING B00-08-04-007

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/01/2003 09:32:50 SBD TEMPLATE - CAPOBIANCO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME - CHRIS BROWNING

CUSTOMER CONCERN - THE OWNER STATES THE THROTTLE STICK ON ACCELERATION.

DEALER COMMENTS/DIAGNOSIS - THE TECH HAS DUPLICATED THIS CONDITION AND STATES THAT HE HAS CLEANED THE THROTTLE BODY WITH NO CHANGE IN THE CONDITION.

TAC RECOMMENDATION - ADVISED THE TECH OF - 00-08-04-007 - CORRECTION

NOTICE: DO NOT ADJUST THE SHIPPING AIR SCREW TO ROTATE THE THROTTLE BODY BLADE AWAY FROM THE THROTTLE BODY BORE. ADJUSTING THE SHIPPING AIR SCREW COMPROMISES THE IDLE SPEED CONTROL, AND MAY LEAD TO OTHER DRIVEABILITY CONCERNS. ADJUSTING THE SHIPPING AIR SCREW MAY LEAD TO REDUCED IDLE AIR CONTROL VALVE DURABILITY.

1.VERIFY THE CAUSE FOR THIS CONDITION IS NOT A DAMAGED OR BINDING THROTTLE CABLE.

FIGURE 1 □ THROTTLE BODY DATE CODE IDENTIFICATION

1.LOCATION OF LAST 5 DIGITS OF THROTTLE BODY ASSEMBLY PART NUMBER

2.LOCATION OF 4 DIGIT JULIAN DATE CODE

3.THROTTLE BODY ASSEMBLY

THE TECH WILL CALL BACK IF FURTHER ASSISTANCE IS REQUIRED

04/01/2003 09:32:50 HISTORY - CAPOBIANCO
04/01/2003 10:12:17 CAPOBIANCO -

CALLER'S NAME - CHRIS BROWNING

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC - THE TECH STATES THAT THE THROTTLE BODY IS NOT COVERED BY BULLETIN 00-06-04-007 PER THE JULIAN DATE. THE TECH CALLED TO ASK WHAT TO DO NEXT.

NEW RECOMMENDATIONS**** ADVISED THE TECH TO REPLACE THE THROTTLE BODY. THE TECH WILL RETEST AND CALL BACK IF FURTHER ASSISTANCE IS REQUIRED.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6376599	VIN Number:	3GKGK26U8YG18800
Date Opened:	04/07/2003	Model Year:	2000
Date Closed:		Series:	Yukon
Dealer Code:	G40571	Mileage:	41820
Address:	SILVEIRA PONTIAC-BUHEALDSBURG	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— THROTTLE BODY PLATE HARD TO PUSH STICKS CLOSE

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/07/2003 13:48:46 SBD TEMPLATE - PARKHURST

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) JOHN LANSING - TECHNICIAN

CUSTOMER CONCERN - THROTTLE STICKS IN THE CLOSED POSITION AND IS HARD TO PUSH INITIALLY

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

THE VERIFIED THIS AND IS WONDERING WHAT TO DO SINCE BULLETIN DOES NOT APPLY.

TAC RECOMMENDATION -

REVIEW BULLETIN 00-06-04-007 OR CLEAN THE THROTTLE BODY FOR EVALUATION.

04/07/2003 13:48:46 HISTORY - PARKHURST

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6378631	VIN Number:	2GCEK19V8Y1155285
Date Opened:	04/08/2003	Model Year:	2000
Date Closed:		Series:	Silverado 1500
Dealer Code:	B15559	Mileage:	24085
Address:	R&R AUTO GROUP SCHUYLKILL HAVEN	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— ACCELERATE BIND THROTTLE

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/08/2003 09:47:57 SBD TEMPLATE - ARMSTRONG

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CUSTOMER CONCERN -ACCELERATOR PEDAL STICKING.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

THROTTLE BODY HAS BEEN CLEANED ALREADY. CABLE IS FREE. THROTTLE STICKING.
TECH CAN NOT FIND THE BULLETIN ON THE THROTTLE BODY.

TAC RECOMMENDATION -

TAC ADVISED OF 00-06-04-007. ADVISED TECH TO USE THE VIN# TO SEARCH SI
2000 DATA.

04/08/2003 09:47:57 HISTORY - ARMSTRONG

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6386875	VIN Number:	3GKG026U61G112685
Date Opened:	04/10/2003	Model Year:	2001
Date Closed:		Series:	Yukon
Dealer Code:	P24090	Mileage:	33900
Address:	BOULEVARD BUICK/PONTLONG BEACH	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— ACCELERATE ALLEGED THROTTLE STICKING

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/10/2003 12:48:04 SBD TEMPLATE - LANGER

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

ISIDRO JIMENEZ TECH

CUSTOMER CONCERN -

ALLEGED INCREASED ACCELERATOR PEDAL EFFORT.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DEALER HAS CLEANED THROTTLE BODY AND TRIED ADJUSTING WITH NO CHANGE.

DEALER CALLING TO ASK IF HE SHOULD REPLACE THROTTLE BODY.

TAC RECOMMENDATION -

ADVISED DEALER TO REPAIR VEHICLE AS NEEDED.

NO RESTRICTION ON THROTTLE BODY FOUND FOR 6.0 ENGINE.

04/10/2003 12:48:04 HISTORY - LANGER

04/16/2003 14:40:35 CALDRONE -DEALER SURVEY WAS PERFORMED

EA02-015 / GM616B

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6387294	VIN Number:	1GCGC13U71F143896
Date Opened:	04/10/2003	Model Year:	2001
Date Closed:		Series:	Silverado Crew Cab 1500
Dealer Code:	B24374	mileage:	34190
Address:	MARTIN CHEVROLET INC BREAU BRIDG	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT-- THROTTLE EXCESSIVE THROTTLE EFFORT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/10/2003 14:06:04 SBD TEMPLATE - AKERS

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) RUSSELL LEBLANC SM

CUSTOMER CONCERN - ACCELERATOR PEDAL HARD TO PRESS.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

THE DEALER REPORTS THE THROTTLE TAKES EXCESSIVE EFFORT TO DEPRESS.

TAC RECOMMENDATION -

THE THROTTLE PLUGS ARE NOT AVAILABLE FOR THE 6.0

CLEAN THE THROTTLE BODY AND EVALUATE REPLACE IF NECESSARY.

04/10/2003 14:06:04 HISTORY - AKERS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6387732	VIN Number:	1GCHK24U81E206905
Date Opened:	04/10/2003	Model Year:	2001
Date Closed:		Series:	Silverado 2500
Dealer Code:	B03829	Mileage:	29583
Address:	WEIDINGER CHEVROLET VIENNA	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— STICK THROTTLE THROTTLE STICKS

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/10/2003 15:08:21 SBD TEMPLATE - GODLEY

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

RICK BUSCHMAN (TECHNICIAN)

CUSTOMER CONCERN -

CUSTOMER STATES THAT THE THROTTLE IS STICKING

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECHNICIAN STATES THAT THE PROBLEM CAN BE DUPLICATED

TECHNICIAN STATES THAT THIS 6.0 LITER IS NOT INCLUDED IN TSB

TAC RECOMMENDATION -

TAC ADVISED THE TECHNICIAN TO REPLACE THE THROTTLE BODY

DEALER REQUESTED THAT THIS CASE BE CLOSED AS INFORMATION

DEALER TO CALL BACK IF FURTHER ASSISTANCE IS NEEDED

04/10/2003 15:08:21 HISTORY - GODLEY

EA62-015 / GM616B

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6397262	VIN Number:	2GTFK89U021344173
Date Opened:	04/15/2003	Model Year:	2002
Date Closed:		Series:	Sierra 1500
Dealer Code:	P18020	Mileage:	1888
Address:	HENNESSY PONTIAC-BUIMORROW	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— IDLE THROTTLE RESPONSE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/15/2003 13:44:23 SBD TEMPLATE - ADAMS

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) STEVE BROWN TECH

CUSTOMER CONCERN - POOR IDLE, NO THROTTLE RESPONSE, HESITATES

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH STATES NO DTC'S HAS DUPLICATED ROUGH IDLE CONCERN, SEEMS ROUGH, NO MISFIRES, TECH CALLING FOR DIRECTION. TECH STATES HE IS GOING TO CLEAN INJECTORS.

TAC RECOMMENDATION - DUPLICATE CONCERNS, CLEAN INJECTORS, AND EVALUATE. DISCUSSED P100286 ON THE TRANSMISSION FLUID PRESSURE (TFP) SWITCH SHOULD BE CHECKED FOR ERRATIC OPERATION BY USING THE TECH II SCAN TOOL, TRANSMISSION DATA. IF THE TFP SWITCH CHANGES STATUS FROM A DRIVE OR REVERSE RANGE TO NEUTRAL THE PCM WILL DEFAULT ENGINE OPERATION INTO REDUCE POWER MODE CAUSING THE ABOVE LISTED CONDITION.

E482-015 / GM616B

04/15/2003 13:44:23 HISTORY

- ADAMS

04/22/2003 09:36:06 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6412356	VIN Number:	1GCGK24U7XE161606
Date Opened:	04/22/2003	Model Year:	1999
Date Closed:		Series:	Silverado 2500
Dealer Code:	B36017	Mileage:	85252
Address:	CHEVROLET OF BOISE BOISE	ID	ID
Dealer Phone:			

SYMPTOM ABSTRACT— STICK THROTTLE THROTTLE STICKS

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/22/2003 11:24:14 8BD TEMPLATE - PERALTA

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y/N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) TOM UPSON TECH

CUSTOMER CONCERN - THROTTLE STICKS

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH STATES THE THROTTLE STICKS AND CALLED FOR INFO ON TSB#02-08-04-054

TAC RECOMMENDATION - ADVISED TECH THIS TSB DOES NOT APPLY TO THIS ENGINE.

ADVISED TECH TO CLEAN THROTTLE BODY.

04/22/2003 11:24:14 HISTORY - PERALTA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6415977	VIN Number:	1GCEC14W4YZ334170
Date Opened:	04/23/2003	Model Year:	2000
Date Closed:		Series:	Silverado 1500
Dealer Code:	B05308	Mileage:	78311
Address:	TANNER CHEVROLET, INOKEMAH	State:	OK
Dealer Phone:			

SYMPTOM ABSTRACT— STICK THROTTLE THROTTLE STICKS

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/23/2003 11:46:19 SBD TEMPLATE - INGRAM

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) JIM GUSTIN

CUSTOMER CONCERN - THROTTLE IS STICKING.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) CUSTOMER USES THIS VEHICLE ON A PAPER ROUTE, LOTSD OF STOP AND GO. HAS REPLACED THE THROTTLE BODY AND THE CONCERN HAS RETURNED. DEALER IS ASKING IF THE THROTTLE BLADE ADJUSTMENT TSB WOULD APPLY.

TAC RECOMMENDATION - TSB DOES NOT APPLY TO THE V68, CLEAN THE THROTTLE BODY.

04/23/2003 11:46:19 HISTORY - INGRAM

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6429826	VIN Number:	1GTGK29U0XE516281
Date Opened:	04/28/2003	Model Year:	1999
Date Closed:		Series:	Sierra 2500
Dealer Code:	G18015	Mileage:	92878
Address:	ALPINE MOTORS CO., ISANDPOINT	State:	ID
Dealer Phone:			

SYMPTOM ABSTRACT— ACCELERATE B00-08-04-007 INCREASED ACCELERATO

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/28/2003 18:14:37 SBD TEMPLATE - SEGAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)TOM AUSBORN

CUSTOMER CONCERN -INCREASED ACCELERATOR PEDAL EFFORT

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

INCREASED ACCELERATOR PEDAL EFFORT/THROTTLE BODY STICKS.

TECH IS WONDERING IF B00-08-04-007 +/-OR B02-08-04-054 APPLIES.

TAG RECOMMENDATION -

DLR TO FOLLOW:

B00-08-04-007 INCREASED ACCELERATOR PEDAL EFFORT,

REPLACE THROTTLE BODY W/ 1999 P/N 17113559 THROTTLE BODY, 8.0 L V8

W/AUTOMATIC.

04/28/2003 18:14:37 HISTORY - SEGAN

EA02-015 / GM616B

SYMPTOM ABSTRACT— ACCELERATE B00-08-04-007 INCREASED ACCELERATO

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/28/2003 18:14:37 SBD TEMPLATE - SEGAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)TOM AUSBORN

CUSTOMER CONCERN -INCREASED ACCELERATOR PEDAL EFFORT

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)**

INCREASED ACCELERATOR PEDAL EFFORT/THROTTLE BODY STICKS.

TECH IS WONDERING IF B00-08-04-007 +/-OR B02-08-04-054 APPLIES.

TAG RECOMMENDATION -

DLR TO FOLLOW:

B00-08-04-007 INCREASED ACCELERATOR PEDAL EFFORT,

REPLACE THROTTLE BODY W/ 1999 P/N 17113558 THROTTLE BODY, 6.0 L V8

W/AUTOMATIC.

04/28/2003 18:14:37 HISTORY - SEGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6432125	VIN Number:	1GTEK19T8YE414816
Date Opened:	04/29/2003	Model Year:	2000
Date Closed:		Series:	Sierra 1500
Dealer Code:	B07117	Mileage:	72389
Address:	DON HELM CHEVROLET & GRAHAM	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— BODY STICK THROTTLE PART #.86984280 HARD TO P

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/29/2003 15:48:04 SBD TEMPLATE - BLOSS

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) LONN WERNER PARTS

CUSTOMER CONCERN - STICKY THROTTLE BODY

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR STATES THE TRUCK HAS A STICKY THROTTLE BODY FROM IDLE. DLR STATES THEY WERE TRYING TO PERFORM THE TSB 02-06-04-054 WHEN THEY RELIED THE TPS READING IS .85 AND THE BULLETIN STATES IF THAT READING IS ABOVE .81 TO REPLACE THE T-BODY. DLR IS CALLING FOR A PART RELEASE.

TAC RECOMMENDATION - ADVISED DLR OF PI P100977

ORDER A NEW T-BODY AND THEN PERFORM THE TSB 02-06-04-054 BEFORE INSTALLING IT.

TECH TO CALL WITH RESULTS.

04/29/2003 16:48:04 HISTORY - BLOSS

04/29/2003 16:09:00 DLINKLEY -PQC UPDATE

EA02-015 / GM616B

CALLER'S NAME (FIRST, LAST, AND POSITION) LONN WERNER

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

TAC RECOMMENDATION - ADVISED DLR OF PI PI00977

ORDER A NEW T-BODY AND THEN PERFORM THE TSB 02-06-04-054 BEFORE
INSTALLING IT.

TECH TO CALL WITH RESULTS.

NEW RECOMMENDATIONS

TAC CALLED AND TRANSFERRED DEALER. PER TAC'S RECOMMENDATION, ADVISED
DEALER WOULD ORDER PART NUMBER 88984260.

04/30/2003 09:22:00 WIRGAU

- PART ORDERED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6434219	VIN Number:	1GCHK23U22F114539
Date Opened:	04/30/2003	Model Year:	2002
Date Closed:		Series:	Silverado Crew Cab 2500
Dealer Code:	B19138	Mileage:	33958
Address:	ART GAMBLIN MOTORS IENUMCLAW	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT— STICK THROTTLE INCREASED PEDAL EFFORT

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/30/2003 11:35:44 SBD TEMPLATE - KOPEC STRATEGY BASED
DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME - TRAVIS WEINGARD - TECH

CUSTOMER CONCERN - STICKING THROTTLE

DEALER COMMENTS/DIAGNOSIS - TECH STATES THERE IS INCREASED PEDAL EFFORT
REQUIRED AND SOMEWHAT OF A STICKING THROTTLE. TECH WAS QUESTIONING IF
THERE IS A REPAIR PROCEDURE FOR THIS CONCERN.

TAC RECOMMENDATION -

- ADVISED TECH THERE IS NO PROCEDURE FOR THE 6.0L ENGINE.

- ADVISED TECH TO CLEAN THROTTLE BODY, AND IF CONCERN PERSISTS, REPLACE
IT.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6469277	VIN Number:	1GCEC14W11Z240690
Date Opened:	05/14/2003	Model Year:	2001
Date Closed:		Series:	Silverado 1500
Dealer Code:	B07136	Mileage:	34826
Address:	BACON AUTOPLEX INC PALESTINE	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— BIND THROTTLE THROTTLE BODY STICKS

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/14/2003 09:58:27 SBD TEMPLATE - GREENBERG

STRATEGY BASED DIAGNOSTICS

3__ NUMBER OF TIMES IN FOR THE SAME CONDITION

3__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

JIM PIKE TECH

CUSTOMER CONCERN -

THROTTLE STICKS

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH STS HE HAS CLEANED THE THROTTLE BODY TWICE ALREADY AND THE VEHICLE KEEPS COMING BACK.

TAC RECOMMENDATION -

TECH TO REPLACE THROTTLE BODY AND REEVALUATE

05/14/2003 09:58:27 HISTORY - GREENBERG

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6473841	VIN Number:	1GYEK14V81E104929
Date Opened:	05/15/2003	Model Year:	2001
Date Closed:		Series:	Sierra 1500
Dealer Code:	G21315	Mileage:	61000
Address:	JONES CITY GARAGE INCHEBOYGAN	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT THROTTLE SECONDARY CASE STICKS B

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/16/2003 10:17:37 SBD TEMPLATE - KUBACKI

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

CUSTOMER CONCERN -INTERMITTENT THROTTLE STICKING

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)VEHICLE NOT AT DEALER.

TAC RECOMMENDATION -

REFERRED TO BULLETIN#02-06-04-064 ABOUT INCREASED PEDAL EFFORT.

05/16/2003 10:17:37 HISTORY - KUBACKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6324437	VIN Number:	2GCEC19TX21190901
Date Opened:	06/05/2003	Model Year:	2002
Date Closed:	06/12/2003	Series:	Silverado 1500
Dealer Code:	B05688	Mileage:	26274
Address:	DAVIS-MOORE CHEVROLEWICHITA	State:	KS
Dealer Phone:			

SYMPTOM ABSTRACT— STICK THROTTLE THROTTLE STICKS AT SPEED

RESOLUTION ABSTRACT- THROTTLE BODY-R&R

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/05/2003 12:24:28 SBD TEMPLATE - PERALTA

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DAVID BARR TECH

CUSTOMER CONCERN - THROTTLE STICKS

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH STATES THE THROTTLE STICK AT SPEED NOT AT IDLE TECH HAS TO TAP ON THE THROTTLE BODY TO MAKE THE IDLE COME DOWN. THROTTLE IS CABLE DRIVEN

TAC RECOMMENDATION -ADVISED TECH TO CHECK THE THROTTLE ANGLE DURING THE CONCERN, REPLACE THE THROTTLE BODY

06/05/2003 12:24:28 HISTORY - PERALTA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6531407	VIN Number:	1GCHK28U41E329082
Date Opened:	06/09/2003	Model Year:	2001
Date Closed:		Series:	Silverado 2500
Dealer Code:	B13073	Mileage:	43999
Address:	BOB JOHNSON CHEVROLET ROCHESTER	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— STICK THROTTLE GAS PEDAL HARD TO PUSH

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/09/2003 14:28:43 SBD TEMPLATE - ESCAMILLA

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION)

MIKE ROTMANS TECH

CUSTOMER CONCERN -

STICKING THROTTLE BODY

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

MIKE ROTMANS REPORTS HE CAN NOT PUSH ON THE GAS PEDAL WITH OUT SPINNING THE TIRES.

TAC RECOMMENDATION -

ADVISED MIKE ROTMANS TO REPLACE THE THROTTLE BODY.

VAL ESCAMILLA

06/09/2003 14:28:43 HISTORY - ESCAMILLA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6323373	VIN Number:	1GTHK23U71F178512
Date Opened:	06/30/2003	Model Year:	2001
Date Closed:		Series:	Sierra Crew Cab 2500
Dealer Code:	G40403	Mileage:	21649
Address:	WINKEL PONTIAC-GMC TRENO	N	State: NV
Dealer Phone:			

SYMPTOM ABSTRACT— ACCELERATE HARD THROTTLE INCREASED THROTTLE E

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/30/2003 12:54:07 SBD TEMPLATE - BLOSS

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N__ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) KELAN JANICEK TECH

CUSTOMER CONCERN - STICKING THROTTLE FROM IDLE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TECH STATES THE THROTTLE IS STICKING CLOSED AND THEN SNAPS OPEN WITH INCREASED EFFORT. TECH IS CALLING FOR COMMON CAUSES.

TAC RECOMMENDATION - ADVISED TECH OF RELATED CASE'S WHERE CLEANING THE THROTTLE BODY AND OR REPLACEMENT RESOLVE THE CONCERN.

TECH TO CALL WITH RESULTS.

06/30/2003 12:54:07 HISTORY - BLOSS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6593953	VIN Number:	1GCEC14W6YZ317614
Date Opened:	07/02/2003	Model Year:	2000
Date Closed:		Series:	Silverado 1500
Dealer Code:	EB1140	MPages:	62398
Address:	CORNELL CHEVROLET OL VICTORIA	State:	BC
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT THROTTLE STICKS

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/02/2003 16:23:25 SBD TEMPLATE - MENARD

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N Y / N IS THE VEHICLE MODIFIED/ NON-PRODUCTION ACCESSORIES (LIST BELOW)

CUSTOMER CONCERN -THROTTLE STICKS.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

-DEALER CALLING IN FOR INFO. DEALER CANNOT DULPICATE THE CONCERN.

TAC RECOMMENDATION -NO PI OR PSB'S IN THE SYSTEM. REVIEW SIMILAR CASES.

DEALER TO CHECK CABLE AND THROTTLEBODY. POSSIBLE THROTTLEBODY AS PER SIMILAR CASES. DEALER TO CALL BACK IF THERE ARE ANYMORE CONCERNS.

07/02/2003 16:23:25 HISTORY - MENARD

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-03
PLANT:	PONTIAC
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	1GCEK19T0YE220682
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	7742
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	02/23/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE THROTTLE BODY WAS STICKING A LITTLE BIT, SO THAT WHEN YOU COMPLETELY LET OFF ON THE GAS AND THEN TRY TO GIVE IT A LITTLE BIT, IT WOULD STICK AND LURCH, SO THEY REPLACED THE THROTTLE BODY.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVBP-04
PLANT:	PONTIAC
PLATFORM:	EK
MODEL YEAR:	1999
MODEL:	Silverado 1500
VIN NUMBER:	1GCEK19T7XE192291
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	841
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	05/14/1999
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THERE IS EXCESSIVE PEDAL EFFORT AT THE BEGINNING OF THE THROTTLE PANEL TRAVEL. IT FEELS ALMOST LIKE A BARRING IS HANGING UP AND THEN BRAKES LOOSE. THIS IS CONSISTENT AND HAS BEEN THERE SINCE THE VEHICLE HAS BEEN DELIVERED.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-05
PLANT:	PONTIAC
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	1GCEK19T8YE219511
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	1711
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/18/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	STICKING GAS PEDAL AND THEY REPLACED THE THROTTLE BODY AND WAITED AWHILE TO SEE IF THAT WOULD RESOLVE IT, WHICH IT HAS.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-06
PLANT:	FORT WAYNE
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	1GCEK19V4YZ100064
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	900
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	07/31/1999
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	DURING HIGHWAY DRIVING, IF YOU RELEASE THE THROTTLE TO 0% THROTTLE INPUT AND THEN BEGIN TO PRESS ON THE THROTTLE, YOU CAN FEEL THAT THE THROTTLE IS STICKING AT THE TIP IN POSITION, GIVING YOU A VERYHIGH EFFORT AND THEN IT RELEASES AND THE EFFORT DROPS OFF

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-08
PLANT:	JANESVILLE
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Yukon 1500
VIN NUMBER:	1GKEK13T2YJ100302
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	370
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	02/28/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE THROTTLE DURING A LIGHT TIP IN TYPE OF APPLY IN PARKING LOT MANEUVERS STICKS. IT'S REALLY OBJECTIONABLE IN COLDER OR AMBIENT CONDITIONS.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-08
PLANT:	ARLINGTON
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	YUKON
VIN NUMBER:	1GKEK53R5YR223888
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	1902
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	08/05/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE ACCELERATION UNDER WIDE OPEN THROTTLE ISN'T WHAT I WOULD THINK IT SHOULD BE WITH THAT TYPE OF ENGINE. IT DOES HAVE A SLOW THROTTLE RESPONSE.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-11
PLANT:	JANESVILLE
PLATFORM:	EK
MODEL YEAR:	1999
MODEL:	Tahoe
VIN NUMBER:	1GNEK13R7XJ318678
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	2501
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	05/29/1998
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE ACCELERATOR CABLE HAD A BIND AND IT CAUSED A STICKY THROTTLE OPERATION, PARTICULARITY ON ACCELERATION, NO PROBLEM ON DECEM, AND IT HAD TO BE REPLACED, IT WAS FOUND TO BE DEFECTIVE.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-12
PLANT:	JANESVILLE
PLATFORM:	EK
MODEL YEAR:	1999
MODEL:	Tahoe
VIN NUMBER:	1GNEK13R7XJ620112
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	8352
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	10/08/1999
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE ACCELERATOR THROTTLE STICKS WHEN INITIAL PRESSURE IS APPLIED CAUSING THE VEHICLE TO JUMP AND THE DRIVE LINE TO SNAP.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-10
PLANT:	FORT WAYNE
PLATFORM:	EC
MODEL YEAR:	2000
MODEL:	Sierra 1500
VIN NUMBER:	1GTEC19T0Y2209004
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	51945184
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	05/02/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE THROTTLE STICKS WHEN YOU FIRST TRY TO STEP ON THE GAS. I SUSPECT IT IS A DIRTY BUTTERFLY IN THE AIR INTAKE IN THE FUEL INJECTOR. MY WIFE NOTICED THE SAME THING AND IT NEEDS TO BE CLEANED OUT.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-23
PLANT:	OSHAWA
PLATFORM:	EC
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	2GCEC19T3Y1100030
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	1247
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	08/01/1999
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THROTTLE STICKS OFF OF IDLE, ESPECIALLY WHEN IT'S COLD.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-24
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	2GCEK19T0Y1303718
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	1115
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	04/10/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	A SMALL KNOT ON THE THROTTLE BODY CAME OFF THE VEHICLE AND LODGED ITSELF BETWEEN THE ACCELERATOR CAM AND THE THROTTLE BODY, HOLDING THE VEHICLE IN A WIDE OPEN THROTTLE CONDITION.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-28
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	2G0EK19T3Y1134522
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	8000
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	02/17/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THROTTLE IS STICKY OFF OF IDLE

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-27
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	2GCEK18T6Y1104955
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	7150
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	02/10/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE THROTTLE STICKS ON THIS TRUCK. AS A RESULT, YOU HAVE TO PUSH THROUGH THAT STICKING POSITION AT IDLE AND THE TRUCK BURGES.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-28
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	2GCEK19T5Y1134654
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	524
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	10/20/1999
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THIS TRUCK EXHIBITS A LIGHT THROTTLE STICKING IN A VERY LIGHT TIP IN POSITION. THERE IS A VERY HIGH EFFORT MOMENT THAT YOU HAVE TO GET OVER AND THE THROTTLE WILL LET THE TRUCK ACCELERATE. THERE IS A BIT OF STICKING THERE.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-29
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	2001
MODEL:	Silverado 1500
VIN NUMBER:	2GCEK19T811100128
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	10911
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	11/22/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	AT 10,000 THIS VEHICLE EXHIBITED THROTTLE STICKING AT IDLE. THE THROTTLE BODY WAS SUBSEQUENTLY REPLACED.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-30
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	1999
MODEL:	Sierra 1500
VIN NUMBER:	2GTEK19T3X1501000
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	2818
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	07/22/1999
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	HEAVY HESITATION OR SAG AT SPEEDS AROUND 20 TO 30 MPH WHEN GOING INTO HALF THROTTLE TYPE ACCELERATION, MOMENTARY NOTHING, NO ACCELERATION.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-31
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Slavia 1500
VIN NUMBER:	2GTEK19T8Y1134489
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	4044
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	01/25/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	AT TWO THREE WIDE OPEN THROTTLE UP SHIFTS, THE SYSTEM GOES INTO ESSENTIALLY OPEN MODE AND LACKS ACCELERATION FOR A PERIOD OF APPROXIMATELY.....RAN OUT OF TIME.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-32
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Sierra 1500
VIN NUMBER:	2GTEK19T4Y1114103
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	16434
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	02/07/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE THROTTLE STICKS CLOSED FROM TIME TO TIME.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVBP-39
PLANT:	SILAO
PLATFORM:	GK
MODEL YEAR:	2000
MODEL:	Suburban 2500
VIN NUMBER:	3GNGK26U5YG174546
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	1052
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	10/03/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	VEHICLE OF THE 6 LITER SUBURBAN 373 AXLE LACKS POWER BOTH ON INITIAL TIP IN. IT REQUIRES A LOT OF THROTTLE EFFORT, AND THEN PASSING SPEED 65-66 MILE AND HOUR VEHICLE. IT'S VERY FLAT.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-45
PLANT:	PONTIAC
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Starz 1500
VIN NUMBER:	1GTEK19T8YE195024
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	5127
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	01/12/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	WHEN I STEP ON THE GAS PEDAL IT SEEMS TO STICK A LITTLE BIT. WHEN IT FINALLY DOES GO IT'S AS IF YOU ARE STEPPING ALL THE WAY DOWN ON THE GAS AND IT JUST WANTS TO SURGE FORWARD.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-46
PLANT:	PONTIAC
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	1GCEK19TXYE224853
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	7429
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/08/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE ACCELERATOR PEDAL OR THE CABLE IS STICKY, SO EVERY TIME FROM THE ACCELERATOR PEDAL BEING ALL THE WAY DOWN TO IDLE WHEN YOU PRESS DOWN ON IT, YOU HAVE TO OVERCOME A STICKINESS AND THEN IT SLAMS DOWN REAL QUICK. IT'S REALLY ANNOYING.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-47
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	2GCEK19T2Y1117288
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	14054
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	02/18/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	GETTING A STICKINESS IN THE ACCELERATOR PEDAL WHEN I STOP FOR A TRAFFIC LIGHT AND TRYING TO REACCELERATE.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	QVEP-48
PLANT:	PONTIAC
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	1GCEK19T7YE163438
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	9045
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/20/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE ACCELERATOR PEDAL IS STICKY AND HARD ON TIP IN TO BE SMOOTH.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-50
PLANT:	PONTIAC
PLATFORM:	EK
MODEL YEAR:	1999
MODEL:	Silverado 1500
VIN NUMBER:	1GCEK14T5XE163525
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	855
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
18 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/22/1999
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE ACCELERATOR PEDAL WHEN TRAVELING AT 50 TO 60 MPH WHEN YOU LET OFF ON IT AND THEN PUSH BACK DOWN, THERE IS A SLIGHT STICKING SENSATION.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-03
PLANT:	ARLINGTON
PLATFORM:	EK
MODEL YEAR:	1999
MODEL:	Tahoe
VIN NUMBER:	1GNEK13R7XR127292
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	5040
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	02/11/1999
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	STICKY ACCELERATOR PEDAL.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-58
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Sierra 1500
VIN NUMBER:	2GTEK19T1Y1113798
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	12200
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	02/08/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE ACCELERATOR PEDAL SEEMS TO HAVE A LITTLE BIT OF STICKINESS UPON A MILD ACCELERATION. THAT INITIAL TIP IN INTO THE ACCELERATION FROM A STOP IT SEEMS TO NOT WANT TO GRADUALLY MOVE AND IT STICKS THEN IT QUICKLY MOVE. YOU THEN GET AN ABRUPT VIBRATION WH

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-57
PLANT:	OSHAWA
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Silverado 1500
VIN NUMBER:	2GCEK19T1Y1117427
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	9178
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	02/16/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	ACCELERATOR SEEMS TO BE A LITTLE STICKY. IT PUSHED FORWARD UNFRIENDLY AND I DO NOT LIKE IT.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-89
PLANT:	JANESVILLE
PLATFORM:	EK
MODEL YEAR:	2000
MODEL:	Yukon 1500
VIN NUMBER:	1GKEK13T8YJ100054
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	
ODOM READING:	684
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	11/03/2000
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	THE ACCELERATOR PETAL STICKS A LITTLE WHEN YOU FIRST TAKE OFF. THE VEHICLE SURGES.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVBP-83
PLANT:	Arlington TX
PLATFORM:	CK UTILITY
MODEL YEAR:	2002
MODEL:	Escalade
VIN NUMBER:	1GYEK83N52R112361
ENGINE RPO:	LQ9
TRANS RPO:	M32
BUILD DATE:	05/25/2001
SMT:	4
PROB CODE:	115
PROBLEM CODE:	TRANS. - Vehicle Shifts Roughly
ODOM READING:	13390
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	07/10/01
PROBLEM REPORT DATE:	10/12/2001
DATE RECEIVED:	
FINAL EVAL DATE:	10/12/2001
DAYS SERV AT FINAL:	107
VERBATIM:	The detent shifts appear to be too early. When crowding the accelerator pedal slowly to increase speed one will get a harsh WOT-type downshift out of nowhere.

24Hr CONCERN DETECTION PROCESS REPORT

Case Number:	LC0447
Concern ID:	2402
Case Type:	Special Cause
Exposure:	900 Days
Originator ID:	Personal Data Excluded
Date-Orig:	04/11/2001
Source:	WINS
Labur Code 1:	J5486
Labur Code 2:	
TREAD Bucket:	
Vehicle System:	Engine
Model Year ID 1:	1999
Model Year ID 2:	
MakeChev:	Yes
MakeFord:	No
MakeOlds:	No
MakeBuick:	No
MakeCad:	No
MakeSat:	No
MakeGMC:	No
MakeHummer:	No
Carline/Service:	Silverado 1/2 Ton
VIN:	1GCEC19R4XR113301
Odometer:	35854
Date-Built:	08/07/1998
EO Number:	203118

Engine RPO:	L31
Transmission RPO:	
Part Number:	
Part Type:	
Problem Frequency:	
Sample Size:	
Photo?	No
Drawings?	No
Other?	Yes
Other Description:	Control Charts and Warranty Profile
Repair Cost:	\$ XXX
To DE's?	No
Date- To DE:	
To SE's?	Yes
Date- To SE:	04/12/2001
Lead DE ID:	Personal Data Excluded
Special Cause?	Yes
Not Special Cause?	No
Reason:	DPTV exceeds UCL from 08/98 to 12/98 build mont
DPTV:	
Planned Production:	XXX
Potential Impact:	\$ XXX
Status- Open To SE?	Yes
Date- Open To SE:	04/12/2001
Lead SE ID:	Personal Data Excluded
Resources Contacted:	Personal Data Excluded

Note: Confidential volume/price/cost numbers are redacted.

24Hr CONCERN DETECTION PROCESS REPORT

Case Continued:

Case Number:

LC0447

Resource Notes:

Problem Description:

Throttle Pedal Sticks At Idle. Resolved Prior To Detect. See Attached CPIP# Gen_1110049.

High Priority?

No

Date- NotOwn:

NotOwn- Assy Pk?

No

Assy Pk ID:

NotOwn- Eng?

No

NotOwn- RGM?

No

NotOwn- Mkt?

No

NotOwn- SQ?

No

Name- Contact1:

Personal Data Excluded

Name- Contact2:

Personal Data Excluded

Name- NotOwn:

Personal Data Excluded

Date- Handoff:

Date- Containment:

Root Cause Description:

CA Description:

See Attached CPIP# Gen_1110049.

Date- 5 Step Rcd:

Attached?

No

Bulletin Required?

No

Sent For Verification?

No

Date-Sent For Verification:

WINs Verification?

No

Not WINs Verification?

No

Date- WINs Verification:

08/24/2001

Verification Notes:

Closed?

Yes

NotifyDate:

NotifyFax?

No

NotifyElectronic?

No

NotifyVMEOther:

Handoff Notes:

24PTIP:

No

GM616B
EA02-015

ATTACHMENT "1C"

GM616B
EA02-015

ATTACHMENT "1C"

PROTHRO CHEVROLET-BUICK-PONTIAC MC
452 NORTH BROOKS STREET
MANNING, SOUTH CAROLINA 29102
PHONE: 803-435-2535 FAX: 803-435-0085
TAX ID: 570-287652

CD LOG NO 1051-1 DATE 06/24/03

SHOP: PROTHRO CHEV AND OLDS INC
ADDRESS: PO BOX 516
452 N BROOKS ST
CITY STATE: MANNING, SC
ZIP: 29102-

INSP DATE: 04/30/03
CONTACT: HARTLEY BREWER
PHONE 1: (803) 433-2386
FAX: (803) 433-2497

OWNER:
ADDRESS:
CITY STATE
ZIP:

HOME PHONE:

POINT OF IMPACT: 10

TYPE OF LOSS: /DRV

LIC#:
BODY COLOR:
CONDITION: EKCL

STATE: SC

VIN: 2GCEC19VX11327979
MILEAGE: 35,500
ACCTNG CTL#:

DRIVEABLE: YES

VEH. INSP#:

1-ENTER-ENTERED VALUE
E-REPLACE ECONOMY
EU-REPLACE SALVAGE
PM-PXN REMAN/REBUILT
IT-PARTIAL REPAIR
BR-BLEND REFINISH
SB-SUBLET
P-CHECK
UP-UNRELATED PRIOR

E-REPLACE OEM
UC-RECONDITIONED PRT
EP-REPLACE PXN
TE-PARTL REPL PRICE
I-REPAIR
TT-TWO-TONE
N-ADDITIONAL LABOR
AA-APPEAR ALLOWANCE

NG-REPLACE MGS
UM-REMAN/REBUILT PRT
PC-PXN RECONDITIONED
ET-PARTL REPL LABOR
L-REFINISH
CG-CHIPGUARD
RI-R&I ASSEMBLY
RP-RELATED PRIOR

2001 CHEVROLET SILVERADO C1500 LS 4DOOR EXT CAB 8CYL GASOLINE 4.8
CODE: U8033D/C OPTNS V/24QDPWGITUOR

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES
ELEC REMOTE CONTROL MIRRORS
POWER WINDOWS
REAR BUMPER
AIR CONDITIONING
CRUISE CONTROL

TWO-STAGE - INTERIOR SURFACES
POWER DOOR LOCKS
REAR ACCESS DOOR, LEFT
TRAILER HITCH
AUTOMATIC TRANS
OVERHEAD CONSOLE

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AMT Bt	HOURS R
E	0498	01	PANEL, BEDSIDE	RT 15097126 GM PART	670.92		13.5 1
L	0498	13	PANEL, BEDSIDE	RT REFINISH			5.4 4
E			STRIPE	ECONOMY PART	10.00*		0.5-1
R			RR BED COVER	ADDNL LABOR OPERA			1.0+1

2001 CHEVROLET SILVERADO C1500 LS 4DOOR EXT CAB
CD LOG NO 1051-1

ITEMS

MC MESSAGE(S)

01 CALL DEALER FOR EXACT PART NUMBER / PRICE

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS					670.92
OTHER PARTS					10.00
PAINT MATERIAL					118.80
PARTS TOTAL					799.72
TAX ON PARTS & MATERIAL @				6.000%	47.98
LABOR	RATE	REPLACE HRS	REPAIR HRS		
1-SHEET METAL	36.00	14.0	1.0		540.00
2-MECH/ELEC	40.00				
3-FRAME	40.00				
4-REFINISH	36.00	5.4			194.40
5-PAINT MATERIAL	22.00				
LABOR TOTAL					734.40
TAX ON LABOR				0.000%	
SUBLET REPAIRS					
TOWING					
STORAGE					
EST TOTAL					1,581.10
NET TOTAL					1,581.10

ADP SHOPLINK U7315 ES CD LOG 1051-1 DATE 06/24/03 02:31:44PM R6.3 CD 04/03
HOST LOG

(C) 1998 - 2002 ADP CLAIMS SOLUTIONS GROUP, INC.

1.4 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

SR No.

Last Name

Evening #

Make Chevrolet Message 36400 Serial 8VVM 30CEC18VX11227878

Model Silverado Year 2001 Warr. Start 05/16/2001

Customer Description

BRD Type PAR Safety Yes Bus. Unit Area PAR
Approval Not Initiated Sub-Area Initials PAR-Collection Phone
Engine - Throttle Linkage/Pedal Updated 6/6/03 2:42:54 PM
Prothro Chevrolet CO., Inc. BOYGER
Open 4/30/03 3:44:42 PM
Status Initiated
Abstract throttle stuck and cant closed damage of his veh

Owner 4/28/03 7:00:00 PM

Illinois Bob

3/14/03 8' 4" no

0 0

Component throttle cable

N Dry

Prothro Chevrolet Concrete

no N/A

no

cust states that he was backing into garage/ cust states the throttle hung, cust exerted more pressure on the pedal, and the veh surged/ cust hit trailer; cust damaged the rt rear quarter panel

rt rear quarter panel was crumpled

478 manchester drive/ cust garage; Vehicle Location 478 Manchester

Perkins 800

Insurance Agency State Farm (800) 435-4336

cust calls the estimate for \$1800.00 called dir spoke w/ Lance Prothro-owner and he states he spoke w/ cust and had told him to bring the veh in and have it repaired; cust veh was repaired; there is no. transferred to bank of closed and cleaned throttle

PAR Detail

Y Y N

BOB ELMORE TRAILER

Prop Est Repair Cost

UNKNOWN SPEED

Personal

1800

Inspection Not Performed

SENDING TO 800

06/07/03 BOYGER SRC PAR Close
Comment VEH WAS REPAIRED BY DEALER UNDER INS.

Date CLOSE FILE SENT TO 800

Confidential
Comment

06/07/03	BOYCER	Outbound Email	Done	EMAILING AND FAXING FILE TO BMS INS INV	<u>Confidential</u> <u>Comment</u>
06/07/03	BOYCER	BRC PAR Inspection Not Required	Done	SENDING TO BMS FOR INS INV /REIMB	<u>Confidential</u> <u>Comment</u>
06/07/03	BOYCER	Research	Done	CASE SCAN NO FILES FOUND	<u>Confidential</u> <u>Comment</u>
06/07/03	BOYCER	Inbound Call Provided Info Dealer/Partner	Done	returning email call	<u>Confidential</u> <u>Comment</u>
06/06/03	BOYCER	BRC PAR Initial Contact- AVI	Done	4040128184	<u>Confidential</u> <u>Comment</u>
06/06/03	BOYCER	BRC PAR Initial Contact- Dealer	Done	OUT OF THE OFFICE	<u>Confidential</u> <u>Comment</u>
06/06/03	BOYCER	BRC PAR Ownership Escalated to BRC	Done	Ownership Escalated to BRC	<u>Confidential</u> <u>Comment</u>
06/06/03	BOYCER	BRC PAR Initial Contact- Phone	Done	CUST IS OUT OF TOWN FOR FAMILY FUNERAL	<u>Confidential</u> <u>Comment</u>
06/06/03	BOYCER	BRC PAR Acknowledgment	Done	DEFAULTS TO INITIAL CONTACT TIME	<u>Confidential</u> <u>Comment</u>
06/01/03	LOTTM	Ownership Changed	Done	Service Request Ownership has changed FROM: LOTTM TO: BOYCER	<u>Confidential</u> <u>Comment</u>
06/01/03	BOYCER	BRC PAR Case Assigned	Done	assigned file to Ruha Boyce at ext 57811	<u>Confidential</u> <u>Comment</u>
06/01/03	CLARKJ	Ownership Changed	Done	Service Request Ownership has changed FROM: CLARKJ TO: LOTTM	<u>Confidential</u> <u>Comment</u>
04/30/03	LOTTM	Escalation Initial PAR	Done	Assigning activity to PAR QUE	<u>Confidential</u> <u>Comment</u>

James Clark/clarkj

Received and assigned in PAR. Major's LossPAR
 043003 CLARKJ Outbound Call Made Contact Done contact dir
 Dealer

Comment called dr spoke w/ Lance Proffers owner and he states he spoke w/ cust and had told him to bring the veh in and have it repaired; cust veh was repaired; there is no. transferred to front of cleared cleaned throttle body; 00-04-007 is tab number; dr states that to his knowledge the only time throttle sticks is when veh is in neutral or park. **Confidential Comment**

043003 CLARKJ Inbound Call Complete Request Done Accelerator
 Customer

Comment cust has a 2001 silver do not ask; Accelerator was sticking. **Confidential Comment**

cust states he was backing into garage and he ran into his trailer and caused 1800.00 worth of damage; cust deductible 650.00

cust asks for grt to pay deductible
 cust states the veh has been repaired;

called dr spoke w/ Lance Proffers owner and he states he spoke w/ cust and had told him to bring the veh in and have it repaired; cust veh was repaired; there is no. transferred to front of cleared cleaned throttle body; 00-04-007 is tab number; dr states that to his knowledge the only time throttle sticks is when veh is in neutral or park.

James Clark/JC/00-

J42

Sticks

Engine - Throttle Linkage/Pedal

GM616B
EA02-015

ATTACHMENT "1D"

June 26, 2003

State Farm Insurance
Attn: Ms. Joyce Weathers
P.O. Box 4078
Kalamazoo, MI 49003

Your File Number: 22-V955-020
Your Insured: [REDACTED]
Our File Number: 460707
Our Client: General Motors Corporation
Date of Event: 4/22/03

Dear Ms. Weathers:

This will have reference to the above product liability claim that you filed with General Motors Corporation.

I have thoroughly reviewed the documentation provided to date in support of your claim. However, our file reflects that we have not been provided with your specific technical documentation, which supports your theory of liability as being that of General Motors Corporation.

Correspondence that was sent to you on May 8, 2003 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file.

1. Please provide a copy of your expert report. I have received your black and white photos. However color copies of photos taken by your expert are needed. Please do not send originals as they may not be returned.
2. A copy of the police report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Please ask your insured for all maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
9. Please provide copy of repair estimate

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Respectfully,

Marianne Spalla
Claims Administrator

State Farm Insurance Companies



6-14-03

May 28, 2003

RECEIVED

JUN 05 2003

ESIS-GM CLAIMS UNIT

State Farm Insurance Company
Subrogation
PO Box 4078
Kalamazoo, MI 49003-4078
Toll free: 877-782-8424
Fax: 888-845-8880

Attn: Marianne Spalla
ESIS/GM Claims
POB 300, Mail Code 482C20D71
Detroit, MI 48265-0300

RE: Claim Number: 22-V955-020

Our Insured: [REDACTED]

Date of Loss: April 22, 2003

Make, Model and Year of Vehicle: 1999 Chevrolet Pick up

Serial Number or VIN: 1GCGK29U9XE145609

Your file #: 460707

This State Farm insured vehicle was involved in a collision loss. We settled a claim with our insured in the amount of \$657.68, which includes our insured's deductible.

Our investigation revealed the cause of the loss was due to the throttle stuck.

Enclosed is the documentation of State Farm's claim. The evidence is being held for your inspection. You may contact me at (877) 782-6424 to make arrangements to inspect the vehicle and/or part.


Please consider this letter as our demand to Attn: Marianne Spalla for reimbursement of \$657.68.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Page 2
May 28, 2003

We are enclosing the necessary material to substantiate our subrogation claim in the amount of \$557.68.

Sincerely,


Joyce R. Weathers x8524
Claim Representative
(877) 782-6424

State Farm Mutual Automobile Insurance Company







RBZ0003H
date: 06-02-03

page: 1

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

AUTO PAYMENTS

policy number

date of loss

04-22-03

C denotes consolidated payment

E denotes EFT payment

P denotes previous data

	payment number	payee	total amount	issued	status
E	104966297K	DAVES AUTO BODY SHOP	557.68	05-07-03	PAID

12D GRAPHITE CUSTOM CLOTH
ORDER NO. 613FQY/TRS STOCK NO.
VIN 1GC GK29 U9 XE145609

100 RENAISSANCE CENTER
DETROIT MI 48243-1006
VEHICLE INVOICE 1AD18395599
*****13*444848

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK25753 SILVERADO LS 2500 HD PICK	28155.00	24635.63	INVOICE 12/16/98
AJ9 SHEP TINTED GLASS	107.00	92.02	SHIPPED 12/16/98
A95 RECLINING BUCKET SEATS	375.00	322.50	EXP I/T 12/20/98
C6P GVW RATING-8600 LB	N/C	N/C	INT COM 12/21/98
FE9 FEDERAL/NORTHEAST EMISSIONS	0.00	0.00	PRC HFF 12/14/98
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	KEYS NB74 NB74
LQ4 VORTEC 6000 V8 SFI GAS ENGINE	N/C	N/C	WFP-S QTR OPT-1
INCLUDES HIGH CAPACITY AIR CLEANER			BANK: GMAC - 321 CHG-TO 44-484
MT1 HD 4-SPD AUTOMATIC TRANSMISSION WITH TOW HAUL MODE	995.00	855.70	SHIP WT: 5346
NP8 AUTOTRAC ACTIVE TRANSFER CASE	375.00	322.50	HP: 51.2
PY0 FORGED POLISHED ALUMINUM WHEELS	90.00	77.40	GVW: 8600
QIW LT245/75R16/E OOR BW TIRES	55.00	47.30	GVWF: 4410
T96 FRONT FOG LAMPS	140.00	120.40	GVWR: 6000
UP0 AM/FM STEREO W/CASS & CD PLAYER (REPLACES RADIO IN OPTION PKG)	100.00	86.00	GMS: 26557.44
Z82 TRAILERING SPECIAL EQUIPMENT INCLUDES:	325.00	279.50	NTR: 3/4
* TRAILER HITCH PLATFORM			DAN: 9934
* 8-WIRE TRAILER HARNESS			MEMO 1535.85
* ENGINE OIL COOLER			
Z83 STANDARD CHASSIS PACKAGE	N/C	N/C	
1SB LS DECOR INCLUDES:	N/C	N/C	
* AIR CONDITIONING W/AIR FILTRATION SYSTEM			
* DUAL POWER MIRRORS			
* AM/FM STEREO W/CD PLAYER			
* CHROME GRILLE & STYLED STAINLESS STEEL WHEELS			
* ELECTRONIC SPEED CONTROL			
* POWER LOCKS & WINDOWS			
* REMOTE KEYLESS ENTRY WITH CONTENT THEFT ALARM			
* LEATHER WRAPPED STEERING WHL			
* BODY SIDE MOLDINGS			
* 40/20/40 SEATING W/RECLINE AND ARMREST STORAGE			

** CONTINUED ON PAGE 2 **

CARON CHEVROLET OLDSMOBILE

999 SILVERADO LS 2500 HD PICKUP
1U ONYX BLACK
2D GRAPHITE CUSTOM CLOTH
ORDER NO. 613FQY/TRS STOCK NO.
IN 1GC GK29 U9 XE145609

DEALER FACTORY OPTIONS
* CONTINUED FROM PAGE 1 **

/V8G

CHEVROLET - OR DIVISION
GENERAL NO. J CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1006
VEHICLE INVOICE LAD18395599
*****13*444848
MSRP INV AMT RETAIL - STOCK

TOTAL MODEL & OPTIONS	30717.00	26838.95	ACT 237	26557.44
DESTINATION CHARGE	640.00	640.00	H/B 261	921.51
DEALER ADVERTISING		153.59	ADV 65A	153.59
TOTAL	31357.00	27632.54	PAY 310	27632.54

REMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 26288.70

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

JARON CHEVROLET OLDSMOBILE

REMIT TO GMAC NO. 321
VIN 1GCGK29U9XE145609
\$ 27632.54 INV LAD18395599
DUE 12/21/98 DEALER 44-484

GM Vehicle Inquiry System

Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN:	1GCGE29U9XE145609
------	-------------------

VEHICLE INFORMATION

Merchandising Model:	CK25753 - 1999 SILVERADO EXT CAB PICKUP 4WD	Warranty Start Date:	03/15/1999				
BARS Order Type	70 - RETAIL - STOCK						
Delivering Dealer :	CARON CHEVROLET OLDSMOBILE 1201 W MICHIGAN AVE MARSHALL, MI 49068-1465 (269) 781-3154	Selling Source:	13 - CHEVROLET				
		Site Code:	44484				
		Business Associate Code:	115134				
Service Contract:	No	Branded Title:	No	Warranty Block:	No	FDI Status:	Paid

CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
00045	FRONT SAFETY BELT COMPLIANCE	03/16/2001	Open
00092	FRONT BRAKE PIPE CONTACT WITH BODY CROSS SILL	01/09/2001	Open

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER - NO DEDUCTIBLE	03/15/1999	54 miles	3/15/2002	36054 miles
72/100000 SHEET METAL RUST-THROUGH	03/15/1999	54 miles	3/15/2005	100054 miles
36/36000 SHEET METAL CORROSION	03/15/1999	54 miles	3/15/2002	36054 miles
96/80000 PCM/CC EMISSIONS	03/15/1999	54 miles	3/15/2007	80054 miles
36/36000 FEDERAL EMISSIONS	03/15/1999	54 miles	3/15/2002	36054 miles
60/50000 HEAVY DUTY EMISSIONS	03/15/1999	54 miles	3/15/2004	50054 miles

CLAIM HISTORY

R.O. Date	R.O. Number	Type	Labor Operation	Odometer Reading
04/10/2000	051832	#	J5485 - THROTTLE BODY-R&R	30397 miles

12/16/1998

A45609

I

Z7000 - NEW VEHICLE INSPECTION ALLOWANCE

0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System

Claim History

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VIN:	1GCGK29U9XB145609
------	-------------------

CLAIM HISTORY

Repair Order Date:		04/10/2000		Repair Order Number:		051832		Odometer Reading:		30397 miles	
Serviced By:		BOB FRAHM CHEVROLET BUICK PONTIAC CO. PO BOX 67 ALBION, MI 49224-0067 (517) 629-2151				Selling Source:		13 - CHEVROLET			
						Site Code:		44154			
						Business Associate Code:		115128			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
04/18/2000	57	01	#	J5485 - THROTTLE BODY-R&R		12345089 - CLEANER		N/A	N/A	\$39.34	N

Repair Order Date:		12/16/1998		Repair Order Number:		A45609		Odometer Reading:		0 miles	
Serviced By:		CARON CHEVROLET OLDSMOBILE 1201 W MICHIGAN AVE MARSHALL, MI 49068-1465 (269) 781-5154				Selling Source:			13 - CHEVROLET		
						Site Code:			44484		
						Business Associate Code:			115134		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
12/21/1998	917	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE		N/A		N/A	N/A	\$56.83	N
12/21/1998	917	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE		N/A		N/A	N/A	\$56.83	N

CHECK HISTORY

Vehicle Has No Associated Check History.

GM Vehicle Inquiry System

Vehicle Build

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VIN:	1GCGK29U9XE145609
------	-------------------

VEHICLE BUILD

Merchandising Model:	CK25753 - 1999 SILVERADO EXT CAB PICKUP 4WD		
Gross Vehicle Weight Rating:	3904 kg (8608 lb)	Order Number:	613PQY
Build Date:	12/14/1998	Build Plant:	1XE53

OPTION CODES

AJ1 - SLIDING REAR WINDOW	AM7 - FOLDING REAR SEAT
AU0 - REMOTE KEYLESS ENTRY SYSTEM	AU3 - POWER DOOR LOCK SYSTEM
A31 - POWER WINDOWS	A95 - FRONT LEATHER SEATING SURFACES
A90 - WHEELHOUSING & FLOOR CARPETING	B32 - FRONT FLOOR MATS
B33 - REAR COLOR KEYED FLOOR MATS	B71 - WHEEL OPENING FLARES
B85 - BRIGHT BODY SIDE MOLDINGS	C6P - 8600 LB GVW RATING
C60 - AIR CONDITIONING	DK6 - OVERHEAD CONSOLE
D07 - CUSTOM FRONT FLOOR CONSOLE	D48 - ELECTRIC EXTERIOR MIRRORS
B63 - FLEETSIDE BODY	FE9 - FEDERAL EMISSIONS
FF8 - TORSION BAR SPRING ADJ. - LH	FF9 - TORSION BAR SPRING ADJUSTMENT
GMC - ASSEMBLY PLANT-PONTIAC EAST	GT4 - REAR AXLE - 3.73 RATIO
JH6 - 4 WHEEL POWER DISC BRAKES, HD	KC4 - ENGINE OIL COOLING SYSTEM
KNP - TRANSMISSION OIL COOLING SYSTEM	K34 - WITH RESUME SPEED
K47 - HIGH CAPACITY AIR CLEANER	K68 - 105 AMP DELCOTRON GENERATOR
LQ4 - VORTEC 6000 V8 SFI GAS ENGINE	MT1 - 4-SPEED ELECTRONIC AUTOMATIC
NA4 - HEAVY DUTY EMISSIONS	NP2 - EMISSION SYSTEM, FEDERAL TIER 1
NP5 - LEATHER WRAPPED STEERING WHEEL	NP8 - AUTOTRAC ACTIVE TRANSFER CASE
PY0 - FORGED POLISHED ALUMINUM WHEELS	QIW - LT245/75R16/E OOR BW TIRES
PMU - PROSPEC IDENTIFIER	SLM - SALES STOCK ORDERS
Y55 - FOG LAMPS	UP0 - AM/FM STEREO W/CASS & CD PLAYER
UQ3 - BOSE PREMIUM SOUND SYSTEM	UY7 - HD 7-LEAD TRAIL WIRING HARNESS

VB3 - CHROME REAR STEP BUMPER	VG3 - FRONT DELUXE CHROMED BUMPER
VW4 - WEIGHT DISTRIB. PLATFORM HITCH	VXS - COMPLETE VEHICLE LABEL
VZ2 - DELUXE FRONT APPEARANCE	V73 - STATEMENT OF VEHICLE CERT.-U.S.
XGK - LT245/75R16/E OOR BW TIRES-FRNT	X88 - CHEVROLET CONVERSION
YD3 - BASE EQUIP FOR SCH GVW FL-FT AX	YD6 - BASE REAR SPRING
YE9 - DECOR	YGE - LT245/75R16/E OOR BW TIRES-REAR
ZGK - LT245/75R16/E OOR BW TIRE-SPARE	ZY1 - SOLID PAINT
Z82 - HEAVY DUTY TRAILERING EQUIPMENT	Z83 - STANDARD CHASSIS PACKAGE
18B - * CORNERING LAMPS	12D - GRAPHITE CUSTOM CLOTH
12I - GRAPHITE INTERIOR TRIM	41U - BLACK
6GK - FRONT SPRING	7GE - FRONT SPRING SELECTOR RH

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GM Vehicle Inquiry System

Vehicle Component

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VIN:	1GCGK29U9XE145609
------	-------------------

Vehicle Component

Component Code:	10 - ENGINE ASSEMBLY				
Source Plant:	W - CPC/DDA ROMULUS, MICHIGAN				
Part/Num Broadcast:	XSA	Traceability:	983445449		
Date Scanned:	12/14/1998	Time Scanned:	08.11.00	Scan Station:	02

Component Code:	35 - STEERING COLUMN - SIR SYSTEM				
Source Plant:	S - SAGINAW DIVISION SAGINAW, MI				
Part/Num Broadcast:	PRW	Traceability:	243203438		
Date Scanned:	12/14/1998	Time Scanned:	09.28.00	Scan Station:	36

Component Code:	50 - INSTRUMENT CLUSTER				
Source Plant:	3				
Part/Num Broadcast:	CNKH	Traceability:	CNK068095		
Date Scanned:	12/14/1998	Time Scanned:	08.11.00	Scan Station:	07

Component Code:	60 - TRANSFER CASE (4 WHEEL DRIVE)				
Source Plant:	N				
Part/Num Broadcast:	PW	Traceability:	000005842		
Date Scanned:	12/14/1998	Time Scanned:	09.00.00	Scan Station:	03

Component Code:	61 - TRANSMISSION				
Source Plant:	H - HYDRAMATIC YPSILANTI, MICHIGAN				
Part/Num Broadcast:	9BSP	Traceability:	00003158		
Date Scanned:	12/14/1998	Time Scanned:	08.22.00	Scan Station:	06

Component Code:	63 - FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES				
Source Plant:	G				
Part/Num Broadcast:	ZXS		Traceability:	K000218	
Date Scanned:	12/14/1998	Time Scanned:	09.52.00	Scan Station:	04

Component Code:	65 - REAR AXLE ASSEMBLY				
Source Plant:	G - SAGINAW DETROIT, MICHIGAN				
Part/Num Broadcast:	BN5		Traceability:	002478	
Date Scanned:	12/14/1998	Time Scanned:	10.32.00	Scan Station:	01

Component Code:	86 - ELECTRONIC CONTROL MODULE (ECM)				
Source Plant:	9				
Part/Num Broadcast:	CWAF		Traceability:	183415AR7	
Date Scanned:	12/14/1998	Time Scanned:	18.00.00	Scan Station:	03

Component Code:	92 - BRAKE PRESSURE MODULATOR VALVE ASSEMBLY				
Source Plant:	K - KELSEY-HAYES JASPER, INDIANA				
Part/Num Broadcast:	5666		Traceability:	00009892	
Date Scanned:	12/14/1998	Time Scanned:	10.41.00	Scan Station:	33

Component Code:	AB - IR-MODULE ASM-INFLATOR				
Source Plant:	I - INLAND				
Part/Num Broadcast:	4224		Traceability:	28BK2HF	
Date Scanned:	12/14/1998	Time Scanned:	11.06.00	Scan Station:	35

Component Code:	AD - IR-SENSOR-FORWARD				
Source Plant:	H - HAMLIN INC, LAXE MILLS WISCONSIN				
Part/Num Broadcast:	6305		Traceability:	004NKR	
Date Scanned:	12/14/1998	Time Scanned:	13.07.00	Scan Station:	39

Component Code:	AL - IR-MODULE ASM-I/P				
Source Plant:	Q - RIMIR MATAMORES MEXICO				
Part/Num Broadcast:	7762		Traceability:	58CAVJB	
Date Scanned:	12/14/1998	Time Scanned:	09.22.00	Scan Station:	07

Component Code:	AS - SENSING DIAGNOSTIC MODULE				
Source Plant:	K - DELCO ELECTRONICS KOKOMO,IN				
Part/Num Broadcast:	2295	Traceability:	18340444M		
Date Scanned:	12/14/1998	Time Scanned:	18.00.00	Scan Station:	03

Component Code:	CB - SEQ NUM (FLEX) BODY ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1ZZ	Traceability:	0631129		
Date Scanned:	12/07/1998	Time Scanned:	22.04.00	Scan Station:	N/A

Component Code:	CF - SEQ NUM (FLEX) PAINT PROCESS				
Source Plant:	N/A				
Part/Num Broadcast:	1XB	Traceability:	6350114		
Date Scanned:	12/08/1998	Time Scanned:	20.00.00	Scan Station:	N/A

Component Code:	CK - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1MP	Traceability:	6259808		
Date Scanned:	12/13/1998	Time Scanned:	20.44.00	Scan Station:	N/A

Component Code:	CM - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1HP	Traceability:	6261116		
Date Scanned:	12/14/1998	Time Scanned:	05.37.00	Scan Station:	N/A

Component Code:	CN - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1HA	Traceability:	1404687		
Date Scanned:	12/14/1998	Time Scanned:	06.59.00	Scan Station:	N/A

Component Code:	CP - SEQ NUM (FLEX) GEN ASM				
Source Plant:	N/A				
Part/Num Broadcast:	1GA	Traceability:	1856326		

Date Scanned:	12/14/1998	Time Scanned:	07.08.00	Scan Station:	N/A
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GM Vehicle Inquiry System

Delivery Information

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN:	1GCGK29U9XE145609
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IN-SERVICE INFORMATION

In-Service Information Not On File

DELIVERY INFORMATION

Delivery Date:	03/15/1999	Delivery Type:	010 - RETAIL/INDIVIDUAL	Delivered Odometer:	54 miles
Delivering Dealer:	CARON CHEVROLET OLDSMOBILE 1201 W MICHIGAN AVE MARSHALL, MI 49068-1465 (269) 781-5154			Delivery Selling Source:	13 - CHEVROLET
				Delivery Site Code:	44484
				Business Associate Code:	115134

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GM Vehicle Inquiry System

Dealer Information

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[Help](#)

VIN:	1GCGK29U9XB145609
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INVOICE INFORMATION

Invoice Date:	12/16/1998		
Site Address:	CARON CHEVROLET OLDSMOBILE 1201 W MICHIGAN AVE MARSHALL, MI 49068-1465 (269) 781-5154	Selling Source:	13 - CHEVROLET
		Site Code:	44484
		Business Associate Code:	115134

SHIP-TO INFORMATION

Ship-To Date:	12/22/1998		
Address:	CARON CHEVROLET OLDSMOBILE 1201 W MICHIGAN AVE MARSHALL, MI 49068-1465 (269) 781-5154	Selling Source:	13 - CHEVROLET
		Site Code:	44484
		Business Associate Code:	115134

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INCAMPI DISPLAY VIN\RELATED CAMPAIGNS KIPBA06I
05/14/2003 15:28

VIN: 1GCGK29U9XE145609 OPEN\CLOSED STATUS:

SEL	CAMPAIGN STATUS	REPAIR	REPAIR PREV.	CAMPAIGN
CODE NUMBER		DATE	DEALER NUMBER	TYPE
00045	OPEN	/	/	NON-COMPLIANCE
FRONT SAFETY BELT COMPLIANCE				
00093	OPEN	/	/	SAFETY
FRONT BRAKE PIPE CONTACT WITH BODY CROSS SILL				

INQUIRY COMPLETE PW:
PF 10 MANT 11 VHCP 12 DLRA 13 AUDT 14 XREF 15 DESC 16 ADST 17 NADR 18 DELT
19 PERF 20 21 22 23 24 PF SELECT: GOTO:

ESIS

An Insurance Services Company

300 Renaissance Center
Mail Code 482-C20-D71
Detroit, MI 48265-3000
Telephone 313.665-3412
Facsimile 313.665.0911

May 8, 2003

State Farm Insurance
Attn: Ms. Joyce Weathers
P.O. Box 4078
Kalamazoo, MI 49003

Your File Number: 22-V955-020
Your Insured: [REDACTED]
Our File Number: 460707
Our Client: General Motors Corporation
Date of Event: 4/22/03

Dear Ms. Weathers:

We are the third-party administrators on behalf of General Motors Corporation for matters involving allegations of product liability. I am the Claims Administrator assigned to this file.

In that regard, I am in receipt of your correspondence to General Motors concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever involved in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage estimate and your total loss work sheet.
11. Advise of any injuries.

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. We will be unable to determine if a physical inspection of the subject vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Respectfully,

Marianne Spalla
Claims Administrator

State Farm Insurance Companies



State Farm Insurance Company
Subrogation
PO Box 4078
Kalamazoo, MI 49003-4078
Toll free: 877-782-6424
Fax: 888-845-6860

April 28, 2003

*no on in
no up
no day
257/03 460707*

ESIS/GM Claims
POB 300, Mail Code 482C20D71
Detroit, MI 48265-0300

RECEIVED

MAY 01 2003

ESIS-GM CLAIMS UNIT

RE: Claim Number: 22-V955-020
Our Insured: April 22, 2003
Date of Loss: [REDACTED]
Make, Model and Year of Vehicle: 1999 Chevrolet Pickup
Serial or Vehicle Identification Number: 1GCGK29U9XE145609

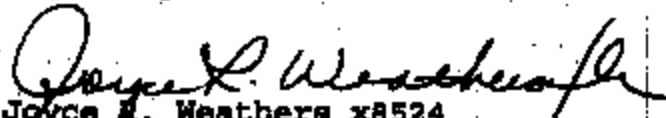
The identified vehicle is insured by State Farm Insurance. This vehicle experienced a collision loss when the throttle stuck.

State Farm would like to give you an opportunity to inspect the vehicle and/or part and give you advance notice of our potential claim.

In order to assist you in evaluating and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Please contact me at (877) 782-6424 to set up a time for your inspection.

Sincerely,


Joyce A. Weathers x8524
Claim Representative
(877) 782-6424

State Farm Mutual Automobile Insurance Company

**GM616B
EA02-015**

**THIS ESIS CASE #461842 IS A
DUPLICATE OF DECEMBER 9TH
2002 RESPONSE IN OWNER'S
REPORT WITH CASE NUMBER
391757 .**

ESIS

An Insurance Services Company

ESIS/GM Central Claims
M/C: 482 C28 071
P.O. Box 300
Detroit, MI 48268-3000

461842
800.888.0164 tel
313.665.0911 fax

Claims Administrator

June 11, 2003

ERIE Insurance Group
P.O. Box 2013
Mechanicsburg, PA 17055-0710
Attn: Francis Guillemette

RE: Claimant: [REDACTED]
Our File No.: 461842
Our Client: General Motors Corporation
Date/Event: 3/16/02
Subject vehicle: 2001 Chevrolet Tahoe
VIN: 1GNEK13T31J107087

Dear Francis Guillemette:

ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

So we may further investigate your claim, we request that you provide us with the following information:

1. Statement describing the incident, outlining the date, time and events regarding this matter. Also statements of other witnesses, if available would be appreciated;
2. Proof of defect in your vehicle, including expert's reports, mechanic statements, or other supporting documentation;
3. All medical records concerning the injuries suffered as a result of this accident;
4. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim;
5. Documentation to substantiate the type and amount of damages claimed;
6. Current location of the subject vehicle. If you are in possession of the subject vehicle, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

When we have received this information, we will be in a better position to consider your claim. Should you have any questions regarding this letter or your claim, please do not hesitate to contact me directly at 800.888.0164, Monday through Friday, 8:00 a.m. to 4:30 p.m., EST

Sincerely,


Jim Duffy



ERIE INSURANCE GROUP

Branch Office • 4901 Louisa Dr. • Rosemoyne Business Center • P.O. Box 2013 • Mechanicsburg, PA 17055-0713
(717) 795-8200 • Toll Free 1-800-382-1304 • Fax (717) 795-2315 • www.erieinsurance.com

Received from MSX

KERRY J. FITCH, CPCU, AIC
Claims Manager

May 16, 2003

Chevrolet
Legal Liability
P O Box 33170
Detroit, MI 48232-5170

RECEIVED

MAY 27 2003

ESIS-GM CLAIMS UNIT

RE: Erie Claim No: 010170604317
Erie Insured: [REDACTED]
Damaged: Vehicle, Bodily Injury
Loss Date: 3/16/02
Your Insured: Chevrolet/GMC
VIN: 1GNEK13T31J107087

Dear Sir/Madame:

Kindly accept this letter as our follow up subrogation notice regarding the above referenced matter. We have previously written to Paul Chevrolet and GMC to prepare for reimbursement for the liability in the above referenced accident. If you are insured, please refer this to your insurer. If GMC plans to handle this matter, please instruct them to respond to us within the next 30 days. Failure to do so may result in your loss of legal rights to inspect the subject vehicle. The dealership that sold this defective vehicle and most recently performed maintenance on it has had their expert inspect it. We have a completed expert report that clearly supports the fact that the 2001 Chevrolet Tahoe, driven and owned by our insured, was equipped with a defect that caused the collision. A malfunction in its operation was responsible for the property damages and bodily injuries suffered. We are holding the salvage for another 60 days for your inspection. A total claim payment for collision and property damage to date is \$38,171.76. Our insured also has a \$500 deductible interest. There are also several outstanding attorney represented injury claims. Please respond to the listed address and phone number. Thank you for your consideration and cooperation in this matter.

Very truly yours,

Francis Guillemette
Subrogation Specialist II
1-800-382-1304 x207

cc: AA7788 SHADLE INSURANCE AGENCY
cc: Gary & Marie Lopko, P O Box 42, Lavelle, PA 17943-0042
cc: File

GM616B
EA02-015

ATTACHMENT "7D"

**Attachment 7D contains parts bag
shipped with GM 616B book 1
copy 1.**