

EA03-007

GM 12/16/03

ATTACHMENT 1B

BOOK 2 OF 2

PART 2 OF 3

GM638B
EA03-007

ATTACHMENT "1B"

CASE NUMBER: 5039473 VIN: 1GHDT138722159207
DATE OPENED: 09/12/01 MODEL YEAR: 02
DATE CLOSED: SERIES: T1
SOURCE: OLDSMOBILE MILEAGE: 002079
CUSTOMER: 007410
ADDRESS:
HOME PHONE: STATE: OH
BUS. PHONE:

SYMPTOM ABSTRACT---- COMMUNICATION NO NO START PCM STALL U1016 C02
RESOLUTION ABSTRACT-
UCC CODE 1-----
UCC-1 DESCRIPTION--- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

09/12/2001 15:11:47 SBD TEMPLATE - YELLAND
STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

NUMBER OF TIMES IN FOR THE SAME CONDITION
NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
N_ (Y/N) IS THE VEHICLE MODIFIED/NOE-PRODUCTION ACCESSORIES
N_ (Y/N) CAN COMPLAINT BE DUPLICATED
Y_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
N_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
Y_ (Y/N) ARE THERE ANY DTC'S
N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED
09/12/2001 15:11:47 HISTORY - YELLAND

TECHNICIAN STATES THAT THE CUSTOMER HAD THE VEHICLE STALL WHILE DRIVING AND WAS UNABLE TO RESTART THE VEHICLE. IT WAS TOWED IN AND NOW STARTS AND RUNS FINE. TECHNICIAN FOUND U1016 IN ALL CLASS 2 MODULES, C0236 AND C0237 IN THE HETCM, AND A B0114 B0116 SOMEWHERE. TECHNICIAN IS CALLING FOR CASE DIAGNOSTIC INFORMATION.

TAC ADVISED TECHNICIAN THAT THE RELEVANT CASE INFORMATION IS SHOWING VERY FEW CLOSED CASES AND A LARGE NUMBER OF OPEN. THE CLOSED CASES WERE HAVE FOUND MOSTLY POWER AND GROUND G108 ISSUES TO THE PCM. TAC ADVISED TECHNICIAN TO DUPLICATE THE COMPLAINT WHILE MONITORING POWER TO THE PCM.

TECHNICIAN TO CALL BACK.

09/13/2001 15:15:20 JACOBS
*****DEALER CONTACT NAME AND POSITION*****

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

2

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STS HE ALLEGEDLY CHECKED ALL GROUNDS ON THE VEHICLE
TECH STS HE CANNOT DUPLICATE THE STALL , OR THE U CODES
TECH STS IF HE GOES INTO THE LGM THE DISPLAY IS FLICKERING AND HE HAS A
PHANTOM U1064 THAT COMES AND GOES IN HISTORY

*****NEW RECOMMENDATIONS*****

TAC ADVISES TECH TO CHECK POWERS AND GROUNDS TO THE LIFTGATE MODULE
TAC ADVISES TECH THAT IT SOUNDS LIKE HE HAS A BAD GROUND, BECAUSE A
PROBLEM MODULE ON THE CLASS TWO LINE WILL NOT MAKE THE VEHICLE STALL
UNLESS THE PCM IS THE ONE THAT IS THE CONCERN

09/13/2001 16:12:38 HOFFMAN

*****DEALER CONTACT NAME AND POSITION*****

TRACY GRIMES

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

2

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STS THE CONCERN HAS CHANGED, CUSTOMER STS THE VEH STALLS WHEN
SLOWING DOWN AND TURNING INTO A DRIVE WAY AND THE CAR STARTS RIGHT UP.
CUSTOMER STS NO LAMPS COME ONTECH STS THE CAR WAS TOWED IN DUE TO THE ABS
LAMP WAS ON THERE WERE 2 ABS SPEED SENSOR CODES. TECH STS HE COMPARED
THE WAY THE SCAN TOOL BLENKS BEFORE COMMUNICATING WITH A DOOR MODULE AND
OTHER TRUCKS DO IT. TECH STS THE U1064 HISTORY IS THE ONLY CODE THAT
COMES BACK INT INT IN THE LGM.

*****NEW RECOMMENDATIONS*****

ADVISE TO DO A SWAP SHOT AND DUPLICATE STALL. ADVISE OF CASES OF PCM
CLOSING CASES. ADVISE TO CHECK CAM SENSORS. ADVISE POSSIBLE LGM CAUSING
THE INT U1064 IN LGM.

09/19/2001 10:21:51 RICHARDSON

*****DEALER CONTACT NAME AND POSITION*****

TRACY

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

8

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

DLR HAS REPLACED CAM SENSOR, PCM AND LGM, NOW UNABLE TO PROGRAM RFE TO
DLR. DLR TRIED PROGRAMMING LGM BUT IT STS IT HAS LATEST CALIBRATION AND
CANNOT ALLOW PROGRAMMING, DLR STS TECH2 SHOWS 10 MB AND HAS VERSION
21.007, DLR STS THE 32MB CARD IS IN THE OTHER TECH2 AND THAT HIS GM SAID
HE WILL NOT BUY AN ADDITIONAL CARD FOR THIS TECH2

*****NEW RECOMMENDATIONS*****

ADVISE DLR THE 21.007 VERSION WILL NOT OPERATE CORRECTLY ON THE 10MB
CARD, AND AS THE VERSIONS CONTINUALLY UPDATE FOR THE TECH2 IT WILL
EVENTUALLY NOT WORK AT ALL WITHOUT THE 32MB CARD INSTALLED, ADVISE DLR TO
USE OTHER TECH2 WITH 32MB CARD AND VERIFY VERSION 21.007 ON THAT TECH2
BEFORE ATTEMPTING TO PROGRAM LGM AGAIN

T. A. S. FIELD REPORT
GM RESTRICTED

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CASE NUMBER: 5025810 VIN: 1GHDT13E122181543
DATE OPENED: 09/06/01 MODEL YEAR: 02
DATE CLOSED: SERIES: T1
SOURCE: CHEVROLET MILEAGE: 002670
CUSTOMER: B06659
ADDRESS:
HOME PHONE: STATE: CA
BUS. PHONE:

SYMPTOM ABSTRACT---- COMMUNICATION NO PCM INTERMITTENT STALL NO CR
RESOLUTION ABSTRACT-
UCC CODE 1-----
UCC-1 DESCRIPTION--- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

09/06/2001 16:13:16 SBD TEMPLATE - HALAS

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

NUMBER OF TIMES IN FOR THE SAME CONDITION
NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
(Y/N) IS THE VEHICLE IN THE DEALERSHIP
N (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
Y (Y/N) CAN COMPLAINT BE DUPLICATED
N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED
Y (Y/N) BULLETIN OR PI SEARCH PERFORMED
Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
Y (Y/N) ARE THERE ANY DTC'S
N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED
09/06/2001 16:13:16 HISTORY - HALAS

TECH CALLED AND STS THAT HE CANT COMMUNICATE WITH PCM AND VEH WONT CRANK
AND TECH HAS REPLACED PCM IN PAST AND TECH STS THAT HE COULD NOT FIND
FLOW CHART OR SCHEMATIC FOR PCM.

ADV TECH OF DOC ID # 7445E3, 679967 AND ADV TO HAVE SI 2000 UPDATED.

09/06/2001 17:27:53 SHOOK

*****DEALER CONTACT NAME AND POSITION*****

TECH RYAN

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STATES VEHICLE WAS IN ON FIRST VISIT WITH U1000 IN ALL MODULES EXCEPT PCM, VEHICLE DID START AND RUN AT THAT TIME, THE CONCERN WAS A STALL CONDITION. TECH STATES VEHICLE BACK THIS VISIT TOWED IN WITH NO CRANK CONDITION, U1000 IN ALL MODULES EXCEPT PCM, TECH VERIFIED POWER AND GROUND AT PCM DURING CONCERN, TECH THEN DISCONNECTED PCM AND THEN RECONNECTED, VEHICLE THEN CRANKED AND RUMS NORMALLY AT THIS TIME. PCM HAD BEEN REPLACED ON FIRST VISIT. TECH STATES THEY ARE NOT GOING TO RELEASE VEHICLE TO CUSTOMER UNTIL THEY CAN CORRECT CONCERN.

*****NEW RECOMMENDATIONS*****

ADVISED TECH TO ASK SERVICE MANAGER TO CONTACT AVM FOR CONTACT WITH LIAISON FOR FURTHER REVIEW REALATIVE TO A POSSIBLE PROGRAMMING CONCERN

...JCS

09/10/2001 16:39:43 SHOOK

*****DEALER CONTACT NAME AND POSITION*****
SERVICE MANAGER ED BRETTENCOURT

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

2 VEHICLE NOT AT DEALERSHIP

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

REQUESTING ANY NEW INFORMATION, ED WILL BE CONTACTING AVM RON REED

*****NEW RECOMMENDATIONS*****

ADVISED NO NEW INFORMATION AT THIS TIME, ADVISED ED TO ASK RON REED TO CONTACT JACK MCVOY FOR FURTHER REVIEW.

...JCS

09/18/2001 12:28:34 FRITTS

-CASE UPDATE-

*****DEALER CONTACT NAME AND POSITION*****ED (S.M.)

*TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN*3

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN3

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

CUSTOMER STATES WHILE DRIVING, ENGINE WILL STALL, SEE LIGHT COMES ON AND WILL NOT RESTART. VEHICLE TOWED TO DLR AGAIN. DLR CAN NOT COMMUNICATE WITH PCM. DLR HAS REPLACED PCM'S IN PAST. DLR HAS CALLED RON REED (DLR'S AVM).

*****NEW RECOMMENDATIONS*****

TAC CALLED JACK MCVOY AT 40524 AND LEFT MESSAGE ON VMB. ALSO SENT CASE TO JACK AT VEPB97. TRANSFERRED CALLER TO JAMIE PARKHURST AT 40560.

09/18/2001 13:41:38 PARKHURST

*****DEALER CONTACT NAME AND POSITION*****

- SERVICE MANAGER
RYAN - TECHNICIAN

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****
147

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

9 THE SERVICE MANAGER CONTACTED THEIR MARKET AREA SERVICE MANAGER WHO SPOKE WITH BQM, MARTY CASE ABOUT THIS BUT THE SERVICE MANAGER DOES NOT HAVE ANY FURTHER INFORMATION REGARDING WHAT WAS SAID AND CLAIMS HE IS CALLING FOR THE "FIX".
9 THE TECHNICIAN CLAIMS THE CONDITION IS NOT HAPPENING RIGHT NOW, THEY JUST DO NOT WANT TO RELEASE THE VEHICLE AGAIN WITHOUT BEING REPAIRED.
9 THE TECHNICIAN CLAIMS WHEN THE VEHICLE CAME IN WITH THE NO CRANK CONCERN, HE COULD NOT COMMUNICATE WITH THE POWERTRAIN CONTROL MODULE UNTIL HE UNPLUGGED THE POWERTRAIN CONTROL MODULE AND PLUGGED IT BACK IN. SINCE THEN, HE CAN NOT VERIFY THE CONDITION AGAIN.

*****NEW RECOMMENDATIONS*****

9 AT THIS POINT, NO FURTHER ACTION IS RECOMMENDED AND I WILL REVIEW THE CASE WITH JACK MCVOY. AS SOON AS MORE INFORMATION BECOMES AVAILABLE, I WILL FOLLOW UP WITH THE DEALER TO DISCUSS FURTHER REPAIR DIRECTION.
09/18/2001 14:02:37 MCVOY - I CALLED AND SPOKE WITH THE AVM RON REED WHO HAS SPOKE WITH BQM MARTY CASE . RON IS AWARE CURRENTLY ENGINEERING IS DEVELOPING A FIX FOR THIS CONDITION. I ADVISED RON THIS SAME DEALER THAT HE CALLED ABOUT PREVIOUSLY IS STILL CALLING FOR THE FIX PROCEDURES ..JEM

09/19/2001 16:56:47 PARKHURST - CALLED DEALER

*****DEALER CONTACT NAME AND POSITION*****
RYAN - TECHNICIAN

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN
37

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****
157

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC
9 NA

*****NEW RECOMMENDATIONS*****

9 RECOMMENDED THE FOLLOWING INFORMATION THAT WAS SUPPLIED FROM ENGINEERING:

IF THIS VEHICLE HAS BEEN CONFIRMED TO HAVE THE COMPLAINT OF A STALL WITH NO CRANK AND YOU HAVE COMPLETED THE PUBLISHED STALL DIAGNOSTICS WITH NO TROUBLE FOUND. THE STALL CONCERN MAYBE CAUSED BY TRANSIENT VOLTAGE FROM THE ELECTRONIC CONTROLLED AIR SUSPENSION (ECAS) TO THE PCM. BEGIN REPAIRS WITH THE REMOVAL OF THE #17 CIRCUIT (#12000 DOC# 664742). LOCATE THE #17 WIRE (GRN DRK/WHT STR) IN CONNECTOR C1 AT THE ECAS COMPRESSOR , REMOVE TERMINAL FROM CONNECTOR PIN "C" AND CUT THE #17 WIRE AT THE BASE OF THE TERMINAL. TAPE/SECURE WIRE TO BUNDLE. INSERT CAVITY PLUG PART NUMBER 15305170 IN CAVITY "C" OF CONNECTOR C1. THEN LOCATE THE #17 WIRE (GRN DRK/WHT STR) IN CONNECTOR C101 (NEAR UREC) AND REMOVE TERMINAL PIN FROM CAVITY "A3". CUT WIRE AT THE BASE OF THE TERMINAL AND TAPE/SECURE TO BUNDLE. INSERT CAVITY PLUG PART NUMBER 15305171 IN CAVITY "A3" OF CONNECTOR C101. INSTALL FILTER P/N 8892654 AT THE ECAS

T. A. S. F I E L D R E P O R T
G M R E S T R I C T E D

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COMPRESSOR, BY OPENING THE REAR HATCH THEN TAKE OFF THE REAR QUATER LOWER
SUPERIOR TRIM PANEL TO ACCESS REAR INFLATOR SWITCH (812000 DOC# 767255).
REMOVE THE AIR FILLER SUPPLY LINE RETAINING NUT. THIS WILL ALLOW YOU TO
REMOVE PANEL AND LOCATE THE FILTER AT THE WIRING HARNESS. LOCATE THE
ECAS COMPRESSOR FILTER HOSE WHICH IS TAPED TO THE WIRING HARNESS AND
REMOVE ECAS COMPRESSOR FILTER AND INSTALL A NEW FILTER (P/N 88892654).
AND REASSEMBLE. FINALLY, TO COMPLETE THIS REPAIR, REPLACE THE PCM AND
COMPLETE THE NECESSARY STEPS TO REPROGRAM THE PCM WITH THE LATEST
CALIBRATIONS AVAILABLE IN TIS2000.

VEHICLE NUMBER: 5378475 VIN: 1GHDT138022172879
DATE 02/01/02 MODEL 2002
DATE SERIES T1
SOURCE: OLDSMOBILE MILEAGE 004564
CUSTOMER: 026683
ADDRESS:
HOME PHONE: STATE: FL
HUB. PHONE:

SYMPTOM ABSTRACT---- DATA STALLED A001631
RESOLUTION ABSTRACT-
UCC CODE 1-----
UCC-1 DESCRIPTION--- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

02/01/2002 13:34:01 END TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- 1 NUMBER OF TIMES IN FOR THE SAME CONDITION
- 2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- (Y/N) IS THE VEHICLE MODIFIED/NOV-PRODUCTION ACCESSORIES
- N (Y/N) CAN COMPLAINT BE DUPLICATED
- Y (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- Y (Y/N) BULLETIN OR PI SEARCH PERFORMED
- Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- Y (Y/N) ARE THERE ANY DTC'S
- N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

02/01/2002 13:34:01 HISTORY - MILLER

CUSTOMER CLAIMS

CAR STALLED. STATES REMOVED THE KEY AND THEN IT RESTARTED. STATES HAS A LIST OF U CODES. STATES DIDN'T HAVE THE LIST. STATES NO DTC'S IN THE PCM.

TAC ADVISES TO DO A LOADED VOLTAGE DROP ON THE POWERS AND GROUNDS AT THE PCM.

TECHNICIAN TO CALL BACK.

02/07/2002 08:41:22 HOFFMAN

*****DEALER CONTACT NAME AND POSITION*****

LARRY CRAIG

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

****TOTAL NUMBER OF DAYS DONE FOR THIS CONCERN****

3

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC**

IN STE HE COULD NOT FIND ANY VOLT DROP TO THE PCM AND REPLACED IT. TECH
FOR THE CAR IS BACK AND CUSTOMER STE THE VEH STALLED AGAIN. CUSTOMER STE
THE VEH WILL NOT CRANK WHEN THE ISSUE HAPPENS. TECH STE NO CODES ARE SET

TECHNICAL ASSISTANCE SYSTEM
GM RESTRICTED

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THE VEH. TECH STS HE STILL CANNOT DUPLICATE THE ISSUE. TECH STS HR
CHECKED ALL GROUNDS ON LEFT OF VEH UNDER HOOD.

*****NEW RECOMMENDATIONS*****

ADVISE THE VEH HAS G67 AND PI A001831, ABOUT THE PCM UPDATE. ADVISE NO
CRANK COULD BE A SENSATION DUE TO THE THROTTLE BODY NEEDS TO FIND 0 BEFOR
THE CRANK.

TECHNICAL ASSISTANCE SYSTEM
GM RESTRICTED

VEHICLE NUMBER: 5756682 VIN: 1GHDT138122129815
 DATE 07/23/02 MODEL 2002
 DATE SERIES T1
 SOURCE: CHEVROLET MILEAGE 012980
 CUSTOMER: B11377
 ADDRESS:
 HOME PHONE: [REDACTED] STATE: IN
 BUS. PHONE:

SYMPTOM ABSTRACT---- NOCRANK STALL STALL NO CRANK G67 P100249
 RESOLUTION ABSTRACT-
 UCC CODE 1-----
 UCC-1 DESCRIPTION--- ENGINE
 UCC CODE 2-----
 UCC-2 DESCRIPTION---
 UCC CODE 3-----
 UCC-3 DESCRIPTION---

07/23/2002 11:25:29 SBD TEMPLATE - YELLAND
 STRATEGY BASED DIAGNOSTICS

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

CALLER'S NAME (FIRST, LAST, AND POSITION)
 MIKE CORWIN TECH
 CUSTOMER CONCERN -
 NO START.

DEALER COMMENTS/DIAGNOSIS - (DTC'S, PARTS, REPAIRS, DUPLICATED, RI SEARCH, COMPARE TO LIKE VEHICLE?)
 WHILE DRIVING THE ABS LAMP CAME ON, THE VEHICLE STALLED, THE VEHICLE WOULD NOT CRANK. TECH IS CALLING FOR DIAGNOSTIC INFORMATION AS HE DOESN'T KNOW WHAT TO DO. HE DID CHECK FOR DTC'S AND FOUND IN HISTORY: LCM P1017 P1252 ABS C0236 C0237 C0267

TAC RECOMMENDATION -
 P100249

CONDITION/COMPLAINT: SOME 2002 GMC HUMVOR, OR OLDSMOBILE BRANDED EQUIPPED WITH THE ELECTRONIC CONTROLLED AIR SUSPENSION (ECAS) RPO CODE (G67) MAY HAVE A COMPLAINT OF A COMPLAINT OF AN ENGINE STALL NO CRANK, AND/OR ENGINE STALL WITH CRANK NO START AS WELL MAY HAVE DTC'S C0236 C0237 P0621 P0116 P1683 U1000 U1016.
 07/23/2002 11:25:29 HISTORY - YELLAND

GM RESTRICTED

CASE NUMBER: 1-41515138 VIN: 1GND5138422175464
 DATE 10/16/02 MODEL 2002
 DATE 12/09/02 SERIES BRAVADA
 SOURCE: PANYAS MILEAGE 20239.
 CUSTOMER: SOLES, KAREN
 ADDRESS:
 HOME PHONE: [REDACTED] STATE: GA
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 OLDSMOBILE DIVISION
 GM RESTRICTED

CUSTOMER: [REDACTED]
 ADDRESS: [REDACTED] Clermont, GA [REDACTED]
 HOME PHONE: [REDACTED]

CASE NUMBER: 1-41515138 VIN: 1GND5138422175464
 DATE OPENED: 2002-10-16 MODEL YEAR: 2002
 DATE CLOSED: 2002-12-09 SERIES: Bravada
 SOURCE: Phone MILEAGE: 20239.0000000
 TYPE: PANYAS DELIVERY DATE:
 PARENT: DEALER NAME: Hardy Chevrolet, Inc.
 DEALER ADDRESS: 2115 Browns Bridge Rd, Gainesville, GA, 30501, USA

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

JB7 MCM / PCM / MENCAL / FROM
 0 REPAIR ATTEMPT(S)

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

Pre-Pac; ; 2002-10-16
 2002-10-16

Pre-PAR Form; ; 2002-10-17
 2002-10-17

ASSIGNED PAR CASE TO PATRICK CLEMENS/B7306; ; 2002-10-17
 2002-10-17

Service Request Ownership has changed FROM: YOUNG TO: CLEMENS; ; 2002-10-17
 2002-10-17

Ownership Miscalcated to ERC; ; 2002-10-17
 2002-10-17

with contact; ; 2002-10-17
 2002-10-17

GM RESTRICTED

(0) 945-9700 / Dir new John Bailey; ; 2002-10-17
2002-10-17

Tait Ronald 8003630083 8142; ; 2002-10-17
2002-10-17

CORRECTION; ; 2002-10-17
2002-10-17

AVM Ron Tait; ; 2002-10-17
2002-10-18

not in at that dir; ; 2002-10-18
2002-11-19

advised pls call PAR; ; 2002-11-19
2002-11-20

7068646145; ; 2002-11-20
2002-11-20

CRM advised cust must review; ; 2002-11-20
2002-11-20

TM DePalma; ; 2002-11-20
2002-11-20

consult; ; 2002-11-20
2002-11-20

HARDY CHEVROLET, INC. 2115 BROWNS BRIDGE RD GAINESVILLE, GA 30501 Phone: (770) 532-
4389; ; 2002-11-20
2002-11-20

advise cust seek estimate; ; 2002-11-20
2002-11-21

BMC PAR Scanned: 2002-11-21-17.12.16.000000, MSXDocNum: CLE28ED041; ; 2002-11-22
2002-11-22

sys req update; ; 2002-11-22
2002-11-27

7705224389; ; 2002-11-27
2002-12-09

7705224389; ; 2002-12-09
2002-12-09

(770) 983-1525; ; 2002-12-09
2002-12-09

closing due to lack of cust response; ; 2002-12-09
2002-12-09

Service Request has been Closed Satisfied; ; 2002-12-09

G M R E S T R I C T E D

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

INCIDENT DATE: 2002-10-12 INCIDENT TIME: 18:30:00.000000
INCIDENT LOCATION: On Cleveland Highway, cannot really identify exactly where.

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY: N/A

OWNER DESCRIPTION: Customer states she was driving 55mph and the vehicle acted like it had no power. Lights came on and she was getting off the road quickly and she hit a drink box and came to a complete stop on the side of the road. She had no power steering and no brakes and the engine would not turn back on.

ALLEGED DEFECTIVE COMPONENT: The computer system has a bunch of codes in it.

INCIDENT RESULT: ROAD CONDITION: Dry ROAD SURFACE: Asphalt
POLICE REPORT: BODY INJURY: N
NUMBER OF PEOPLE: 1
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

MORE INFORMATION:
MAINTENANCE LOCATION: Walmart
CURRENT LOCATION OF VEHICLE: John Nagel Oldsmobile
NOTIFY NAME: Driver

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 SAC:
DEALER NAME:
DEALER ADDRESS: , , ,
CONTACT:
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:

GM RESTRICTED

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

TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

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

NAME:
INTEREST PAID:
DEALER BUYOFF:

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:

*****LEASER INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAME:
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 AM:

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

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	OVEP-01
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	BRAVADA AWD
VIN NUMBER:	1GHDT15052225091
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/10/2001
SMT:	8
PROB CODE:	90301
PROBLEM CODE:	Stumbles/resitates/dies-When Engine hot
ODOM READING:	8975
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	06/06/2002
DATE RECEIVED:	06/06/2002
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	115
VERBATIM:	I was driving in traffic one day and the vehicle shut down completely when I was accelerating. It was towed to a dealership. They told me it had something to do with the computer chip and a harness. It was fixed and I did not have anymore problems.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVBP-02
PLANT:	Moreno OH
PLATFORM:	8FT UTILITY
MODEL YEAR:	2002
MODEL:	BRAVADA AWD
VIN NUMBER:	1GHDT135422188179
ENGINE RPO:	1LLB
TRANS RPO:	M30
BUILD DATE:	05/31/2001
SMT:	0
PROB CODE:	80301
PROBLEM CODE:	Stumbles/hesitates/dies-When-Engine hot
ODOM READING:	4842
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37382
PROBLEM REPORT DATE:	07/17/2002
DATE RECEIVED:	07/17/2002
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	00
VERBATIM:	Engine stalled while on highway last night. Due to turn in vehicle for exchange next week. Will have dealer diagnose at turn in this afternoon.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVMP-07
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	BRAVADA AWD
VIN NUMBER:	1GHDT13882M73314
ENGINE EPO:	LL8
TRANS EPO:	M30
BUILD DATE:	09/28/2001
SMT:	4
PROB CODE:	102
PROBLEM CODE:	ENG. - Stalling/Dies
ODOM READING:	3483
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37265
PROBLEM REPORT DATE:	09/08/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	37
VERBATIM:	Vehicle stalled at 55mph, all dashboard lights came on, did not start again.

FIELD INFORMATION NETWORK DATABASE

Case ID:	07/07/2003 11
VIN Number:	1GHDT13B622501842
Dealer Name:	
Dealer No:	
Work Order No:	
Miles / KM:	24327
Contact Name:	Personal Data Excluded
Phone Number:	Personal Data Excluded
Comments:	stall 3 times in approx. 28000 miles

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4594349	VIN Number:	1GHDT13S022109488
Date Opened:	03/13/2001	Model Year:	2002
Date Closed:	03/14/2001	Series:	BRAVADA
Dealer Code:	010183	Mileage:	128
Address:	CURRIE MOTORS OLDSMOWESTCHESTE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- COMMUNICATION CRANK IPC NO PCM SPEEDOMETER ST

RESOLUTION ABSTRACT- MODULE, PCM/PCM - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

03/13/2001 10:20:48 88D TEMPLATE - MCKIBBEN

STRATEGY BASED DIAGNOSTICS

LOT VEHICLE

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

NA__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

NA__ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (IF YES LIST)

NA__ (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

NA__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

NA__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT

NA__ (Y/N) 8/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

NA__ (Y/N) BULLETIN OR PI SEARCH PERFORMED:

NA__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)

NA__ (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

NA__ (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

03/13/2001 10:20:48 HISTORY - MCKIBBEN

LOOKING FOR HELP IN A REPROGRAMING CONCERN. REFERRED TO TECHLINE.

03/14/2001 11:34:51 PARKHURST - CALLED TECHNICIAN BACK TO DETERMINE THE

ORIGINAL REASON FOR PCM REPLACEMENT. HE CLAIMS THE SPEEDO AND IPC

LIGHTING WAS ERRATIC, DTC'S U1000 AND U1200 WERE PRESENT, THERE WAS NO PCM

COMMUNICATION, AND A NO CRANK CONDITION EXISTED. CLOSED CASE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4834450	VIN Number:	1GHDT13S222152309
Date Opened:	06/22/2001	Model Year:	2002
Date Closed:	06/22/2001	Series:	BRAVADA
Dealer Code:	007981	Mileage:	509
Address:	YOUNG CHEVROLET-OLDSMOBILE	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— CHARGE DTC GENERATOR MIL SES STALL NO CRANK P

RESOLUTION ABSTRACT- NO TROUBLE FOUND

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/22/2001 16:48:29 SBD TEMPLATE - VERNIER (RSE)

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

N (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S : P0621

Y (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

CUSTOMER WAS DRIVING ON I-75 WHEN THE ENGINE STALLED. IT WOULD NOT RESTART (NO CRANK OR NO START?). THE DLR TECH WENT TO THE CUSTOMER'S LOCATION AND COULD NOT DUPLICATE THE "NO START" CONCERN. THE VEHICLE WAS BROUGHT TO THE DLR AND EVALUATED. PCM DTC P0621 (INPROPER VOLTAGE AT GEN L-TERM) WAS SET HISTORY. ALL CONNECTIONS AT GENERATOR + BATTERY = OK. BATTERY-TESTER IDENTIFIED NO CONCERN. CHARGING SYSTEM CHECKED WITH NTF. SYSTEM OUTPUT = 14.5V.

TECH REMOVED / CLEANED G107, G108, G109, AND G110. DROVE 40 MILES WITH THE STALL CONDITION AND DTC NOT DUPLICATED.

I PERSONALLY DROVE THE VEHICLE 20 MILES ON 6-22-01, ALSO WITH THE STALL CONDITION AND DTC NOT DUPLICATED.

P0821 FAILURE RECORD DATA

HO2S 1 = 6 MV, HO2S 2 = 4 MV, ENG SPEED = 0 RPM, ECT = 197 DEG F,
START-UP ECT = 197 DEG F, MAF = 0 G/SEC, ENG LOAD = 99%, TP SENSOR = 24%,
TP SENSOR 1 = 0.04V, TP SENSOR 2 = 0.02V, APP 1 = 0.02V, APP 2 = 0.04V,
MAP = 88 KPA, BARO = 98 KPA, LOOP STATUS = OPEN, AF RATIO = 13.9:1, S.T.
FUEL TRIM = 0%, LT. FUEL TRIM = 5%, INJ PWM = 0 MS, TRANS FLUID = 195
DEG F, TRANS ISS = 0 RPM, SPEED RATIO = 3.88, VSS = 0 MPH, TFP SWITCH
A/B/C = OFF/ON/ON, GEAR RATIO = 1.00:1, REF VOLTAGE 1 SIGNAL = 5.05V, REF
VOLTAGE 2 SIGNAL = 5.05V, MILEAGE SINCE FIRST FAIL = 40, MILEAGE SINCE
LAST FAIL = 40, ENGINE RUN TIME = 00:07:16

CONDITION: ENGINE STALL PCM DTC P0821
CAUSE: UNKNOWN
CORRECTION: NO PROBLEM FOUND

CARY J. VERNIER
RSE - DETROIT
VME 81033-32718

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4850245	YIN Number:	1GHDT19SX22104014
Date Opened:	06/29/2001	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	010941	Mileage:	450
Address:	MARTINO MOTOR SALES, LANSING	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- MIL STALL P0118 U1000 U1016

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/29/2001 10:29:50 SBD TEMPLATE - OCHOA

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/29/2001 10:29:50 HISTORY - OCHOA

TECH CALLED WITH AN INTERMITTENT STALL CONCERN. TECH STATES THAT HE CAN NOT DUPLICATE THE CONCERN. TECH FOUND A P0118, U1000 AND U1016 IN THE SYSTEM THE VEHICLE WILL IDLE IN THE BAY FINE. AND WILL ALWAYS START. CALLED FOR ASSISTANCE.

ADVISED THE DEALER TO CHECK GROUNDS 108, 109, 107 AND 110. MONITOR POWER TO PCM FROM USEC.

CHECK THE CONNECTIONS AND BCM AND PCM FOR CONCERNS.

CONTINUE TO ATTEMPT TO DUPLICATE THE CONCERN. DRIVE THE VEHICLE. DON'T JUST LET IT IDLE IN THE BAY.

TECH TO CALL WITH THE RESULTS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4851589	VIN Number:	1GHDT138722173737
Date Opened:	06/29/2001	Model Year:	2002
Date Closed:		Series:	BRAYADA
Dealer Code:	007055	Mileage:	418
Address:	ROWAN OLDEMObILE SOUTHGATE	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- NO START STALL P0118 P0821

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/29/2001 14:53:00 8BD TEMPLATE - OCHOA

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTCS

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

06/29/2001 14:53:00 HISTORY - OCHOA

COMPLAINT OF STALL WHILE DRIVING. DRIVER STATES THAT ENGINE STALLED AND WOULDNT CRANK. AFTER A FEW MINUTES, THE ENGINE WOULD CRANK, BUT NOT START. DRIVER STATED THAT AFTER ABOUT 5 MORE MINUTES, THE ENGINE STARTED. TECH STATES THAT THERE ARE DTCS P0118-P0821 IN SYSTEM AND HE CANNOT DUPLICATE THE CONCERN.

TAG: ADVISED TECH THERE ARE NO PDS DEALING WITH THIS CONDITION. ADVISED

TECH TO VERIFY THAT THE BATTERY CABLES ARE NOT CROSS-THREADED AND TO
VERIFY GROUND INTEGRITY. LOCHDA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4898986	VIN Number:	1GKDT139222134838
Date Opened:	07/19/2001	Model Year:	2002
Date Closed:	02/26/2002	Series:	ENVOY
Dealer Code:	066199	Mileage:	78
Address:	SALT LAKE VALLEY GMC SALT LAKE CITY	State:	UT
Dealer Phone:			

SYMPTOM ABSTRACT— NO START BTALL P0605 P0607 P1221 P1271 P1601

RESOLUTION ABSTRACT- MODULE, PCM/VCM - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/19/2001 16:34:03 85D TEMPLATE - RUNQHR

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY ETC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

07/19/2001 16:34:03 HISTORY - RUNQHR

DLR STATES THE VEHICLE STALLED AND WILL NOT RESTART. HAS CODES P0605, P0607, P1221, P1271 AND P1601 STORED. DIAGNOSTICS LEAD TO REPLACING THE PCM. CALLING TO SET CASE AND TO CHECK ON ANY OTHER CONCERNS.

TAC ADVISED PER DIAGNOSTICS TO REPLACE PCM AND RETEST.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4924773	VIN Number:	1GHDT139722174898
Date Opened:	07/30/2001	Model Year:	2002
Date Closed:	08/01/2001	Series:	BRAVADA
Dealer Code:	G26236	Mileage:	2469
Address:	MOWRY BUI-PON-OLD-GM MANISTEE	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- NO CRANK STALL NO COMMUNICATION
RESOLUTION ABSTRACT- WIRING AND/OR CONNECTOR - EMISSIONS SYSTEM - REPAIR
UCC CODE 1-----
UCC-1 DESCRIPTION--- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

07/30/2001 16:51:06 SBD TEMPLATE - SLEEMAN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _Y_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _N_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _N_ (Y/N) BULLETIN OR FI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _NA_ (Y/N) ARE THERE ANY DTG'S
- _N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

07/30/2001 16:51:06 HISTORY - SLEEMAN

PAUL BOSSCHEM, SERVICE MANAGER STATES THE CONCERN IS THE VEHICLE STALLED AND HAS NOT CRANKED SINCE. HE IS UNABLE TO COMMUNICATE WITH ANY MODULE. THE PCM AND TRANSMISSION HAVE BEEN REPLACED RECENTLY.

ADVISED TO GO TO STAR CONNECTOR 1 AND REMOVE THE COMB. JUMP CAVITIES A TO B. ATTEMPT TO ESTABLISH COMMUNICATIONS WITH THE PCM. REPORT RESULTS TO TAG. DOCUMENT ID #748981.

07/31/2001 09:48:54 BENNETT

*****DEALER CONTACT NAME AND POSITION*****

JOHN BUTINEN TECH.

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

2

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

DLR STS THAT HE HAS MEASURED THE VOLTAGE ON THE DATA LINE AND IT IS .809 VOLTS. DLR STS THAT HE CAN COMMUNICATE WITH THE BCM IN THE MESSAGE MONITOR. DLR STS THAT HE CHECK THE FUSES BUT IS NOT SURE IF HE HAS CHECKED THEM ALL.

*****NEW RECOMMENDATIONS*****

- TAC ADVISE DLR OF ISSUES WITH THE IGN E FUSE AND ADVISE DLR TO MAKE SURE THAT THIS IS NOT AN ISSUE ON THIS CAR AS WELL.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4955786	VIN Number:	1GHDT199622177270
Date Opened:	08/10/2001	Model Year:	2002
Date Closed:		Series:	BRVADA
Dealer Code:	015229	Mileage:	2854
Address:	PARSONS OF ANTIGO ANTIGO	WI	State: WI
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT NO CRANK STALL U1000

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/10/2001 10:39:01 SBD TEMPLATE - RUMOHR

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

N (Y/N) SERVICE INFORMATION SEARCH COMPLETED

N (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/10/2001 10:39:01 HISTORY - RUMOHR

CUST STATES THE VEHICLE WILL INT STALL WHILE DRIVING AND THEN WILL NOT CRANK.

DLR STATES THE VEHICLE WAS TOWED IN, WILL NOT CRANK, HAS CODE U1000. CUST STATES HAS BEEN AT ANOTHER DLR 4 TIMES FOR THIS.

TAC ADVISED PER CASES MOST CONCERNS FOR NO CRANK HAVE BEEN GROUND CONCERNS, LOOSE PCM CONNECTIONS FROM THE FACTORY, AND PCM CONCERNS. ADVISED PER VISS NO REPAIRS HAVE BEEN DONE AT THE OTHER DLR FOR THIS CONCERN.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4957052	VIN Number:	1GHDT13S122173829
Date Opened:	08/10/2001	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	013547	Mileage:	1241
Address:	KURTNER OLDS-GMC TRWAUKESHA	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT-- SES NO START STALL P0621 U1000 C0236 C0237

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/10/2001 14:48:48 SBD TEMPLATE - FRITTS

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N__ (Y/N) CAN COMPLAINT BE DUPLICATED

N__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y__ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y__ (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y__ (Y/N) ARE THERE ANY DTCS

N__ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/10/2001 14:48:48 HISTORY - FRITTS

ROB AT DLR STATES CUSTOMER COMPLAINS THAT THE ENGINE REDUCED POWER AND STALLED. HARD TO RESTART. DROVE VEHICLE TO DLR AND LEFT OVERNIGHT BOX. DLR STATES ENGINE STARTED NORMAL AND THAT SES LIGHT WAS ON AND CODE P0118 STORED. FREEZE FRAME DATA SHOWS 18MILES AGO. DLR ONV DRIVE CONCERN. ABS HAS CODES C0236 C0237 STORED IN HISTORY ABOUT 8 IGNITION CYCLES AGO.

TAC ADVISED TO REFLASH PCM PER A001742 (12576335)

A001784: A NEW SERVICE CALIBRATION HAS BEEN DEVELOPED AND RELEASED IN TIS2000 TO CORRECT UNRESOLVED DTC P0014 AND FALSE P0116, P1683

08/21/2001 11:21:08 SMITH

*****DEALER CONTACT NAME AND POSITION*****

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

2

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH STATES THAT THE VEHICLE HAS THE STALL CONCERN STILL. THE PREVIOUS POWERTRAIN CODES DID NOT COME BACK. THE VARIOUS MODULES HAVE THE SAME CODES AS THE LAST VISIT. P0821 U1000 C0236 C0237.

TECH CALLED FOR INFO.

*****NEW RECOMMENDATIONS*****

ADVISED THE DEALER TO CHECK THE POS AND NEG BATTERY CABLES.

CHECK THE POS LEAD TO THE GENERATOR FOR ANY CONCERNS.

VOLTAGE DROP THE GROUNDS ON THE SIDE OF THE BLOCK. G107, 108, 109 AND 110.

TECH TO CALL WITH RESULTS.

08/21/2001 14:15:01 MOZELEWSKI

*****DEALER CONTACT NAME AND POSITION*****

MARK

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

2

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

BATTERY CABLES HAVE BEEN ISPECTED, GEN CONNECTIONS ARE CLEAN & TIGHT

VOLTAGE DROP DEV @ G107, 108, 109 AND 110.

*****NEW RECOMMENDATIONS*****

DLR IS TO INSTALL PCM

DLR IS TO REPORT

08/21/2001 15:59:15 MCKIBBEN

ROB (SA) CALLED AND STATES THAT HE IS CALLING TO SEE IF THEY CAN TAKE A PCM FORM A STOCK UNIT.

TOLD YES AND THAT THEY NEED TO GET A VCI NUMBER.

08/23/2001 16:55:30 MAKULSKI

*****DEALER CONTACT NAME AND POSITION*****

MARK CIZEK

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

N/A

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

N/A

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

QUESTION HOW TO PERFORM CKP RELEARN

*****NEW RECOMMENDATIONS*****

REVIEWED CKP RELEARN STEPS WITH TECH.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4937832	VIN Number:	1GHDT13922E193393
Date Opened:	08/10/2001	Model Year:	2003
Date Closed:	09/17/2001	Series:	BRAVADA
Dealer Code:	010209	Mileage:	22
Address:	DRISCOLL MOTOR CO., PONTIAC	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- NO CRANK STALL P0116 C0296 C0297
RESOLUTION ABSTRACT- POWERTRAIN CONTROLLER - ON CAR - REPROGRAM
UCC CODE 1-----
UCC-1 DESCRIPTION--- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

08/10/2001 16:59:19 880 TEMPLATE - OCHOA

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT
- _Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _Y_ (Y/N) ARE THERE ANY DTC'S
- _N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/10/2001 18:59:19 HISTORY - OCHOA

COMPLAINT OF STALL, NO CRANK. TECH STATES THAT HE HAS DTC'S P0116 C0296 C0297. TECH STATES THAT HE CANNOT DUPLICATE THE CONCERN.

TAG: ADVISED TECH OF RE-CAL FOR FALSE P0116. ADVISED TECH TO LOOK FOR LOOSE CONNECTION AT PCM OR UBBC. TECH TO ALSO LOOK FOR LOOSE CONNECTION AT FUSE #98. TECH TO ADVISE OF RESULTS. LOCHOA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4971804	VIN Number:	1GHDT138122184502
Date Opened:	08/16/2001	Model Year:	2002
Date Closed:	10/11/2001	Series:	BRAVADA
Dealer Code:	002102	Mileage:	1552
Address:	CROWN CADILLAC-OLDSMWATCHUNG	State:	NJ
Dealer Phone:			

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _Y_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _Y_ (Y/N) ARE THERE ANY DTC'S
- _N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/16/2001 13:33:18 HISTORY - HAGLUND

COMPLAINT: MIL ON AND ENGINE WILL NOT ACCEL AT ALL

DIAG: DLR ST8 THAT HE HAS C0236 STORED AND HE CANNOT LOCATE THE RELATED DIAGNOSTICS.

REC: I FAXED THE DLR THAT RELATED INFO AND ADVISED DLR TO PERFORM AND REPORT RESULTS.

08/16/2001 15:49:42 STEMPNIK

TECH STATES ONLY RECEIVED HALF THE INFORMATION FAXED TO THEM BECAUSE THEY WERE HAVING FAX MACHINE PROBLEMS.

TAG: RE-FAXED INFO.

08/22/2001 13:31:36 OCHOA

*****DEALER CONTACT NAME AND POSITION*****

CHRIS

"TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN"

1

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

1

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

VEHICLE AT NEW DEALER, PREVIOUS DEALER CLOSED DOWN. TECH STATES THAT VEHICLES SPEEDOMETER DOESN'T WORK AND HE IS GETTING DTCS P0502 AND C0298. TECH STATES THAT HE CANNOT VISUALLY SEE A PROBLEM AND THE SPEEDOMETER IS PRESENTLY NOT WORKING.

*****NEW RECOMMENDATIONS*****

TAC: ADVISED TECH TO GO DOWN TO THE VSS AND SEE IF A SIGNAL IS BEING GENERATED. IF SO, TECH TO MONITOR VSS-HIGH/LOW CIRCUITS AT PCM CONNECTOR. IF SIGNAL IS PRESENT THERE, TECH TO CONSIDER PCM REPLACEMENT.

L. OCHOA

09/05/2001 18:25:10 CAREW - TRANSFERED TO THE ELECTRICAL GROUP -

09/08/2001 14:38:44 JOHNSON

*****DEALER CONTACT NAME AND POSITION*****

TECH CHRIS

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

10

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

TECH CHRIS STATES THAT HE HAS A TOGGLE FROM THE VSS, HAS REPLACED THE PCM, BUT THE CONCERN WAS NOT REPLACED

*****NEW RECOMMENDATIONS*****

TAC RECOMMENDED THAT TECH CHRIS CHECK FOR VOLTAGE ON CKT 1827 AT THE PCM HARNESS, IF NO FOLLOW THE WIRE TO THE EBCM, AND ADVISE

10/11/2001 19:31:26 OFFERMAN - CASE CLOSED

DEALER FAX

ABS BRAK CONTR RPL

SYMPTOM ABSTRACT--- STALL C0298

RESOLUTION ABSTRACT- MODULE, ELECTRONIC BRAKE AND/OR TRACTION CONTROL - F

UGC CODE 1-----

UGC-1 DESCRIPTION--- ENGINE

UGC CODE 2-----

EAS-007 Supplement / GM638B

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/16/2001 13:33:16 SBD TEMPLATE - HAGLUND

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4976002	VIN Number:	1GHDT135722175025	
Date Opened:	08/17/2001	Model Year:	2002	
Date Closed:	09/17/2001	Series:	BRVADA	
Dealer Code:	G21127	Mileage:	1801	
Address:	PAT MORAN OLDSMOBILE ROCHESTER H		State:	MI
Dealer Phone:				

SYMPTOM ABSTRACT--- INTERMITTENT STALL P1689 RUNS ROUGH AT IDLE N

RESOLUTION ABSTRACT- MODULE, PCM/VOM - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/17/2001 15:38:37 89D TEMPLATE - PARKHURST

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

NA (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

Y (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/17/2001 15:38:37 HISTORY - PARKHURST

COMPLAINT: INTERMITTENT STALL, HARD RESTART, AND ROUGH IDLE

TECHNICIAN STATES:

7 THERE IS A P1683 STORED IN THE POWERTRAIN CONTROL MODULE AND HE IS WONDERING IF REFLASHING FOR THIS DIAGNOSTIC TROUBLE CODE WILL CORRECT THE STALL.

7 HE IS CALLING FOR POSSIBLE RELATED INFORMATION OR CASES SINCE THE VEHICLE IS RUNNING FINE RIGHT NOW.

SUGGESTION:

7 REFLASHING FOR THE P1689 SHOULD CORRECT THE DIAGNOSTIC TROUBLE CODE PER PRELIMINARY INFORMATION A 001784 BUT WILL NOT ELIMINATE THE STALL.

7 INSPECT ALL OF THE GROUNDS ON THE LEFT SIDE OF THE ENGINE IN CASE THEY ARE LOOSE.

7 INSPECT FOR POOR CONNECTIONS AT THE POWERTRAIN CONTROL MODULE AND INSPECT THE MALE POWERTRAIN CONTROL MODULE TERMINALS AS WELL.

7 INSPECT FOR POOR CONNECTIONS AT C100.

7 CHECK FOR PROPER FUEL PRESSURE AND MAKE SURE IT DOES NOT LEAKDOWN MORE THAN 5 PSI. IN 10 MINUTES.

7 PERFORM A FUEL PUMP AMPERAGE DRAW TEST AND SUPPLIED THE CORRECT SPECIFICATION OF 5 AMPS.

7 THERE ARE NO COMMON RESOLUTIONS. POSSIBLE FUEL PUMP MODULE, POWERTRAIN CONTROL MODULE, IGNITION SWITCH, OR WIRING CONCERN. ADVISED THE SERVICE MANAGER THAT THE ENGINE WILL RUN OFF OF THE CAM OR THE CRANK SENSOR SO IT IS UNLIKELY THAT THE CRANK SENSOR WOULD BE AT FAULT.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4993286	VIN Number:	1GHDT13S022190561
Date Opened:	08/24/2001	Model Year:	2002
Date Closed:	09/10/2001	Series:	BRAVADA
Dealer Code:	007632	Mileage:	1313
Address:	PAT MORAN OLDSMOBILEROCHESTER H	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STALL P1683 CRANK NO START
RESOLUTION ABSTRACT- POWERTRAIN CONTROLLER - ON CAR - REPROGRAM
UCC CODE 1-----
UCC-1 DESCRIPTION-- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION--
UCC CODE 3-----
UCC-3 DESCRIPTION--

08/24/2001 10:59:49 SBD TEMPLATE - PARKHURST

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _B_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT
- _Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _Y_ (Y/N) ARE THERE ANY DTG'S
- _Y_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/24/2001 10:59:49 HISTORY - PARKHURST

COMPLAINT: INTERMITTENT STALL AND THEN CRANK NO START

TECHNICIAN STATES:

- 7 THERE IS A HISTORY DIAGNOSTIC TROUBLE CODE P1683 THAT HE ALREADY REPROGRAMMED THE POWERTRAIN CONTROL MODULE FOR.
- 7 THEY TEST DROVE THE VEHICLE NEARLY 100 MILES BUT THEY CAN NOT VERIFY

THE CONDITION.

7 HE IS CALLING FOR POSSIBLE RELATED INFORMATION OR CASES.

SUGGESTION:

7 INSPECT ALL OF THE GROUNDS ON THE LEFT SIDE OF THE ENGINE IN CASE THEY ARE LOOSE.

7 INSPECT FOR POOR CONNECTIONS AT THE POWERTRAIN CONTROL MODULE AND INSPECT THE MALE POWERTRAIN CONTROL MODULE TERMINALS AS WELL.

7 INSPECT FOR POOR CONNECTIONS AT G100.

7 CHECK FOR PROPER FUEL PRESSURE AND MAKE SURE IT DOES NOT LEAKDOWN MORE THAN 5 PSI IN 10 MINUTES.

7 PERFORM A FUEL PUMP AMPERAGE DRAW TEST AND SUPPLIED THE CORRECT SPECIFICATION OF 5 AMPS.

7 THERE ARE NO COMMON RESOLUTIONS. POSSIBLE FUEL PUMP MODULE, POWERTRAIN CONTROL MODULE, IGNITION SWITCH, OR WIRING CONCERN. ADVISED THE SERVICE MANAGER THAT THE ENGINE WILL RUN OFF OF THE CAM OR THE CRANK SENSOR SO IT IS UNLIKELY THAT THE CRANK SENSOR WOULD BE AT FAULT.

7

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4994354	VIN Number:	1GMDT1SS322172606
Date Opened:	08/24/2001	Model Year:	2002
Date Closed:		Series:	BRVADA
Dealer Code:	003292	MPeage:	3778
Address:	OTSEGO AUTOMOTIVE, IONEONTA	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— CONTAMINATION MIL STALL P0118

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/24/2001 13:47:43 SBD TEMPLATE - COOMER

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/24/2001 13:47:43 HISTORY - COOMER

CHARLIE CALLED AND STATES THE VEH IS IN FOR IP GOING MAYWIRE AND ENG
STALL. IT HAS SEVERAL DTC'S. P0118 U1018 U1000. HE IS UNABLE TO DUPLICATE
THE CONCERN. HE DID FIND THE UPDATED CALIBRATION FOR THE P0118.

ADVISED TO INSPECT G106 AND ALL OTHER GROUNDS ON LEFT SIDE OF THE ENG
BLOCK.

IF OK WATCH CLASS 2 MESSAGE MONITOR WHILE WIGGLING THE PCM HARNESS.

CALL BACK WITH UPDATE:

10/11/2000 10:00 AM

Page 1 of 2

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4997152	VIN Number:	1GHDT135422183456
Date Opened:	08/27/2001	Model Year:	2002
Date Closed:	09/14/2001	Series:	BRAVADA
Dealer Code:	023644	Mileage:	3905
Address:	BELLEVUE OLDSMOBILE BELLEVUE	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL DTC P0621

RESOLUTION ABSTRACT- CUSTOMER CONCERN NOT DUPLICATED

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/27/2001 12:02:55 SBD TEMPLATE - LANGER

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/27/2001 12:02:55 HISTORY - LANGER

DEALER STATES HAS VEHICLE IN SHOP WITH CUSTOMER CONCERN OF STALLING.

TECH STATES ONLY DTC STORED IS P0621. VEHICLE HAS MULTIPLE AFTER MARKET

RADIOS AND SIX 20 FOOT ANTENNAS ON BACK OF VEHICLE.

SUGGESTION

ADVISED TECH TO CHECK CHARGING SYSTEM WHEN ALL ADD ON RADIOS ARE TURNED

ON:

TECH TO INSPECT ENGINE GROUND NEAR STARTER.

TECH WILL REPORT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5985785	VIN Number:	TGKDT19S622154528
Date Opened:	08/29/2001	Model Year:	2002
Date Closed:	11/05/2001	Series:	ENVOY
Dealer Code:	G26296	Model:	1329
Address:	MIKE HAGGERTY PON-GMOAK LAWN	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— NO START STALL P1683 P0116 VMED0563
RESOLUTION ABSTRACT- POWERTRAIN CONTROLLER - ON CAR - REPROGRAM
UCC CODE 1—
UCC-1 DESCRIPTION— ENGINE
UCC CODE 2—
UCC-2 DESCRIPTION—
UCC CODE 3—
UCC-3 DESCRIPTION—

08/29/2001 12:58:46 SBD TEMPLATE - BRITTINGHAM
STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)
1 NUMBER OF TIMES IN FOR THE SAME CONDITION
1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP
N (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
N (Y/N) CAN COMPLAINT BE DUPLICATED
N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED
Y (Y/N) BULLETIN OR PI SEARCH PERFORMED
Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
Y (Y/N) ARE THERE ANY DTC'S P01683 P0116
N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED
08/29/2001 12:58:46 HISTORY - BRITTINGHAM
STALL NO START

TECH PICK STG VEHICLE TOW IN AS STALL NO START HAS NOT BEEN ABLE TO DUP.
CONCERN, SM. HAS LEAD HIM TO PCM REPLACEMENT.

ADV DLR OF INFO FOUND IN VMED0563 REPROGRAM AND REEVALUATE.
EA63-607 Supplement / GM632B

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5085999	VIN Number:	1GHDS138722210403
Date Opened:	08/29/2001	Model Year:	2002
Date Closed:	09/28/2001	Series:	BRAVADA
Dealer Code:	007518	Mileage:	843
Address:	BILL LEE OLDSMOBILE, CLINTON TOWNS	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— STALL P0340 P0116
RESOLUTION ABSTRACT- MODULE, PCM/VOM - REPLACE
UCC CODE 1-----
UCC-1 DESCRIPTION-- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION--
UCC CODE 3-----
UCC-3 DESCRIPTION--

08/29/2001 13:18:59 SBD TEMPLATE - OCHOA

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _Y_ (Y/N) ARE THERE ANY DTCS
- _N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/29/2001 13:18:59 HISTORY - OCHOA

COMPLAINT OF STALL, NO RE-START. TECH STATES THAT HE CANNOT DUPLICATE THE CONCERN AND THERE ARE TWO DTCS IN SYSTEM. TECH STATES THAT THE DTCS ARE P0340 AND P0116.

TAC: ADVISED TECH OF CASES IN DATABASE THAT REPLACED CAM SENSOR FOR P0340 AND ADVISED OF RE-CAL FOR PCM FOR FALSE P0116. TECH TO ADVISE OF RESULTS. LOGHOA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5012589	VIN Number:	1GHDT13S422154434
Date Opened:	08/31/2001	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	G18114	Mileage:	3184
Address:	DEMAROIS BUICK-OLDSMOBILE	State:	MT
Dealer Phone:			

SYMPTOM ABSTRACT--- CRANK NO STALL P0116

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/31/2001 10:58:49 SBD TEMPLATE - LESZCZYNSKI

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

08/31/2001 10:58:48 HISTORY - LESZCZYNSKI LEONARD TECHNICIAN

PETE CALLED AND STATED THAT HE HAS A CONCERN WITH A VEHICLE THAT HAS A NO

CRANK CONDITION AFTER THE VEHICLE STALLED DEALER HAD DTC P0116 IN

HISTORY DEALER CANNOT DUPLICATE THE CONCERN DEALER IS ASKING

FOR PREV CABE INFORMATION

TAC

ADVISED DEALER ON NEW PCM CALIBRATION FOR DTC P0116

ADVISED DEALER OF NO PREVIOUS CASE INFORMATION
ADVISED DEALER TO DUPLICATE THE CONCERN AND DIAGNOSE

11/16/2001 12:28:41 RUMOHR

*****DEALER CONTACT NAME AND POSITION*****

PETE

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN

2

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

PETE STATES PER CUSTOMER THE VEHICLE WILL INT STALL AND WILL HAVE TO
WAIT 15 TO 20 MINUTES BEFORE IT WILL RESTART. WILL CRANK. PREVIOUSLY HAD
SOME OTHER CODES AND THE P0116. STATES NO CODES THIS TIME IN AND HAS NOT
BEEN ABLE TO DUPLICATE.

*****NEW RECOMMENDATIONS*****

TAC ADVISED OF A001891 CONCERNING INT STALL DUE TO EMI FROM THE
ELECTRONIC SUSPENSION. WILL FAX INSTRUCTIONS FOR INSTALLING JUMPER
HARNESS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5016763	VIN Number:	1GKDT138022210699
Date Opened:	09/04/2001	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G21672	Mileage:	1404
Address:	DAVE GILL PONTIAC-GMC COLUMBUS	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- CEL INTERMITTENT STALL P0116 P1689 RESTARTS F

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/04/2001 14:02:21 SBD TEMPLATE - PARKHURST

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

NA (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

N (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTCS

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

09/04/2001 14:02:21 HISTORY - PARKHURST

COMPLAINT: INTERMITTENT STALL, RESTARTS FINE

TECHNICIAN STATES:

7 DIAGNOSTIC TROUBLE CODES P0116 AND P1689 WERE IN THE POWERTRAIN CONTROL MODULE AND HAVE RESET SINCE HE CLEARED THEM.

7 HE NOTICED PRELIMINARY INFORMATION IN SI 2000 ON THE DIAGNOSTIC TROUBLE

CODES SO HE IS CALLING FOR POSSIBLE RELATED INFORMATION OR CASES.
7 HE CAN NOT VERIFY THE STALL

SUGGESTION:

7 REFLASH THE POWERTRAIN CONTROL MODULE WITH UPDATED CALIBRATIONS TO ADDRESS THESE FALSE DIAGNOSTIC TROUBLE CODES PER PRELIMINARY INFORMATION A-001764.

7 INSPECT ALL OF THE GROUNDS ON THE LEFT SIDE OF THE ENGINE IN CASE THEY ARE LOOSE.

7 INSPECT FOR POOR CONNECTIONS AT THE POWERTRAIN CONTROL MODULE AND INSPECT THE MALE POWERTRAIN CONTROL MODULE TERMINALS AS WELL.

7 INSPECT FOR POOR CONNECTIONS AT C100.

7 CHECK FOR PROPER FUEL PRESSURE AND MAKE SURE IT DOES NOT LEAKDOWN MORE THAN 5 PSI. IN 10 MINUTES.

7 PERFORM A FUEL PUMP AMPERAGE DRAW TEST AND SUPPLIED THE CORRECT SPECIFICATION OF 5 AMPS.

7 THERE ARE NO COMMON RESOLUTIONS. POSSIBLE FUEL PUMP MODULE, POWERTRAIN CONTROL MODULE, IGNITION SWITCH, OR WIRING CONCERN. ADVISED THE SERVICE MANAGER THAT THE ENGINE WILL RUN OFF OF THE CAM OR THE CRANK SENSOR SO IT IS UNLIKELY THAT THE CRANK SENSOR WOULD BE AT FAULT.

7

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5040086	VIN Number:	1GHDT13S422217936
Date Opened:	09/12/2001	Model Year:	2002
Date Closed:	09/13/2001	Series:	BRVADA
Dealer Code:	006612	Mileage:	1334
Address:	ARNOLD PALMER MOTORSLATROBE	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL P0014, A001784

RESOLUTION ABSTRACT- POWERTRAIN CONTROLLER - ON CAR - REPROGRAM

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/12/2001 16:32:27 SBD TEMPLATE - OZUG

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

09/12/2001 16:32:27 HISTORY - OZUG

DLR STATES VEHICLE HAS STALLING CONCERN AND HISS NOISE, STATES HAS NOT DUPLICATED STALL BUT HAS CODE P0014, REQUESTED INFO ON P/I A001786.

ADV DLR ON P/I A001786, ALSO ADV ON A001784 TO RECAL PCM, CHECK PCV HOSE . CALL BACK WITH RESULTS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5049072	VIN Number:	1GKDT139922168856
Date Opened:	09/17/2001	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G06210	Mileage:	4870
Address:	STEPHEN PONTIAC-CADIBRISTOL	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL C0226 C0237

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/17/2001 19:31:48 SBD TEMPLATE - BOWMAN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1_ NUMBER OF TIMES IN FOR THE SAME CONDITION

1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N_ (Y/N) CAN COMPLAINT BE DUPLICATED

N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

N_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y_ (Y/N) ARE THERE ANY DT'S

N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

09/17/2001 19:31:48 HISTORY - BOWMAN

DLR 5TS P0116 P0306 C0226 C0237.

TAG ADVISED THE DLR OF PAST CASES OF PCM FOR P0116 AND RUN CHART FOR C-CODES.

10/15/2001 14:11:28 GRAY

*****DEALER CONTACT NAME AND POSITION*****

JOE ZOTTER-TECH

2003-007 Signatures (00000000)

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

2

*****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN*****

2

****RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC****

DEALER STATES THAT VEHICLE IS BACK AGAIN FOR A DRIVE COMPLAINT, THIS TIME FOR STALLING. STATES THAT THERE ARE NO PCM CODES BUT C0236 AND C0237 ARE SET IN HISTORY. STATES THAT THE VEHICLE WAS TOWED IN, STARTED FINE AND HAS NOT STALLED. PCM WAS REPLACED LAST VISIT FOR P0116 AND P0006.

*******NEW RECOMMENDATIONS*******

ADVISED TO OBTAIN MORE INFO FROM THE CUSTOMER. ADVISED OF POSSIBLE SENDING UNIT CONCERN PER A001619, CAUSING STALLING FROM INACCURATE FUEL LEVEL READING.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5049268	VIN Number:	1GMDT198822180094
Date Opened:	09/17/2001	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G21334	Mileage:	577
Address:	BOB ROSS BUICK-GMC-HCENTERVILLE	State:	OH
Dealer Phone:			

09/17/2001 13:27:38 BBD TEMPLATE - BRITTINGHAM

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _N_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _N_ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _N_ (Y/N) ARE THERE ANY DTC'S P0118 P0821
- _N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

09/17/2001 13:27:38 HISTORY - BRITTINGHAM

STALL NO START THEN AFTER 8AT VEHICLE WILL RESTART

TECH STS HAS FOUND P0118 AND P0821

TECH STS UNABLE TO DUPLICATE CONCERN.

8M. FOR P0821 HAS NOT ISOLATED A CONCERN WITH ALT.

ADV DLR TO REPROGRAM VEHICLE.

ADV DLR TO CHECK OTHER MODULES FOR CODES.

TRY TO DUP. CONCERN AND TAKE SNAP SHOT OR TRY TO COMMUNICATE WITH PCM AFTER STALL.

SYMPTOM ABSTRACT--- STALL NO START P0118 P0821

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3

UCC-3 DESCRIPTION

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5863283	VIN Number:	1GNKD719G322204735
Date Opened:	09/21/2001	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G40672	Mileage:	458
Address:	BELLEVUE BUICK-PONTIAC-BELLEVUE	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT— SES SES FAN NOISE LOW POWER STALLING A000088

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

09/21/2001 17:28:02 SBD TEMPLATE - ROBBINS

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

Y (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

09/21/2001 17:28:08 HISTORY - ROBBINS

CUSTOMER CONCERN STALLING SES FAN NOISE LOW POWER.

TECH CALLING ON PI A000088 ADVISED TECH TO CALL THE TRANSMISSION SECTION FOR THIS. TECH ALSO STATED THAT THERE WAS A DTC P0116

SUGGESTIONS

ENCLOSURE

CHECK FOR CALIBRATION UPDATES FOR ALL CONCERNS

TEST DRIVE AFTER CALIBRATING WITH A TECH 2

CALL BACK IF NEEDED

JR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5982195	VIN Number:	1GHDT19S122185581
Date Opened:	09/28/2001	Model Year:	2002
Date Closed:		Series:	BRVADA
Dealer Code:	013254	Mileage:	4500
Address:	DOVE BUICK-OLDSMOBILGREAT BEND	State:	KS
Dealer Phone:			

SYMPTOM ABSTRACT— STALL SES P0118 U1000 U1018

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/28/2001 12:35:28 SBD TEMPLATE - ROBBINS

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

NA (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

N (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

09/28/2001 12:38:28 HISTORY - ROBBINS

CUSTOMER CONCERN STALL SES. STALLED TWICE DURING A 500 MILE TRIP. VEHICLE WOULD START RIGHT BACK UP. STALLED WHEN TAKING OFF FROM A STOP.

TECH STATES DTC P0118 U1000 U1018. TECH CALLING FOR LIKE CASE INFO TECH HAS NOT DUPLICATED THE CONCERN. TECH NOTICED OIL IN THE CAM ACTUATOR SOLENOID CONNECTOR.

SUGGESTIONS.

REPLACE THE ACTUATOR SOLENOID.

CHECK FOR PCM CALIBRATION UPDATES.

CHECK GROUNDS 107,108,109,110 PER LIKE CASES

CHECK FOR POOR CONNECTIONS AT THE PCM.

CHECK FOR FUSE BOX CONCERNS.

TRY AND DUPLICATE THE CONCERN AND GET A SNAPSHOT.

JR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5121831	VIN Number:	1GHDT138822173063
Date Opened:	10/15/2001	Model Year:	2002
Date Closed:	12/05/2001	Series:	BRAVADA
Dealer Code:	O10390	Mileage:	4481
Address:	GERALD OLDSMOBILE, INAPERVILLE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT-- STALL P0116 P1683 A001784
RESOLUTION ABSTRACT- MODULE, PCM/VCM - REPLACE
UCC CODE 1-----
UCC-1 DESCRIPTION-- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION--
UCC CODE 3-----
UCC-3 DESCRIPTION--

10/15/2001 14:28:20 SBD TEMPLATE - PACK
STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)
2__ NUMBER OF TIMES IN FOR THE SAME CONDITION
2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
Y__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
N__ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
N__ (Y/N) CAN COMPLAINT BE DUPLICATED
NA__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
Y__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
Y__ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
Y__ (Y/N) BULLETIN OR PI SEARCH PERFORMED
Y__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
Y__ (Y/N) ARE THERE ANY DTC'S
N__ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED
10/15/2001 14:28:20 HISTORY - PACK TECHNICIAN GEORGE
KONN
STS CONCERN IS INTERMITTENT STALL, FAN ROAR, DTC'S P0116, & P1683. STS
HASN'T DUPLICATED CONCERN OR DTC'S SETTING.

TAC REVIEWED PI # A001784 WITH TECH.

TAC ADVISES:

EARLY-007 Supplement / GM1618E

1 PERFORM CALIBRATION UPDATE.

2 TECH TO REPORT RESULTS.

11/30/2001 11:43:31 MOZELEWSKI

*****DEALER CONTACT NAME AND POSITION*****

GEORGE KONN

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

3

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

3

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

DLR REFLASHED PCM

VEH HAS RETURNED WITH A HIGHWAY STALL NO CRANK CONCERN

*****NEW RECOMMENDATIONS*****

ADVISED DLR OF P/I A001631 (JUMPER HARNESS & PCM REPLACEMENT)

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5125635	VIN Number:	1GKDG138322219173
Date Opened:	10/16/2001	Model Year:	2002
Date Closed:	10/25/2001	Series:	ENVOY
Dealer Code:	G53247	Mileage:	599
Address:	JOHN BAILEY OLDS-PONBUPORD	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL P1683

RESOLUTION ABSTRACT- CUSTOMER CONCERN NOT DUPLICATED

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/18/2001 14:26:23 SBD TEMPLATE - ADAMS

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

10/18/2001 14:28:23 HISTORY - ADAMS

DEALER CONTACT; RONNIE HIX

DEALER CONCERN; THE TECH STATES HE HAS A STALL CONCERN AND A P1683, TECH HAS NOT DUPLICATED AND IS CALLING FOR ANY INFO ON THIS CONCERN.

RECOMMEND;

ADD1894-CALIBRATION.

8483-007 Suppl. Index/GENERAL

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TRY AND DUPLICATE STALL.

10/25/2001 10:44:30 MEYERS

- RECEIVED FAX CASE CLOSING

DEALER STATES REFLASH CODE FOR FALSE CODE P1003. DEALER STATES UNABLE TO
DUPLICATE STAHL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5153329	VIN Number:	1GMDT135822153978
Date Opened:	10/26/2001	Model Year:	2002
Date Closed:	10/26/2001	Series:	BRAVADA
Dealer Code:	G21320	Mileage:	3419
Address:	CHESBROWN OLDSMOBILE-COLUMBUS	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— DTC STALL P1688 P0116 A001784
RESOLUTION ABSTRACT- POWERTRAIN CONTROLLER - ON CAR - REPROGRAM
UCC CODE 1-----
UCC-1 DESCRIPTION-- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION--
UCC CODE 3-----
UCC-3 DESCRIPTION--

10/26/2001 08:25:45 SBD TEMPLATE - STENPNIK
STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)
1 NUMBER OF TIMES IN FOR THE SAME CONDITION
1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP
N (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
Y (Y/N) CAN COMPLAINT BE DUPLICATED
Y (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED
Y (Y/N) BULLETIN OR PI SEARCH PERFORMED
Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
Y (Y/N) ARE THERE ANY DTC'S
N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED
10/26/2001 08:25:48 HISTORY - STENPNIK

COMPLAINT OF INTERMITTENT STALLING WITH DTC'S P0116 AND P1688. TECH HAS RE-CALIBRATED THE PCM AND IS CALLING TO FIND OUT IF THESE DTC'S WOULD CAUSE A STALLING COMPLAINT.

TAG: REVIEWED PI A001784 AND REVIEWED DATABASE. DATABASE SHOWS OTHER CASES OF THESE DTC'S ALONG WITH STALL COMPLAINTS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5164985	VIN Number:	1GKDB138222188350
Date Opened:	10/31/2001	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G40003	Make:	2000
Address:	MARTIN CADILLAC DBA LOS ANGELES	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STALL ON ACCEL NO CODES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/31/2001 12:47:23 SBD TEMPLATE - GRAY

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

N (Y/N) ARE THERE ANY STD'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

10/31/2001 12:47:28 HISTORY - GRAY

CUSTOMER COMPLAINT IS AN INTERMITTENT STALL ON ACCEL. NO CODES AND DEALER HAS NOT DUPLICATED. CALLING FOR PI A001819 INFORMATION.

ADVISED THAT HIGH SULFUR IN THE FUEL CAN CAUSE INACCURATE FUEL TANK LEVEL READING. OBTAIN MORE INFO AS TO CONDITIONS OF STALL AND FUEL LEVEL.

DUPLICATE IF POSSIBLE AND OBTAIN A SNAPSHOT, MONITOR FUEL PRESSURE, ETC.

02/27/2002 13:00:48 QZUG

- GALLERY'S NAME (FIRST, LAST,

AND POSITION)

? NUMBER OF TIMES IN FOR THE SAME CONDITION

? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAG (INCLUDE ADDITIONAL DETAILS OF THE CONCERN) CUST STATES VEHICLE HAS STALLING CONCERN, DLR STATES NEVER DUPLICATED, STATES NO CODES IN ANY MODULES.

NEW RECOMMENDATIONS. ADV DLR TO TALK WITH CUST WHEN DOES STALL HAPPEN WHILE CRUISING, HOT, COLD, COMING TO STOP, DOES VEHICLE RESTART, OR HAS TO WAIT, ADV DLR ON P/N A001831- A STALL WITH NO CRANK OR STALL WITH A CRANK NO START CONCERN. TO VERIFY IF THIS IS A POSSIBLE PCM RELATED CONDITION, SIMPLY PULL THE PCM 1 FUSE OUT (LOCATED AT THE UBEC) THEN REINSERT, IF THE ENGINE NOW CRANKS OVER AND STARTS, THIS VEHICLE WILL REQUIRE THE UPDATED PCM TO CORRECT THE CONCERN. P/N 12578463, CHECK FOR LOOSE GNDS. CALL BACK WITH RESULTS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5215246	VIN Number:	1GNHT188022171949	
Date Opened:	11/20/2001	Model Year:	2002	
Date Closed:	11/20/2001	Series:	BRVADA	
Dealer Code:	007391	Mileage:	450	
Address:	O'DANIEL OLDSMOBILE FORT WAYNE		State:	IN
Dealer Phone:				

SYMPTOM ABSTRACT— MIL P0116 AND INTERMITTENT STALL

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—

11/20/2001 12:48:57 SBD TEMPLATE - INGRAM

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

DEALER REPORTS AN INTERMITTENT STALL AND WOULD LIKE TO CLARIFY A VME BECAUSE HE HAS A CODE P0116.

ADVISED THE DEALER PI A001831 ALSO COVERED THE P0116 CODE

11/20/2001 12:48:57 HISTORY - INGRAM

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5397411	VIN Number:	1GMDT19922178186
Date Opened:	01/15/2002	Model Year:	2002
Date Closed:	03/21/2002	Series:	ENVOY
Dealer Code:	G10076	Mileage:	10000
Address:	DAN PHELPS BUICK-GMESHILLINGTON	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— SES VEH STALLS INT P0621
RESOLUTION ABSTRACT- MODULE, PCM/VCM - REPLACE
UCC CODE 1-----
UCC-1 DESCRIPTION-- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION--
UCC CODE 3-----
UCC-3 DESCRIPTION--

01/15/2002 13:48:20 BBD TEMPLATE - MASON

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

- _1_ NUMBER OF TIMES IN FOR THE SAME CONDITION
- _1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
- _Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP
- _N_ (Y/N) IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES
- _Y_ (Y/N) CAN COMPLAINT BE DUPLICATED
- _N_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE
- _N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT
- _ _ (Y/N) SERVICE INFORMATION SEARCH COMPLETED
- _ _ (Y/N) BULLETIN OR PI SEARCH PERFORMED
- _ _ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION
- _Y_ (Y/N) ARE THERE ANY DTCS
- _N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

01/15/2002 13:49:30 HISTORY - MASON

COMPLAINT:

VEHICLE STALLS WHEN DRIVING INTERMITTENTLY.

DIAGNOSTICS DONE:

.NONE TECHNICIAN STATED HE CANT DUPLICATE CONDITION AND THAT HE IS
LOOKING FOR CASES FOR INTERMITTENTLY STALL CONDITION AND THAT POSSI
STORED INTO PCM TECHNICIAN STATES HE HAS BEEN THIS BEFORE.

TAC SUGGESTION :

TECHNICIAN TO INSTALL NEW PCM PER P1 A001631

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5353941	VIN Number:	1GKDT1SS022147000		
Date Opened:	01/22/2002	Model Year:	2002		
Date Closed:	01/25/2002	Series:	ENVOY		
Dealer Code:	G40011	Mileage:	8782		
Address:	LEHMER'S	CONCORD	CA	State:	CA
Dealer Phone:					

SYMPTOM ABSTRACT--- STALL A00188 RUNS ROUGH AND NOISY P0118 P

RESOLUTION ABSTRACT- MODULE, PCM/VCM - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

01/22/2002 13:27:13 SBD TEMPLATE - CAPOBIANCO

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y__ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N__ (Y/N) CAN COMPLAINT BE DUPLICATED

N__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

Y__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y__ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

N__ (Y/N) BULLETIN OR PI SEARCH PERFORMED

NA__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

NA__ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

01/22/2002 13:27:18 HISTORY - CAPOBIANCO

OWNERS CONCERN == THAT THE MIL COMES ON AND THE ENGINE STALLS AND WILL NOT RESTART.

DEALER ACTION == THE TECH HAS DUPLICATED THIS CONDITION AND STATES THAT CODES.

ADVISED COURSE OF ACTION — ADVISED THE TECH OF P1 A00163

***** EMAIL INSTRUCTIONS ARE AVAILABLE *****

CORRECTION/RECOMMENDATION: NOW THAT YOU HAVE CONFIRMED THIS VEHICLE HAS THE COMPLAINT OF A STALL WITH NO CRANK OR STALL WITH A CRANK NO START AND YOU HAVE COMPLETED THE PUBLISHED STALL DIAGNOSTICS WITH NO TROUBLE FOUND. THE STALL CONCERN MAYBE CAUSED BY VOLTAGE TRANSIENTS ON THE VSS SIGNAL CIRCUIT BETWEEN AIR SUSPENSION SYSTEM AND PCM CAUSING VARIOUS PCM FAILURE MODES ON GMC ENVOY AND THE OLDSMOBILE BRAVADA VEHICLES. PREVIOUSLY A SERVICE JUMPER HARNESS WAS AVAILABLE TO ELIMINATE THIS TRANSIENT VOLTAGE. NOW AN UPDATED PCM P/N 12578483 HAS BEEN DEVELOPED TO CORRECT FOR A STALL WITH NO CRANK OR STALL WITH A CRANK NO START CONCERN. TO VERIFY IF THIS IS A POSSIBLE PCM RELATED CONDITION, SIMPLY PULL THE PCM 1 FUSE OUT (LOCATED AT THE UBEC) THEN REINSERT, IF THE ENGINE NOW CRANKS OVER AND STARTS, THIS VEHICLE WILL REQUIRE THE UPDATED PCM TO CORRECT THE CONCERN. TO COMPLETE THE REPAIR INSTALL THE UPDATED PCM AND COMPLETE THE NECESSARY STEPS TO REPROGRAM THE PCM WITH THE LATEST CALIBRATIONS AVAILABLE IN TIS 2000.

NOTE: THE VEHICLES LISTED BELOW ARE BEING PRODUCED WITH THE UPDATED PCM (P/N: 12578482). THE BEGINNING BREAKPOINTS ARE:

CHEVROLET TRAILBLAZER :

1GN0T13S222340935

GMC ENVOY :

1GK0S13S022340940

OLDSMOBILE BRAVADA :

1GH0T13S222340949

. THE TECH WILL CALL BACK WITH THE RESULTS

01/22/2002 14:52:13 GRAY

DEALER STATES THAT HIS PART DEPT CANNOT LOCATE PART # 12578483.

ADVISED THAT THIS IS THE CORRECT PART NUMBER. CONFIRMED WITH JAMIE PARKHURST, MASTER CONSULTANT.

01/25/2002 17:37:38 MOZELEWSKI - CLOSED CASE -

DLR INSTALLED PCM WITH LATESTED UP DATE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5453733	VIN Number:	1GHDT1SG522141367
Date Opened:	03/07/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	004066	Mileage:	14497
Address:	DURHAM BUICK PONTIACDURHAM	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT NO START STALL P0335

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

03/07/2002 10:38:46 SBD TEMPLATE - MOZELEWSKI

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

03/07/2002 10:36:46 HISTORY - MOZELEWSKI

VEH WAS TOWED IN FOR A NO CRANK/NO START AND SET A P0335.

THE NEXT DAY VEH STARTED WITH NO DRIVEABILITY CONCERNS.

DLR REQUESTS ANY LIKE CONCERNS.

RECOMMEND

DLR IS TO INSTALL LATEST PCM AND PROGRAM TO CORRECT STALL NO CRANK/START

CONCERN

03/20/2009 13:12:58 MEYERS

- DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5461482	VIN Number:	1GHDT135822171898
Date Opened:	03/11/2002	Model Year:	2002
Date Closed:		Series:	BRVADA
Dealer Code:	010050	Mileage:	10482
Address:	FAMILY PONTIAC INC. NORTH AURORA	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT-- STALL P0116 P1683 01-08-04-052

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

03/11/2002 15:48:24 SBD TEMPLATE - LIKE

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

NA (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMER'S COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

_ _ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

03/11/2002 16:48:24 HISTORY - LIKE

CALLER'S NAME -RANDY SELUGA

CUSTOMER CONCERN - STALL

DEALER COMMENTS/DIAGNOSIS - TECH HAS CODES P1683 AND P0016

TAG RECOMMENDATION - ADVISED TECH GP BULLETIN 01-08-04-052

EA03-007 Supplement 1-016383

TECH TO REFLASH THE PCM PER THE BULLETIN AND TEST DRIVE THE VEH

CALL BACK AS NEEDED

08/11/2002 14:20:47 ROBBINS

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

RANDY BELUGA TECH

57 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

RANDY CALLED THE INFO LINE LOOKING FOR CONCERNS OF SLOW ACCELERATION, A
WHINING SOUND AND A JERK ON ACCELERATION. NONE OF THE CONDITION HAVE BEEN
DUPLICATED. THE VEHICLE HAS NOT STALLED SINCE THE CALIBRATION UPDATE.

NEW RECOMMENDATIONS

DISCUSSED 1000586 COMMAND THE FAN TO 100% WITH THE CUSTOMER DRIVING SEE
IF THAT IS WHAT THERE ARE EXPERIENCING.

SEE IF CAN FIGURE OUT WHAT CODES HAVE SET IF ANY SINCE THE CALIBRATION
UPDATE

CONTACT THE AVM

JR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3583639	VIN Number:	1GMDT1S9722188246
Date Opened:	04/01/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	007976	Mileage:	14000
Address:	MIKE YOUNG PONT-OLD-FRANKENMUT	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL A0020E1

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

04/01/2002 08:13:35 SBD TEMPLATE - SHERMAN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

NA (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

NA (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTG'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

04/01/2002 08:13:38 HISTORY - SHERMAN

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

MIKE GAMB

CUSTOMER CONCERN -

ABS LIGHT ON AND ENGINE WILL STALL

DEALER COMMENTS/DIAGNOSIS -

TECH STATES THAT HE HAS FINE-U106 AND U1116

8483-917 Supplement / 020338

Page 02 of 076

TAG RECOMMENDATION -
A00021

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5565793	VIN Number:	1GKDS13S722252870
Date Opened:	04/01/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G53433	Mileage:	9878
Address:	HERITAGE PON-BUI-GMCROME	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL NO CODES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/01/2002 10:44:34 88D TEMPLATE - SMITH

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

N (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

04/01/2002 10:44:34 HISTORY - SMITH BILL

CALLER'S NAME (FIRST, LAST, AND POSITION) BILLY LEWIS 8/F

CUSTOMER CONCERN - STALL DRIVING 20 MPH.

DEALER COMMENTS/DIAGNOSIS - STATED THEY LET THE VEHICLE SIT 15 MINUTES WITH THE KEY ON AND VEHICLE STARTED. THERE ARE NO CODES SET

TAC RECOMMENDATION - WENT OVER A PI A001881 DEALING WITH A VOLTAGE SPIKE CAUSING DIFFERENT PCM CONCERNS.

HE NEEDS TO GET THE DETAILS ON THE CONDITIONS BEFORE THE STALL.

TRY TO DUPLICATE IT AND DIAGNOSE FROM THERE.

06/03/2002 10:15:06 INGRAM - CASE UPDATE

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

 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)

HAS REPLACED THE PCM AND STILL CAN NOT DUPLICATE THE CUSTOMERS CONCERN OF A STALL RESTART.

REQUESTING A001818

NEW RECOMMENDATIONS ADVISED THE DEALER PI APPLIES TO A FUEL SENDER INACCURATE. SUGGESTED THE DEALER DUPLICATE THE CONCERN.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5508689	VIN Number:	1GHDS13S022171836
Date Opened:	04/02/2002	Model Year:	2002
Date Closed:		Series:	BRAYADA
Dealer Code:	016080	Mileage:	4807
Address:	BLEECKER OLD, BUIANRED SPRINGS	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— MIL STALL P0014 P1683

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

04/02/2002 09:39:42 9BD TEMPLATE - HEENAN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

NA (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

04/02/2002 09:39:42 HISTORY - HEENAN

CALLER'S NAME (FIRST, LAST, AND POSITION)-RICK PETERS TECH

CUSTOMER CONCERN -STALL....MIL ON

DEALER COMMENTS/DIAGNOSIS -TECH STATES THE VEHICLE WILL INTERMITTENTLY STALL AND P0014 AND P1683 ARE SET. TECH IS CALLING FOR ADVICE. TECH HAS

NOT DUPLICATED THE COMPLAINT.

TAC RECOMMENDATION -ADVISED DEALER TO RECALIBRATE THE PCM FOR THE DTC'S SET.

ADVISED DEALER TO DUPLICATE THE STALL CONDITION AND SNAPSHOT.

ADVISED DEALER TO CHECK G108 AS PER LIKE CASE DATA.

ADVISED DEALER TO CHECK AND MONITOR FUEL PRESSURE.

DEALER WILL REPORT

PH

07/28/2002 10:51:37 SEARS

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

RICK PETERS TECH

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

VEHICLE BACK IN WITH STALL AGAIN WHILE DRIVING

NEW RECOMMENDATIONS

1) REPLACED PCM PER PI A001831

07/28/2002 10:51:49 SEARS - A001831F 1-14-02 SUPERSEDES

A001831E 1-2-02, 12-19-01, A001831D 11-15-01 A001831C 11-2-01,

A001831B 10-29-01 A001831A 10-9-01 AND A001831 9-21-01, 9-19-01

CONDITION/COMPLAINT: SOME 2002 GMC ENVOY, OR OLDSMOBILE BRAVADA EQUIPPED WITH THE ELECTRONIC CONTROLLED AIR SUSPENSION (ECAS) RPO CODE (G67) MAY HAVE A COMPLAINT OF A COMPLAINT OF AN ENGINE STALL/NO CRANK, AND/OR ENGINE STALL WITH CRANK NO START AS WELL MAY HAVE DTC'S C0238 C0239 C0237 P0021 P0116 P1683 U1000 U1016.

***** EMAIL INSTRUCTIONS ARE AVAILABLE *****

CORRECTION/RECOMMENDATION: NOW THAT YOU HAVE CONFIRMED THIS VEHICLE HAS THE COMPLAINT OF A STALL WITH NO CRANK OR STALL WITH A CRANK NO START AND YOU HAVE COMPLETED THE PUBLISHED STALL DIAGNOSTICS WITH NO TROUBLE FOUND. THE STALL CONCERN MAYBE CAUSED BY VOLTAGE TRANSIENTS ON THE V86 SIGNAL CIRCUIT BETWEEN AIR SUSPENSION SYSTEM AND PCM CAUSING VARIOUS PCM FAILURE MODES ON GMC ENVOY AND THE OLDSMOBILE BRAVADA VEHICLES. PREVIOUSLY A SERVICE JUMPER HARNESS WAS USED TO DISCONNECT

8400-007 Supplement / GM3000

THIS TRANSIENT VOLTAGE. NOW AN UPDATED PCM P/N 12576463 HAS BEEN DEVELOPED TO CORRECT FOR A STALL WITH NO CRANK OR STALL WITH A CRANK NO START CONCERN. TO VERIFY IF THIS IS A POSSIBLE PCM RELATED CONDITION, SIMPLY PULL THE PCM 1 FUSE OUT (LOCATED AT THE UBEC) THEN REINSERT, IF THE ENGINE NOW CRANKS OVER AND STARTS, THIS VEHICLE WILL REQUIRE THE UPDATED PCM TO CORRECT THE CONCERN. TO COMPLETE THE REPAIR INSTALL THE UPDATED PCM AND COMPLETE THE NECESSARY STEPS TO REPROGRAM THE PCM WITH THE LATEST CALIBRATIONS AVAILABLE IN TIS 2000.

NOTE: THE VEHICLES LISTED BELOW ARE BEING PRODUCED WITH THE UPDATED PCM (P/N: 12576463). THE BEGINNING BREAKPOINTS ARE:

CHEVROLET TRAILBLAZER :

1GNDT138222340935

GMC ENVOY :

1GKDS138222340940

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5518945	VIN Number:	1GNKD13S722114181
Date Opened:	04/05/2002	Model Year:	2002
Date Closed:		Series:	ENV0Y
Dealer Code:	G14200	MIlongs:	5187
Address:	PONTIAC-GMC OF MAHWAMAHWAH	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/05/2002 11:48:22 SBD TEMPLATE - CLIFFORD

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

NA (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

N (Y/N) ARE THERE ANY DTC'S

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

04/05/2002 11:48:22 HISTORY - CLIFFORD

CALLER'S NAME (FIRST, LAST, AND POSITION) PETE MENTI, TECH

CUSTOMER CONCERN - LIST... LATE HARSH TRANS SHIFTS WHEN WARM, STALLS AND WONT RESTART AT TIMES, TICK FROM THE ENGINE WHEN COLD, AND NOISE FROM THE FRONT SUSPENSION WHEN HITTING A BUMP IN THE ROAD.

DEALER COMMENTS/DIAGNOSIS - DLR STATES THIS VEH IS OWNED BY A VERY DIFFICULT CUSTOMER WHO HAS JUST HAD A VEH REPURCHASED BY THE DLR. DLR UNABLE TO DUPLICATE ANY OF THE CUSTOMER'S CONCERNS, NO CODES IN ANY MODULE.

TAC RECOMMENDATION - TAC ADV THE DLR TO VERIFY NO STRIPPED BATTERY BOLTS, CHECK ENGINE BLOCK GROUNDS
TAC EXPLAINED THE COOLING FAN OPERATION (LATE SHIFT) AND PISTON NOISES (NORMAL).

TAC VISSED THE VEH, AND THERE SEEMS TO BE MORE ISSUES, MORE VISITS AND REPAIR ATTEMPTS THAN WHAT THE DLR IS DISCUSSING W/ TAC.

04/05/2002 18:40:44 BENNETT - UPDATE

LEFT URGENT VME WITH AVM (DAN OLDHAM - 914055-8474) CONCERNING VEHICLE COMPLAINT. UNABLE TO SEND TO BACKUP LIAISON (DUANE RAYMOND), VME BOX FULL. ADVISED, DLR UNABLE TO DUPLICATE CONCERN AND OTHER WARRANTY REPAIRS PERFORMED. REQUESTED AVM TO INTERFACE WITH DEALER AND CONTACT ME BACK WITH FINDINGS.

JIM BENNETT

4-3528

04/05/2002 16:19:59 BENNETT - UPDATE

AVM (DAN OLDHAM - 914055-8474) LEFT VME INDICATING THAT HE SPOKE WITH THE DEALER (PETE MENT) AND ADVISED TO PUT THE VDR INTO THE VEHICLE. ALSO, AVM STATES THE ADVISED THE DEALER NOT TO REPLACE ANY PARTS UNTIL PROPER DIAGNOSIS IS DONE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5528998	VIN Number:	1GHDS19S122177222
Date Opened:	04/10/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	026209	Mileage:	6385
Address:	MASSEY CADILLAC OLDSANFORD	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— CRANK NO START STALL NO CODES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

04/10/2002 11:40:38 SBD TEMPLATE - LEITHAUSER

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

_ _ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

_ _ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

N (Y/N) ARE THERE ANY DTC'S

Y (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

04/10/2002 11:40:38 HISTORY - LEITHAUSER

CALLER'S NAME (FIRST, LAST, AND POSITION) JACK STADIG - TECH

CUSTOMER CONCERN - VEHICLE STALLS ABOUT ONCE EVERY 200-MILES, AFTER THE STALL THE ENGINE WILL CRANK BUT NOT START.

DEALER COMMENTS/DIAGNOSIS - TECH SAYS NO PCM OR BCM CODES ARE STORED, THE

PCM HAS LATEST PROGRAMMING. VEHICLE WAS TOWED IN BUT STARTED AS RECEIVED AT THE DEALERSHIP.

TECH SEEKS PI A001819 & A001831F.

TAC RECOMMENDATION - ADVISED TECH OF FUEL SENDING UNIT CONCERNS PER A001819.

ADVISED TECH OF REVISED PCM FOR STALL/NO START CONCERN PER PI A001831F.

ADVISED TECH SIMILAR CASES WERE RESOLVED BY PCM REPLACEMENTS OR GROUND REPAIRS.

ADVISED TECH TO CHECK 4 GROUNDS ON THE LEFT SIDE OF THE ENGINE BLOCK.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5533945	VIN Number:	1GKDT13S722167827
Date Opened:	04/12/2002	Model Year:	2002
Date Closed:	04/26/2002	Series:	ENVOY
Dealer Code:	G50577	Model:	5001
Address:	DELMAR HAYNES PONTIAC/COA	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT--- 888 BTALL P0116 U1016 01-08-04-052

RESOLUTION ABSTRACT- MODULE, PCMAVCM - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

04/12/2002 09:28:16 SBD TEMPLATE - GIFFIN

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1_ NUMBER OF TIMES IN FOR THE SAME CONDITION

1_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y_ (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N_ (Y/N) CAN COMPLAINT BE DUPLICATED

N/A_ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N_ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y_ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y_ (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y_ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y_ (Y/N) ARE THERE ANY DTC'S

N_ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

04/12/2002 09:28:19 HISTORY - GIFFIN

CALLER'S NAME (FIRST, LAST, AND POSITION) DARRIS WEAVER TECH

CUSTOMER CONCERN - 888 LIGHT STALL

DEALER COMMENTS/DIAGNOSIS - DLR STS VEHICLE HAS ALLEGED STALL CONDITION WITH HISTORY CODES P0116 P1683 U1016. CAN'T DUPLICATE STALL.

TAG RECOMMENDATION - SUGGEST TO INSP. PCM FOR UPDATE PART # AND PERFORM
TSB 01-08-04-082.

04/12/2002 19:21:00 OZUG

*****DEALER CONTACT NAME AND POSITION*****

DARRIS WEAVER

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

****TOTAL NUMBER OF DAYS DOWN FOR THIS CONCERN****

1

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAG

WANTED PN FOR UPDATED PCM

*****NEW RECOMMENDATIONS*****

ADV DLR AN UPDATED PCM P/N 12576483

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5535867	VIN Number:	1GHD1139022218037
Date Opened:	04/12/2002	Model Year:	2002
Date Closed:	04/12/2002	Series:	BRAVADA
Dealer Code:	004220	Mileage:	1804
Address:	C P DIVER CHEV-OLDS LEWES	State:	DE
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL C0236 C0237 P0621 P0118 P1883 U1000 U1

RESOLUTION ABSTRACT- MODULE, PCM/VCM - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/12/2002 15:34:38 SBD TEMPLATE - LEBARON

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

NA__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

N (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTCS

N (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

04/12/2002 15:34:38 HISTORY - LEBARON

CALLER'S NAME (FIRST, LAST, AND POSITION) KEVIN O'CONNELL - TECH

CUSTOMER CONCERN - STALL

DEALER COMMENTS/DIAGNOSIS - KEVIN IS UNABLE TO DUPLICATE THIS CONCERN. HE STATES CODES C0236 C0237 P0621 P0118 P1883 U1000 U1001 ARE STORED. HE IS

CALLING FOR INFORMATION.

TAC RECOMMENDATION - REVIEWED PI A601681

CORRECTION/RECOMMENDATION: NOW THAT YOU HAVE CONFIRMED THIS VEHICLE HAS THE COMPLAINT OF A STALL WITH NO CRANK OR STALL WITH A CRANK NO START AND YOU HAVE COMPLETED THE PUBLISHED STALL DIAGNOSTICS WITH NO TROUBLE FOUND. THE STALL CONCERN MAYBE CAUSED BY VOLTAGE TRANSIENTS ON THE V88 SIGNAL CIRCUIT BETWEEN AIR SUSPENSION SYSTEM AND PCM CAUSING VARIOUS PCM FAILURE MODES ON GMC ENVOY AND THE OLDSMOBILE BRAVADA VEHICLES. PREVIOUSLY A SERVICE JUMPER HARNESS WAS AVAILABLE TO ELIMINATE THIS TRANSIENT VOLTAGE. NOW AN UPDATED PCM P/N 12576463 HAS BEEN DEVELOPED TO CORRECT FOR A STALL WITH NO CRANK OR STALL WITH A CRANK NO START CONCERN. TO VERIFY IF THIS IS A POSSIBLE PCM RELATED CONDITION, SIMPLY PULL THE PCM 1 FUSE OUT (LOCATED AT THE UBEC) THEN REINSERT, IF THE ENGINE NOW CRANKS OVER AND STARTS, THIS VEHICLE WILL REQUIRE THE UPDATED PCM TO CORRECT THE CONCERN. TO COMPLETE THE REPAIR INSTALL THE UPDATED PCM AND COMPLETE THE NECESSARY STEPS TO REPROGRAM THE PCM WITH THE LATEST CALIBRATIONS AVAILABLE IN TIS 2000.

04/24/2002 18:58:03 MEYERS

- DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5545757	VIN Number:	1GHDT138X22181825
Date Opened:	04/17/2002	Model Year:	2002
Date Closed:	05/02/2002	Series:	BRAVADA
Dealer Code:	019404	Mileage:	3018
Address:	TOM KIRK CHEV-OLDS IPARAGOULD	State:	AR
Dealer Phone:			

SYMPTOM ABSTRACT— STALL DTC INTERMITTENT U1000 U1018 B0408 B137

RESOLUTION ABSTRACT- MODULE, PCM/VCM - REPLAGE

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/17/2002 16:20:02 SBD TEMPLATE - MENZIES

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

N (Y/N) CAN COMPLAINT BE DUPLICATED

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

Y (Y/N) ARE THERE ANY DTC'S

Y (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

04/17/2002 15:20:02 HISTORY - MENZIES

CALLERS NAME (FIRST, LAST, AND POSITION)

GRBG BENSON TECH

CUSTOMER CONCERN -

INTERMITTENT STALL CONCERN.

DEALER COMMENTS/DIAGNOSIS -

THE DLR STS THAT HE VEHICLE HAS HAD A NO CRANK CONCERN IN THE PAST. THE DLR STS THAT AT THAT POINT THEY HAD REPLACED A MODULE BUT IS NOT CLEAR ON WHAT MODULE IT WAS. THE DLR STS THAT HE HAS HISTORY CODES AS FOLLOWS.
U1000 U1016 B0406 B1375 C0236 C0237

TAC RECOMMENDATION -

REVIEWED AND FAXED PI INFORMATION FROM A002021 (STALL CONCERN U1016 U1000 C0236 C0237)

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5538953	VIN Number:	1GHDT13S222218521	
Date Opened:	04/19/2002	Model Year:	2002	
Date Closed:		Series:	BRVADA	
Dealer Code:	013028	Mileage:	10201	
Address:	BROOME OLDSMOBILE-CAINDEPENDEN		State:	MO
Dealer Phone:				

SYMPTOM ABSTRACT--- GAUGE STALL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/19/2002 13:21:20 SBD TEMPLATE - CLIFFORD

STRATEGY-BASED DIAGNOSTICS

27__ 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) JEROME FREERS, TECH

CUSTOMER CONCERN - VEH STALLED WHILE DRIVING, WOULD NOT RESTART. ON A SEPERATE OCCASION, ALL THE CLUSTER GAUGES QUIT WORKING, THEN RETURNED TO NORMAL OPERATION, AND THE VEH DID NOT STALL .

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

DLR STATES NO CURRENT OR HISTORY CODES IN ANY MODULE. PCM WAS REPLACED LAST WEEK FOR AN UNKNOWN "RAM" RELATED DTC, AND THE PCM INSTALLED WAS FROM A CHEVY DLR, AND NOT THE UPDATED # LISTED IN THE PARTS BOOKS.

TAG RECOMMENDATION - TAG ADV THE DLR TO VERIFY UNDERHOOD CONNECTIONS, ENGINE GROUNDS, AND REPLACE THE PCM W/ # 19278483.

04/19/2002 13:21:20 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	554459	VIN Number:	1GKDT135722E79821
Date Opened:	04/23/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G44614	Mileage:	2619
Address:	BURT BUICK-PONTIAC-GLITTLETON	State:	CO
Dealer Phone:			

SYMPTOM ABSTRACT--- COLD STALL A001875 P10308

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/26/2002 16:31:09 85D TEMPLATE - ZUMBACH

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) JIMMY MEYER

CUSTOMER CONCERN - ENGINE STALL COLD

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

TECH REPORTS A STALLING CONDITION COLD , WITH A HIGH IDLE FLAIR . THE CONDITION , TYPICLY CLEARS UP AS ENGINE WARM TO OPERATING TEMP.

TAC RECOMMENDATION -

ADVISED OF P1 A001875 AND A FIRMWARE CALIBRATION CHANGE TO CORRECT THE CONDITION; ALSO ADVISED OF A NEW PCM FOR LEVEL RIDE VEHICLES. CHECK PCM PART NUMBER AGAINST THE CURRENT PCM IN THE VEHICLE. REPLACE ONLY IF

554459 / 042302 / 042602

Page 10 of 10

DIFFERENT.

12578463

04/25/2002 18:31:09 HISTORY - ZUMBACH

08/27/2002 11:11:54 PACK

CALLER'S NAME (FIRST, LAST, AND POSITION) SHOP FOREMAN KGELL SNEYR

4__ NUMBER OF TIMES IN FOR THE SAME CONDITION

5+__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

**STS HAS DUPLICATED STALL 1 TIME. STS NO DTCS ARE SETTING, LATEST
CALIBRATION IS INSTALLED. STS ON COLD START IDLE WAS HIGH STARTED TO
SURGE THEN STALLED. STS LAST VISIT LGM WAS REPLACED.**

NEW RECOMMENDATIONS

1 VERIFY FUEL GRADE & QUALITY,

**2 VERIFY THAT PCV HOSE IS FULLY SEATED, AND THAT CLAMPS ARE PROPERLY
TIGHTENED. (PK0306)**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5566119	VIN Number:	1GKDT13S222405039
Date Opened:	04/26/2002	Model Year:	2002
Date Closed:	04/26/2002	Series:	ENVOY
Dealer Code:	G40387	Mileage:	780
Address:	MICHAEL STEAD'S PONTWALNUT CREEK	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— BRAKE SHIFT TRANSMISSION BT8I INTERMITTENT I
RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - ABNORMAL CONDITION - UNPUBLIS
UCC CODE 1—
UCC-1 DESCRIPTION— BODY AND ACCESSORIES
UCC CODE 2—
UCC-2 DESCRIPTION—
UCC CODE 3—
UCC-3 DESCRIPTION—

04/26/2002 13:17:39 8BD TEMPLATE - BAILLOD
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 ELRICH TECH

CUSTOMER CONCERN - VEHICLE STALLED AND THE SHIFTER WOULD NOT SHIFT OUT OF PARK

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)
JOHN STATES NO CODES AND UNABLE TO DUPLICATE CONCERN.

TAG RECOMMENDATION - SUGGEST TO CHECK BASIC CONNECTIONS POWER GROUND BATTERY CONNECTIONS AND TEST DRIVE
04/26/2002 18:17:39 HISTORY - BAILLOD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5547531	VIN Number:	1GNDT13G822237826
Date Opened:	04/26/2002	Model Year:	2002
Date Closed:	04/30/2002	Series:	ENVOY
Dealer Code:	G42202	Mileage:	8488
Address:	DESERT BUICK-GMC TRULAS VEGAS	State:	NV
Dealer Phone:			

SYMPTOM ABSTRACT— NO START STALL NO CODES
RESOLUTION ABSTRACT- MODULE, PCM/VCM - REPLACE
UCC CODE 1-----
UCC-1 DESCRIPTION— ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION--
UCC CODE 3-----
UCC-3 DESCRIPTION--

04/26/2002 18:11:20 9BD TEMPLATE - HEENAN
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 TERHUNE TECH

CUSTOMER CONCERN -STALL...NO START

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

TECH STATES THE VEHICLE STALLED AND WOULD NOT RESTART. TECH STATES THERE
ARE NO CODES AND THE VEHICLE STARTS AND RUNS FINE NOW. TECH IS CALLING
FOR ADVICE.

TAC RECOMMENDATION -ADVISED DEALER OF PI A001831 BUT THE TECH REPLACED
THE PCM A MONTH AGO FOR NO COMMUNICATION AND HE USED THE UPDATED PCM.
ADVISED DEALER TO VOLT DROP THE GROUNDS ON THE SIDE OF THE BLOCK.
ADVISED DEALER TO CHECK FOR POOR CONNECTIONS AT THE USEC.
ADVISED DEALER TO CHECK FUEL PRESSURE AND FUEL TRIMS.
ADVISED DEALER TO EMULATE THE CONDITION AND ONSET.

E463-007 Supplement / GM0318

DEALER WILL REPORT

PH

04/28/2002 18:11:20 HISTORY - HEENAN

04/30/2002 12:51:42 CLIFFORD - UPDATE AND CLOSING.

DLR STATES THE PARTS DEPT CHARGED OUT THE UPDATED PCM, BUT GAVE THE TECH THE ORIGINAL PART NUMBER.

DLR REPLACED THE PCM WITH # 12576483, AND REPAIRED THE VEHICLE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5577755	VIN Number:	1GHDT138522180078
Date Opened:	05/02/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	013372	Mileage:	9888
Address:	HOLMES OLDSMOBILE-GMCLIVE	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT STALL NO DTCS

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/02/2002 10:21:26 SBD TEMPLATE - JOHNSON

STRATEGY BASED DIAGNOSTICS

S NUMBER OF TIMES IN FOR THE SAME CONDITION

D 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)RON ALLAN

CUSTOMER CONCERN -STALLS WHILE DRIVING.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)DLR SAYS THAT THIS VEHICLE HAS A INTERMITTANT STALL WHILE DRIVING. DLR SAYS THAT HE HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN AT THIS TIME. DLR SAYS THAT HE HAS CHECKED ALL GROUNDS AT THE LEFT SIDE OF THE ENGINE BLOCK, AND THEY ARE OK. DLR SAYS THAT HE WAS INSTRUCTED BY HIS SM TO CALL AND SEE IF THERE ARE ANY ISSUES WE HAVE SEEN ON THIS TYPE OF CONCERN.

TAC RECOMMENDATION -

1. SWAP WITH A KNOWN GOOD PCM.
2. SEND CUSTOMER OUT AT THIS TIME WITH THE VDR AND EVALUATE DATA AT THE TIME OF THE STALL.

EA03-007 Supplement / GM6388

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5593727	VIN Number:	1GHDT19S822218232
Date Opened:	05/09/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	007487	Mileage:	1887
Address:	KEY OLDSMOBILE, INC. WARREN	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT ROUGH RUN STALL NO CODES A001819

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/09/2002 11:55:04 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) BRIAN BONAVENTURA

CUSTOMER CONCERN - VEHICLE STALL

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

DLR STS VEHICLE HAS ALLEGED STALL CONDITION AND NO CODES. HE STS SAW P/I AND LOOKING FOR INFORMATION NO P/I # I HAS NOT DRIVEN VEHICLE.

TAC RECOMMENDATION -

TAC REVIEWED P/I A001819 FOR POSS. UPDATE PCM.

05/09/2002 11:55:04 HISTORY - GIFFIN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3394653	VIN Number:	1GHDT135022111028
Date Opened:	05/09/2002	Model Year:	2002
Date Closed:		Series:	BRAYADA
Dealer Code:	023281	Mileage:	16445
Address:	RUSS DUNMIRE OLDSMOBTACOMA	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT ENGINE STALLED DASH BLANKED OUT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/09/2002 14:46:14 SBD TEMPLATE - KOPAH

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) RANDY MCCROY, TECHNICIAN

CUSTOMER CONCERN - ENGINE STALLED, LOST ELECTRICAL POWER, GAUGES AND DASH BLANKED OUT, THEN AFTER CYCLING THE KEY, THE VEHICLE STARTED AND RAN FINE.

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

DLR STS HE HAS NOT DUPLICATED THE CONCERN, FOUND NO CODES STORED, AND IS SEEKING SUGGESTIONS.

TAC RECOMMENDATION -

1)CHECK FOR LOOSE BATTERY CABLE AND REMOTE BATTERY STUD CONNECTIONS AT UBEG AND RBEC.

2)CHECK FOR LOOSE GROUND G108, ON LEFT SIDE OF THE ENGINE NEAR THE STARTER.

3)IF OK, START THE ENGINE AND REMOVE THE INDICATED BRUSH BREEZES AND IF

EA83-007 Supplement / GM6943

CONCERN IS DUPLICATED, SUSPECT POSSIBLE IGN SWITCH. R.K.
05/09/2002 14:48:14 HISTORY - KOPAH

TECHNICAL ASSISTANCE SYSTEM

GM RESTRICTED

Case No:	5693372	VIN Number:	1GKDT139822264249	
Date Opened:	05/14/2002	Model Year:	2002	
Date Closed:	05/22/2002	Series:	ENVOY	
Dealer Code:	G42334	Mileage:	14115	
Address:	YATES PONTIAC GMC, GOODYEAR		State:	AZ
Dealer Phone:				

SYMPTOM ABSTRACT--- CRANK NO SE8 STALL U1000 U1018 U1041

RESOLUTION ABSTRACT- MODULE, PCMVCM - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/14/2002 13:21:28 SBD TEMPLATE - GIFFIN

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) GREG BOOTH

CUSTOMER CONCERN - VEHICLE STALL AND WOULD NOT CRANK.

DEALER COMMENT&DIAGNOSIS -(DTO'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

DLR STS VEHICLE STALL AND WOULD NO CRANK. HE STS VEHICLE HAD CODE U1000 U1018 00238 08237 AND NO COMMUNICATION WITH PCM. HE STS UNPLUGGED PCM TO PERFORM DIAG. AND AFTER CONNECTORS PLUGGED IN VEHICLE STARTED.

TAG RECOMMENDATION -

TAG SUGGEST TO INSP. PART # ON PCM FOR POSS. UPDATE PART #.

JG.

05/14/2002 13:21:28 HISTORY - GIFFIN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5614168	VIN Number:	1GHDT1S902228290
Date Opened:	05/20/2002	Model Year:	2002
Date Closed:		Series:	BRVADA
Dealer Code:	015857	Mileage:	11378
Address:	JOHN FALB CO. WEST UNION IA	State:	IA
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL NO START

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/20/2002 09:41:21 SBD TEMPLATE - GARY

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) BLANE HANSON TECH

CUSTOMER CONCERN - STALL/NO START

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

DLR HAS VERIFIED, SAYS THAT THERE IS NO COMMUNICATION WITH ANY OF THE MODULES. DLR IS LOOKING FOR RELATED CASES.

TAG RECOMMENDATION - ADVISED OF RELATED CASES, TO USE DOCUMENT ID # 747902 AND ISOLATE WHICH MODULE IS PULLING DOWN THE SYSTEM.

05/20/2002 09:41:21 HISTORY - GARY

05/20/2002 12:10:00 GARY - CLARIFIED TEST PROCEDURES

05/20/2002 18:12:38 INGRAM - CASE UPDATE

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

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)

DEALER BELIEVES THE LIFT GATE MODULE IS NOT COMMUNICATING BECAUSE IT WILL NO COMMUNICATE WITH THE STAR CONNECTOR DISCONNECTED AND A JUMPER INSTALLED TO THAT MODULE ONLY. NO COMMUNICATIONS WITH ANY MODULE WHAT SO EVER. ALL MODULE DO SHOW UP ON THE COMMUNICATIONS CHECK BUT NO DATA.

NEW RECOMMENDATIONS SUGGESTED THE DEALER REMOVE THE LIFTGATE MODULE TERMINAL FROM THE STAR CONNECTOR IF CONCERN IS GONE SUSPECT THE MODULE OR RELATED WIRING. IF CONCERN IS STILL PRESENT REFERENCE SCAN TOOL WILL NOT COMMUNICATE WITH CLASS II DEVICE IN 812K.

**05/20/2002 17:54:58 JOHNSON
(FIRST, LAST, AND POSITION)**

- CASE UPDATE CALLER'S NAME

__ 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)

DLR SAYS THAT HE IS CALLING BECAUSE HE FOUND A CKT 2751 AND EACH TIME HE CONNECTS HIS TEST LIGHT FROM GROUND TO THIS CKT HE POWERS UP THE PCM. DLR SAYS THAT OTHER THAN THAT HE CANT COMMUNICATE WITH THE PCM. DLR CALLING BACK TO SEE IF THERE IS ANY HELP THAT TAC CAN PROVIDE ON THIS CONCERN FURTHER.

NEW RECOMMENDATIONS

- 1. GROUND THE CASE OF THE PCM AND SEE IF THE PCM POWERS UP THEN.**
- 2. CHECK G108 FOR LOOSENESS.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5621444	VIN Number:	1GKDT136X22406228
Date Opened:	05/22/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G40087	Mileage:	808
Address:	ROE MOTORS, INC. GRANTS PASS	State:	OR
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL STAL INT WHEN DRIVING

REBOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/22/2002 13:05:29 SBD TEMPLATE - MASON

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)

PATRICK DAVIES (SERVICE)

CUSTOMER CONCERN -

STALL INT WHEN DRIVING.

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

TECH STATED HE HAS U1155 IN LGM AND IPC HAS U1098 BUT CANT DUPLICATE

STALL NO OTHER CODES TECH LOOKING FOR CASES.

TAC RECOMMENDATION -

TECH TO CHECK FOR POSS NORMAL CONDITION WITH CODES AND THAT THESE CODES

WILL NOT CASING STALL CONDITION AT ALL TECH TO SNAP SHOT VEH STALL AND

DRIVE TO DUPLICATE CONDITION TECH WILL NEEDS MORE INFO ON STALL CONDITION

WHEN AND WHERE CONDITION IS HAPPENING.

05/22/2002 13:05:29-HISTORY - MASON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5632862	VIN Number:	1GHDT138322217853
Date Opened:	05/29/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	010330	 mileage:	4123
Address:	GERALD OLDSMOBILE, INAPERVILLE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL P0602 C0296 C0237

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/29/2002 10:23:14 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) MARK PENNINGTON

CUSTOMER CONCERN - STALLED, NO CRANK, FINALLY STARTED.

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

TECH STATES HE HAS NOT DUPLICATED STALL, HAS DTC'S P0602 C0296 C0237, TECH CALLING FOR PI INFO.

TAG RECOMMENDATION - A001831 NOW AN UPDATED PCM P/N 12576463 HAS BEEN DEVELOPED TO CORRECT FOR A STALL WITH NO CRANK OR STALL WITH A CRANK NO START CONCERN. TO VERIFY IF THIS IS A POSSIBLE PCM RELATED CONDITION, SIMPLY PULL THE PCM 1 FUSE OUT (LOCATED AT THE UBEC) THEN REINSERT, IF THE ENGINE NOW CRANKS OVER AND STARTS, THIS VEHICLE WILL REQUIRE THE UPDATED PCM TO CORRECT THE CONCERN. TO COMPLETE THE REPAIR INSTALL THE UPDATED PCM AND COMPLETE THE NECESSARY STEPS TO REPROGRAM THE PCM WITH

EA01-007 Supplement / GM6353

THE LATEST CALIBRATIONS AVAILABLE IN TIS 2000.

05/29/2002 10:23:14 HISTORY - ADAMS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5644835	VIN Number:	1GHDT13S022218872
Date Opened:	06/03/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	015777	Mileage:	11221
Address:	JOHN AMATO OLDSMOBILE GLENDALE	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL NO CODES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/03/2002 16:16:48 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)

KYLE SNOW (TECHNICIAN)

CUSTOMER CONCERN -

CUSTOMER STATES THAT WHILE DRIVING UP AN INCLINE OR ON FLAT ROADS THE ENGINE STALLS

CUSTOMER STATES THE ENGINE STARTS BACK UP

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

TECHNICIAN STATES THAT THERE WERE MANY CODES SET BUT HE DID NOT RIGHT THEM DOWN AND CLEARED THE CODES

TECHNICIAN STATES THAT THE PROBLEM CANNOT BE DUPLICATED

TECHNICIAN IS CALLING FOR PI'S OR LIKE CASES

TAC RECOMMENDATION -

EA63-097 Supplement / GM638B

TAG ADVISED THE TECHNICIAN OF PI # A801831F

TAG ADVISED THE TECHNICIAN TO CHECK THE GROUNDS ON THE SIDE OF THE ENGINE
BLOCK

DEALER TO CALL BACK IF FURTHER ASSISTANCE IS NEEDED

06/03/2002 16:16:48 HISTORY - GODLEY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5634491	VIN Number:	1GHDT13S322107816
Date Opened:	06/06/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	019025	Mileage:	772
Address:	BLACKWELL-BALDWIN, JONESBORO	State:	AR
Dealer Phone:			

SYMPTOM ABSTRACT--- NO SHIFT STALL OUT OF FIRST GEAR

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- TRANSMISSION OR TRANSAXLE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/06/2002 17:23:56 SBD TEMPLATE - HEENAN

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)

TRANSFERRED TO AUTO. TRANS. GROUP.

PH

06/06/2002 17:23:56 HISTORY - HEENAN

**06/06/2002 17:31:59 APPEL - CALLER'S NAME (FIRST, LAST,
AND POSITION)**

SHANNON HANKS

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)**

**TECH STATES THAT THE VEH STALLED AND THEN AFTER RESTART WILL NOT SHIFT
OUT OF 1ST GEAR.**

**TECH STATES THAT THE PCM IS COMMANDING THE SHIFT BUT TRANS WILL NOT
SHIFT.**

TECH STATES THAT HE CAN SEE 2ND GEAR COMMANDED.

NEW RECOMMENDATIONS

ADV INSPECT THE SHIFT SOLENOID FOR DEBRIS RESTRICTION NOT ALLOWING SOL TO EXHAUST.

ADV INSPECT THE 1-2 SHIFT VALVE FOR BEING STUCK.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5665201	VIN Number:	1GHDT1SS022240782	
Date Opened:	06/12/2002	Model Year:	2002	
Date Closed:		Series:	BRAVADA	
Dealer Code:	010697	Mileage:	7592	
Address:	TONY RIZZA OLDSMOBILE/TINLEY PARK		State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— STALL

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION---

06/12/2002 11:26:52 88D TEMPLATE - CLIFFORD

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 JOHNSON, TECH

CUSTOMER CONCERN - ? TOWED IN. FOR STALL? AND NO RESTART?

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

DLR STATES HE WAS TOLD THE VEH HAD STALLED AND WOULD RESTART. VEH STARTS AND RUNS, NO CODES IN ANY MODULE. UNABLE TO DUPLICATE. VEH SHOWS 1/2 TANK OF FUEL.

TAC RECOMMENDATION - TAC ADV THE DLR TO VERIFY THE LATEST PCM IS INSTALLED, AS PER A001831. VERIFY ENGINE BLOCK GROUNDS. SPEAK DIRECTLY W/ THE CUSTOMER FOR MORE INFO.

DLR STATES THIS VEH WAS A DLR DEMO UNTIL 500 MILES AGO, AND NO HISTORY OF ANY PERFORMANCE RELATED CONCERNS WHEN IT WAS IN THE DEMO POOL

06/12/2002 11:26:52 HISTORY - CLIFFORD

2403-0075

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5665925	VIN Number:	1GN0T18S322124244
Date Opened:	06/12/2002	Model Year:	2002
Date Closed:	06/26/2002	Series:	BRAVADA
Dealer Code:	003030	Mileage:	9487
Address:	BOB HASTINGS OLDSMOBROCHESTER	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- INDICATOR LIGHT STALL DASH LIGHTS STAY LIGHT

RESOLUTION ABSTRACT- SWITCH - IGNITIONKEY WARNING - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/12/2002 13:07:52 SBD TEMPLATE - ROBBINS

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 STARK TECH

CUSTOMER CONCERN -STALL OUT DASH LIGHTS LIGHT UP

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

TOWED IN THERE WERE ALOT OF CODES, THE TACH FLUCTUATES. THERE IS A CURRENT CODES CODE IPC B1872 DEVICE U1000 ONSTAR U1008 TECH FEELS THAT HE HAS A BAD PCM. THE DASH LIGHTS ARE ALSO ACTING STRANGE AT THE TIME.

TAG RECOMMENDATION -

CHECK WIRING NEAR THE KNEE BOLSTER

ADVISED OF ADDRESS1 UNPLUG THE LIFT GATE MODULE. SEE IF THE DASH CONCERN GOES AWAY

CHECK THE GROUND ON THE BLOCK

CHECK IGNITION VOLTAGE TO THE MODULES.

JR

08/12/2002 13:07:52 HISTORY - ROBBINS

08/18/2002 10:08:00 MEYERS - DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5883161	VIN Number:	1GMDT198422162683
Date Opened:	06/20/2002	Model Year:	2002
Date Closed:		Series:	BF1AVADA
Dealer Code:	004458	Mileage:	27630
Address:	PAUL BROTHERS OF VIRMINDON	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT NO SHIFT STALL P0118 ECT

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/20/2002 08:09:58 SBD TEMPLATE - DAHL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES -

CALLER'S NAME - BOB ROCKHOLT BM

CUSTOMER CONCERN - ONE TIME STALL AND THEN NO GEAR SHIFT

DEALER COMMENTS/DIAGNOSIS -

DLR CALLS FOR READING FOR PFB A001764B A001880A.

DLR STATED HE HAS CHECKED ALL ELECTRICAL CONNECTIONS & CANNOT DUPLICATE THE CONDITION.

TAC SUGGESTIONS:

1. ADVISED DLR THAT A001880A DOES NOT APPLY.
2. DLR IS TO INSTALL THE LATEST CALIBRATION AS PER BULLETIN 01-06-04-082, WHICH ADDRESSES THIS CONCERN.

DLR TO REPORT.

06/20/2002 08:09:58 HISTORY - DAHL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5898216	VIN Number:	1GHD135222160045
Date Opened:	06/26/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	010305	Mileage:	4102
Address:	JIM W'LADE OLDSMOBILE CRYSTAL LAKE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT-- STALL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/26/2002 16:12:32 SBD TEMPLATE - PACK

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) TECHNICIAN JOE SCHILLING

CUSTOMER CONCERN - STALL WHILE DRIVING, RESTARTED AFTER SITTING.

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

STS HASNT DUPLICATED CUSTOMER CONCERN.

TAG RECOMMENDATION -

1 VERIFY THAT Q108 IS CLEAN & TIGHT.

2 INSTALL UPDATED PCM P/N 12576489.

06/26/2002 16:12:32 HISTORY - PACK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5698487	VIN Number:	1GHDT13392220055
Date Opened:	06/26/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	007236	Mileage:	5751
Address:	DEUR-SPEET MOTORS, IFREMONT	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- PERFORMANCE STALL P0014

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/26/2002 16:34:17 88D TEMPLATE - RUMOHR

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) DALE KORSON

CUSTOMER CONCERN - STALLED WHILE DRIVING. WOULD NOT RESTART FOR A LONG TIME. FINALLY STARTED AND NO PROBLEM SINCE.

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

DLR STATES THEY HAVE NOT DUPLICATED. THERE ARE NO CODES. NO DIAGNOSIS DONE, CALLING FOR CASES.

TAC RECOMMENDATION - TAC ADVISED OF A001831 AND A001819 CONCERNING POSSIBLE PCM CONCERN.

06/28/2002 16:34:17 HISTORY - RUMOHR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5702124	VIN Number:	1GNDT138222157350
Date Opened:	06/25/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	007531	Mileage:	5000
Address:	WM. LOOK & SONS, INC EAST TAWAS	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— STALL NO START AFTER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/25/2002 08:59:56 SBD TEMPLATE - BRITTINGHAM
STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

RON MCCANDLE TECH

CUSTOMER CONCERN -

STALL NO START UNTIL BATTERY DISCONNECTED

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

VEHICLE WILL START UNABLE TO DUPLICATE.

NO CODES.

CONCERN OCCURRED TWICE TO CUSTOMER.

TAC RECOMMENDATION -

ADV DLR TO CHECK FOR G67 AND INSTALL AN UPDATED PCM P/N 12575465 PER PI
A001891.

ADV DLR TO CHECK G106.

06/25/2002 08:59:56 HISTORY - BRITTINGHAM

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5715973	VIN Number:	1GMDT135822194984
Date Opened:	07/05/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	013839	Mileage:	12148
Address:	WATTERS AUTOLAND, INDIANOLA	State:	IA
Dealer Phone:			

SYMPTOM ABSTRACT— CODE COMMUNICATION NO NOCRANK STALL U1000

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/05/2002 14:24:15 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)MATT TRUMPER TECH

CUSTOMER CONCERN -STALL WHILE DRIVING WITH A NO CRANK

DEALER COMMENTS/DIAGNOSIS -DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?TECH HAS PERFORMED A DIAGNOSTIC CURCUT CHECK & HAS A CODE U1000 STGRED IN MOST MODULES.

TAC RECOMMENDATION -

DISCUSSED PI # A001831 ABOUT A POSSIBLE NEED FOR AN UPDATED PCM.

TECH TO CHECK PCM POWERS & GROUNDS.

DISCUSSED PI # A002021 ABOUT A POSSIBLE CONCERN WITH THE LGM

07/05/2002 14:24:15 HISTORY - KUBACKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5717353	VIN Number:	1GHDS13S522170161
Date Opened:	07/08/2002	Model Year:	2002
Date Closed:		Series:	8FAVADA
Dealer Code:	018425	Mileage:	8477
Address:	JACKSON OLDSMOBILE-PMACON	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL NO CODES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/08/2002 10:14:15 SBD TEMPLATE - MATLOCK

STRATEGY BASED DIAGNOSTICS

 3 NUMBER OF TIMES IN FOR THE SAME CONDITION

 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BRUCE SIMPSON TECH

CUSTOMER CONCERN -STALL CRANK NO START

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

NO CODES

CANNOT DUPLICATE

HAS REPLACED THE PCM

NO OTHER INFO

TAG RECOMMENDATION -THE TECH TO DRIVE THE VEH UNDER THE CONDITIONS THAT THE CUST STATES THE STALL HAPPENS

THE TECH TO ALSO CHECK THE GROUND G108

CALL BACK WITH RESULTS

EA45-017 Supplement / GM638B

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5734955	VIN Number:	1GNDT13S52262059
Date Opened:	07/15/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G06528	Mileage:	8771
Address:	BRIGHT BAY GMC TRUCKBAY SHORE	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— STALL

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/15/2002 10:18:37 SBD TEMPLATE - LANGIER

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 SULTAN/TECH

CUSTOMER CONCERN -

TOWED IN WITH STALL AND NO RESTART.

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

TECH STATES VEHICLE STARTED RIGHT UP FOR HIM.

NO DTC'S IN ANY MODULES.

TECH HAS NOT DUPLICATED STALL.

TECH UNSURE IF VEHICLE WAS CRANK NO START OR NO CRANK.

TAC RECOMMENDATION -

ADVISED TECH OF FT & ASSES FOR PCM CONCERN.

TECH TO CHECK WIRING/TERMINALS.

END-07/15/2002/08:18

Page 1/1

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5736634	VIN Number:	1GHDT13522229387
Date Opened:	07/15/2002	Model Year:	2002
Date Closed:		Series:	BRVADA
Dealer Code:	015626	Mileage:	7814
Address:	MOTOR INN COMPANY ALBERT LEA	State:	MN
Dealer Phone:			

SYMPTOM ABSTRACT— NOCRANK NOSTART STALL P0621 C0236 C0237 U1016

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/15/2002 16:21:52 SBD TEMPLATE - STARKEL / JOHN KOPEC

STRATEGY BASED DIAGNOSTICS

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME - BOB HINKLE - TECH

CUSTOMER CONCERN - THE VEHICLE STALLED WHILE DRIVING AND WOULD NOT CRANK TO RESTART.

DEALER COMMENTS/DIAGNOSIS - THE VEHICLE HAS BEEN STARTING SINCE IT ARRIVED. THIS CAME IN WITH CODES P0621, C0236, C0237, U1016, U1064, AND U1182.

TAG RECOMMENDATION - REVIEWED A091831 (PCM LOCK UP, REPLACE PCM).

07/15/2002 16:21:52 HISTORY - STARKEL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5739487	VIN Number:	1GKDT1SS22202578
Date Opened:	07/16/2002	Model Year:	2002
Date Closed:		Series:	ENVY
Dealer Code:	G44133	Mileage:	3880
Address:	GRAND AUTO, INC. THORNTON	State:	CO
Dealer Phone:			

SYMPTOM ABSTRACT--- INSTRUMENT 2HR SOAK STALL AFTER DRIVING 1/2 M

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/16/2002 12:29:44 SBD TEMPLATE - SHOOK

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- TECH TIM SCHROETER

CUSTOMER CONCERN - STALL AFTER 2 HR SOAK, DRIVING VEHICLE 1/2 MILE

DEALER COMMENTS/DIAGNOSIS - TECH STATES NO DTC'S STORED, UNABLE TO DUPLICATE CONCERN, PCM REPLACED WHEN VEHICLE WAS A DEMO FOR STALL CONCERN, CUSTOMER STATES CONCERN OCCURRED YESTERDAY MULTIPLE TIMES AND HAD NOT EXPERIENCED STALL PREVIOUS TO THIS. TECH REQUESTING PCM CORRECT PN, AMBIENT TEMPERATURE 100+ DEGREE, RE-FORMULATED FUEL ???

TAG RECOMMENDATION - ADVISED CORRECT PCM PN OF 12576463, ADVISED TECH TO INSTALL VDR FOR SNAPSHOT, ADVISE CUSTOMER TO USE FUEL IN TANK, REFILL FUEL TANK FROM ANOTHER SOURCE FOR EVALUATION.

..JCS

...JOB

07/16/2002 12:29:44 HISTORY - SHOOK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3742320	VIN Number:	1GKDT13S222423020
Date Opened:	07/17/2002	Model Year:	2002
Date Closed:		Series:	ENVVOY
Dealer Code:	G44173	Mileage:	838
Address:	BOB SPADY, INC. NORTH PLATTE N	State:	NE
Dealer Phone:			

SYMPTOM ABSTRACT--- GENERATOR INTERMITTENT STALL P0622

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/17/2002 10:08:42 SBD TEMPLATE - POULOS

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) ANDREW ADAMS TECH.

CUSTOMER CONCERN - CUSTOMER ALLEGES THAT AFTER DRIVING, VEHICLE STALLS AND VEHICLE WILL NOT RESTART UNTIL VEHICLE CLEARS.

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

- ANDREW CALLED AND STS HAS NOT TRIED TO VERIFY CONCERN. HE STS DTC IS P0622 IS STORED. HE STS THAT HE CANNOT LOCATE DIAG FOR DTC. HE STS THAT TECH 2 DESCRIPTION IS FOR GENERATOR F TERMINAL FAILURE. DEALER WAS LOOKING FOR DIAG.

TAC RECOMMENDATION -

- TAC ADVISED DLR OF 82000 DOC 74067 FOR DIAG FOR DTC P0622.

- TAC ADVISED DLR OF LIKE CASES THAT REPELACED PCM.

- TAC ADVISED DLR TO CHECK ALL NISSAN 2002 DTC.

8401-007/Signature / GMSSB

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07/17/2002 10:08:42 HISTORY - FOULOS

07/17/2002 10:38:05 MOFFMAN

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

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)

TECDH STS HE CANNOT FIND DOC ID 748987.

NEW RECOMMENDATIONS

I FAXED THE NFO.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5733249	VIN Number:	1GNDT135222162316
Date Opened:	07/22/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G26116	Mileage:	9380
Address:	KUETTNER OLDS-GMC TRWAUKESHA	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT STALL NO RESTART

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/22/2002 17:27:30 SBD TEMPLATE - PAQUIN

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 (FIRST, LAST, AND POSITION)

JEREMY KLETZIEN - TECH

CUSTOMER CONCERN -

INTERMITTENT STALL, NO RESTART

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

JEREMY STS, CUST STS ENGINE STALLED WHILE DRIVING AND WOULD NOT RESTART.

JEREMY ALSO STS THERE ARE NO CODES AND HE CANNOT DUPLICATE.

TAG RECOMMENDATION -

TAG BUSS TECH TO INSPECT ALL GROUNDS FOR ANY CONCERNS.

TECH TO ALSO INSPECT FOR ANY PCM CONCERNS.

TECH TO CALL BACK WITH UPDATE.

END OF TRANSMISSION

Page 1 of 1

LDP-40821

07/22/2002 17:27:30 HISTORY - PAQUIN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5771152	VIN Number:	1GHDT19S222278489
Date Opened:	07/29/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	004224	Mileage:	16092
Address:	JIM HARRIS OLDS-BUICWARRENTON	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— STALL P0801

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/29/2002 13:52:51 SBD TEMPLATE - SARR

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)

DANNY MOZINGO

CUSTOMER CONCERN -

FAN NOISE GROWL AND A STALL

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

DLR HAS A DTC P0801 AND DIAG SUGG TO REPLACE THE PCM.

TAC RECOMMENDATION -

ADV DAN PER P/TB A001831, AND A001894 INFO.

07/29/2002 13:52:51 HISTORY - SARR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5772145	VIN Number:	1GHDT13S722230177
Date Opened:	07/29/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	007410	Mileage:	25505
Address:	STAN PEPPLE MOTORS IBRYAN	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT-- ABS STALL NO SPARK

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/29/2002 16:17:25 88D 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)

TRACY GRIMES (TECHNICIAN)

CUSTOMER CONCERN -

CUSTOMER STATES THE ABS LIGHT CAME ON AND THE ENGINE STALLED

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

TECHNICIAN STATES THAT THE BATTERY WAS DEAD , HE CHARGED THAT BATTERY AND THE VEHICLE HAS NO SPARK

TECHNICIAN STATES THAT THERE IS IGN 1 VOLTAGE

TECHNICIAN STATES THAT THE FLOW CHART DOES NOT LEAD TO THE CAUSE

TECHNICIAN STATES THAT THERE IS 180 RPM WHILE CRANKING

TAC RECOMMENDATION -

TAC ADVISED THE TECHNICIAN TO CHECK THE POWERS AND THE GROUNDS TO THE PCM

EA03-697 Equipment / GM46338

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PRIOR TO REPLACING IT
DEALER TO CALL BACK IF FURTHER ASSISTANCE IS NEEDED
07/28/2002 16:17:26 HISTORY - GODLEY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5778637	VIN Number:	1GHDT133422285685
Date Opened:	07/31/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	003073	Mileage:	16348
Address:	RICK BOKMAN, INC. OLEAN	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT-- THEFT/DETERRENT INTERMITTENT STALL AND NO CRA

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/31/2002 15:40:35 8BD TEMPLATE - BAILOD

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 COMES TECH

CUSTOMER CONCERN - AFTER DRIVING TIME CUSTOMER STATES THE VEHICLE STALLED AND WOULD NOT CRANK. HAD TO WAIT SOMETIME AND VEHICLE CRANKED AND RAN.

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

JIM STATES CHECK Q106 AND IS TIGHT. MONITORED THE PASSLOCK SENSOR VOLTAGE AND CODE NUMBER AND CANNOT DUPLICATE. NO CODES SET IN ANY MODULE.

TAC RECOMMENDATION - SUGGEST TO REPLACE THE PASSLOCK SENSOR AND IGNITION SWITCH.

07/31/2002 15:40:35 HISTORY - BAILOD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5781628	VIN Number:	1GHDT138022225435
Date Opened:	08/01/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	006222	Mileage:	8893
Address:	COLE-VALLEY MOTOR COWARREN	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— COMMUNICATION LOSS STALL CAN NOT COMMUNICATE

REBOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/01/2002 10:16:33 SBD TEMPLATE - SCOTT

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)

DONALD MARINO TECH

CUSTOMER CONCERN -

IPC WENT BLANK AND ENGINE STALL.

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

TECH STATES HE CHECKED FOR CODES AND FOUND ALL MODULE HAVE A CODE BUT HE CAN NOT COMMUNICATE WITH ANY OF THEM. TECH CALLED TO SEE IF WE HAD A CONCERN WITH THE IGN SWITCHES ON THIS VEH LIKE THE OTHER S10'S IN THE PAST.

TAG RECOMMENDATION -

ADVISED TECH

1 I FOUND A FEW CASES WHERE THE REPLACED THE IGN SWITCH BUT NOTHING SIGNIFICANT.

2 TOLD TECH TO GO TO THE STAR CONNECTOR AND ESTABLISH

COMMUNICATION WITH EACH MODULE UNTIL HE FIND THE ONE THAT IS CAUSING THE
LOSS OF COMMUNICATION.

08/01/2002 10:16:39 HISTORY - SCOTT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5785848	VIN Number:	1GHDT13SX22134880
Date Opened:	08/02/2002	Model Year:	2002
Date Closed:		Series:	BRAYADA
Dealer Code:	012663	Mileage:	3137
Address:	ROGER JENNINGS INC HILLSBORO	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— STALL NO CRANK U1152 C0236 C0237

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/02/2002 14:17:20 SBD TEMPLATE - LANGER

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)

MARK HARTKE/TECH

CUSTOMER CONCERN -

STALL CRUISING DOWN ROAD.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, 81-SEARCH, COMPARE TO LIKE VEHICLE?)

TECH FOUND DTC'S C0236 C0237 U1152 STORED.

TECH STATES ONLY DTC THAT RESETS IS U1152.

TECH HAS NOT DUPLICATED STALL.

TECH HAS CHECKED ALL ENGINE GROUNDS.

TAC RECOMMENDATION -

READ TECH PI # A001831 FOR UPDATED PCM.

TECH WILL DIAGNOSE U-CODE AS NEEDED.

EA03-007 Supplement / GM638B

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5787625	VIN Number:	1GKDT138622281129
Date Opened:	06/05/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G44227	Mileage:	25249
Address:	MIKE SHAW BUICK-PONTCOLORADO SP	State:	CO
Dealer Phone:			

SYMPTOM ABSTRACT-- DATA PCM PERFORMANCE STALLED W/DRIVING NO RE
RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/05/2002 10:44:56 8BD TEMPLATE - LEIBENGOOD
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) TECH CHRIS

CUSTOMER CONCERN - STALLED W/DRIVING NO RESTART

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

TECH STS VEHICLE IS CURRENTLY A CRANK NO START. THERE IS NO DATA
COMMUNICATION WITH ANY MODULE ON BOARD.

TAG RECOMMENDATION -

REC: TECH DISCONNECT PCM & ATTEMPT COMMUNICATION WITH OTHER MODULES.

IF DATA COM PRESENT-- THEN, REPLACE PCM AS PER OTHER SIMILAR CASES.

TECH TO ADVISE

06/06/2002 10:44:58 HISTORY - LEIBENGOOD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5899026	VIN Number:	1GHDT12S42B43820	
Date Opened:	08/09/2002	Model Year:	2002	
Date Closed:		Series:	BRAVADA	
Dealer Code:	010100	Mileage:	15480	
Address:	D'ARCY OLDSMOBILE, BLOLET	IL	State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT-- STALL NOCRANK NO CRANK P10032

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/09/2002 16:37:44 SBD TEMPLATE - LEBARON

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) KEN VODICKA - TECH

CUSTOMER CONCERN - STALL NO CRANK

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

KEN STATES HE HAS BEEN NO INPUT TO CRANK RELAY INFORMATION ON SCAN TOOL

HE STATES U1000 IN STORED IN THE IPO HISTORY

HE IS CALLING FOR RELATED CONCERNS

TAC RECOMMENDATION -

REVIEWED P1-0032 - NO CRANK INFORMATION

SUGGEST HE REPLACE THE PCM AND REEVALUATE

TECH TO UPDATE WITH RESULTS...V.L.L...

08/09/2002 16:37:44 HISTORY - LEBARON

08/13/2002 16:09:59 SMITH BILL

EAC5-0772

CALLER'S NAME (FIRST, LAST, AND POSITION) KEN YODICKA TECH.

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)

REVIEWED PI 00932 - NO CRANK INFORMATION

SUGGEST HE REPLACE THE PCM AND REEVALUATE

STATES HE REPLACED THE PCM.

THERE WAS A IPC UPDATE FOR FLASHING LIGHTS AND SOME OTHER CONCERNS HE HAS.

IN THE PROCESS OF UPDATING THE IPC. IT STOPPED. HE HAS A ERROR MESSAGE.

NEW RECOMMENDATIONS SUGGESTED HE CONTACT TECHLINE FOR ASSISTANCE WITH THE ERROR CODE HE HAS DURING PROGRAMMING.

THEN EVALUATE THE NO CRANK CONCERN AGAIN.

06/12/2002 14:24:29 PRATER - TRANSFER TO ELECTRICAL FOR NO-CRANK CONCERN.

06/12/2002 14:41:36 COLE

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

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STATES HE REPLACED THE PCM AND THE VEHICLE CRANKED AND STARTED , ONCE.

CAN NOW ALSO NOT COMMUNICATE WITH THE SDM.

NEW RECOMMENDATIONS

ADVISED TO INSPECT GROUNDS ON LEFT SIDE OF ENGINE AND REPORT.

06/16/2002 16:47:00 RABENLOWICZ - CASE UPDATE

~~FAST-007~~

CALLER'S NAME KEN VODICKA TECH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

THE TECH STATES THAT HE CHECKED ALL GROUNDS AT THE ENGINE BLOCK AND THEY WERE ALL OK. THE TECH STATES THAT HE CAN'T COMMUNICATE WITH THE SDM AND HE HAS NO TURN SIGNALS.

NEW RECOMMENDATIONS

1) ADVISE THE TECH TO CHECK THE POWER MODOING OF THE IGNITION SWITCH.

2) ADVISE THE TECH TO DIAGNOSIS THE CONCERN WITH THE SDM BY CHECKING CLASS 2 TO ALL MODULES AND CHECKING THE POWERS AND GROUNDS BY A VOLT DROP TEST.

3) ADVISE THE TECH ON THE REST OF PI: PI00032

08/12/2002 17:22:49 ZAJECHOWSKI

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

KEN VODICKA TECH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STATES HIS IGNITION 1 VOLTAGE AT IPC IS 2 VOLTS AT TIME OF CONCERN.

NEW RECOMMENDATIONS

ADVISED TECH TO CHECK VOLTAGE AT IGNITION E FUSE IN UNDER HOOD FUSE BLOCK. INFORMED TECH OF POSSIBILITY OF A BAD IGNITION SWITCH.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5895797	VIN Number:	1GNDT138022290215
Date Opened:	06/12/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G00510	Mileage:	8200
Address:	MALOUF BUICK PONTIAC NORTH BRUNS	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT--- KEY STALL KEYS WONT COME OUT OF THE IGNITION

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/12/2002 14:36:16 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

2 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 (FIRST, LAST, AND POSITION)

KEN SHERMAN

CUSTOMER CONCERN -

KEYS WONT COME OUT OF THE IGNITION

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

CUSTOMER CLAIMS INTERMITTENTLY THE KEYS WONT COME OUT OF THE IGNITION. STATES IT STALLED AND THE KEYS WOULD NOT COME OUT. TECHNICIAN HAS NOT DUPLICATED THE CONCERN.

TAC RECOMMENDATION -

TAC ADVISES TO DO A LOADED VOLTAGE DROP ON THE POWERS AND GROUNDS FOR THE TRUCK. TAC ADVISES TO GET MORE INFORMATION FROM THE CUSTOMER. SO WE CAN DUPLICATE THE CONCERN THEN THE SYSTEM CAN BE TESTED.

TECHNICIAN TO CALL BACK.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3816893	VIN Number:	1GKDT13682226825
Date Opened:	08/15/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G10232	Mileage:	18858
Address:	WILLIAMS PONTIAC, NBOYERTOWN	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT--- NOSTART STALL NO DTCS

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/15/2002 18:59:30 SBD TEMPLATE - JOHNSON

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)JEFF WHARY-TECH

CUSTOMER CONCERN -STALL / NO START AT TIMES.

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

CRANK WILL NOT START AFTER STALL

NO DTCS STORED.

HAS NOT DUPLICATED THE CONCERN.

TAC RECOMMENDATION -

CHECK GROUNDS , G108 IN PARTICULAR.

CHECK PCM CONNECTIONS

CHECK FOR POSS. WIRE CHAPPING AT THE PCM BRACKET

08/15/2002 18:59:30 HISTORY - JOHNSON

08/15/2002 18:59:07 MEYERS

DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5817467	VIN Number:	1GMDT1350C22188409
Date Opened:	08/15/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G53590	Mileage:	10285
Address:	CARL BLACK PONTIAC BROSSELL	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL P100249

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/15/2002 16:33:44 SBD TEMPLATE - HOFFMAN

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) PRESTON HARPER TECH

CUSTOMER CONCERN - ENGINE STALLS

DEALER COMMENTS/DIAGNOSIS - STARTS RIGHT BACK UP SOME TIMES, NEEDS TO SET
SOME TIMES LAST TIME THE VEH STALLED THE PCM 1 FUSE OPENED. TECH SET NO
CODES.

(DTC'S, PARTS, REPAIRS, DUPLICATED, BI SEARCH, COMPARE TO LIKE VEHICLE?)

TAG RECOMMENDATION -ADVISE INLINE FUSES TO TRACE SHORT. I READ P1
P100249.

08/15/2002 16:33:44 HISTORY - HOFFMAN

P100249

CONDITION/CONCERN:

LE4-2L ENGINE MAY HAVE A CONDITION OF AN ENGINE NO DRAIN WITH

SALES-977 Supplement P100249

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POSSIBLE DTC P0116,P1682. AND/OR STALL WITH POSSIBLE U CODES , C0236 AND C0237 (NOT EQUIPPED WITH THE ELECTRONIC CONTROLLED AIR SUSPENSION (ECAS) RPO CODE (G67))

RECOMMENDATION/INSTRUCTIONS:

COMPLETE THE PUBLISHED DIAGNOSTICS FOR THE CONCERN OF DTC P0116,P1682, U CODES, C0236 AND C0237 . IF NO TROUBLE IS FOUND,CHECK FOR A BLOWN PCM1 FUSE (# 28) IN THE UNDERHOOD BUSSED ELECTRICAL CENTER, (LOCATED ON THE LEFT SIDE WHEELWELL). IF YOUR DIAGNOSIS REVEALS THAT THE PCM1 FUSE HAS BLOWN AND WITH FURTHER TESTING YOU HAVE ELIMINATED THE POSSIBILITY OF A SHORT TO GROUND OR A SHORTED COMPONENT ON POWER FEED CIRCUIT 439. YOU SHOULD THEN CHECK FOR AN OPEN GROUND AT G108. (LOCATED ON THE LEFT SIDE OF THE ENGINE BLOCK, BELOW THE BACK OF THE EVAP PURGE VALVE AND APPROX. 2 INCHES FORWARD OF THE STARTER BODY). IT IS ALSO ADVISED THAT YOU CHECK THE OTHER GROUNDS G107, G109,G110 THAT ARE AT THIS SAME LOCATION. THE OPEN GROUND MAYBE CAUSED BY SOMETHING AS SIMPLE AS A LOOSE GROUND . AFTER TIGHTENING THE GROUND BOLT BE SURE THE GROUND CONNECTION IS ACTUALLY FASTENED TIGHT TO THE BLOCK. IF THE GROUND IS NOT TIGHT, IT MAY REQUIRE A WASHER BETWEEN THE BOLT HEAD AND THE GROUND CONNECTION.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5831197	VIN Number:	1GHDT135222118726
Date Opened:	08/19/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	003020	Mileage:	18489
Address:	BOB HASTINGS OLDSMOBR ROCHESTER	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT STALL NO CODES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/19/2002 08:36:12 SBD TEMPLATE - SMITH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) BERNEY FARLEY TECH

CUSTOMER CONCERN - INTERMITTENT STALL ONE TIME

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

TECH CALLED WITH AN INTERMITTENT STALL CONCERN. TECH HAS NO CODES PRESENT AND HAS NOT DUPLICATED THE CONCERN.

TAG RECOMMENDATION -

ADVISED TEH DEALER TO CHECK THE CLUSTER OF GROUNDS ON THE BLOCK DRIVERS SIDE. BE CAREFUL TO CHECK THE WIRE. THE MAY BE TIGHT BUT THE WIRE WILL NOT BE.

CHECK FOR OODGS IN ALL MODULES INCLUDE THE LGM AND BGAS SYSTEM.

08/19/2002 08:36:12 HISTORY - SMITH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5821552	VIN Number:	1GHDT138322114541
Date Opened:	08/19/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	012112	Mileage:	40339
Address:	KEN DIEPHOLZ CHEVROLET CHARLESTON	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- ROUGH STALL P0171 P0172

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/19/2002 10:08:45 SBD TEMPLATE - DAHL

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

CALLER'S NAME - MINE CASH - TECH

CUSTOMER CONCERN - STALL ROUGH & MIL

DEALER COMMENTS/DIAGNOSIS -

DLR CODES P0171 & P0172.

DLR HAS REPLACED THE FUEL FILTER ON THE LAST VISIT AS MAINTENANCE.

DLR CANNOT DUPLICATE & OR FIND A CAUSE.

TAG RECOMMENDATION -

1. DLR IS TO VOLT DROP & OR LOAD TEST ALL ENGINE, CHASSIS, BCM AND PCM POWER FEEDS GROUNDS AS NEEDED FOR THIS CONDITION. (READINGS ARE TO BE SAVED AND ALL TO READ 48MV OR LESS)

2. DLR IS TO FOLLOW STRATEGY BASED DIAGNOSTICS, SERVICE MANUAL & OR 60200 TO PROPERLY DIAGNOSE THIS CONCERN. (INSTALL SPANNER AND FUEL PRESSURE GAUGE DUPLICATE THE CONDITION AND USE DATA TO DIAGNOSE THE CAUSE)

8400-007 Supplement / 08/19/02

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3. THERE IS NO SUPPORTING CASE HISTORY.

DLR TO REPORT.

08/19/2002 10:08:45 HISTORY - DAHL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5835092	VIN Number:	1GKDT135822204803
Date Opened:	08/22/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G26033	Mileage:	28919
Address:	DON MILLER PONTIAC-GRADISON	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT-- ABS LIGHT ON STALL VEHICLE FELT LIKE WENT INT.

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/22/2002 16:07:48 SBD TEMPLATE - BEARS

BSTRATEGY 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 STEINKAUER TECH

CUSTOMER CONCERN -

VEHICLE FELT LIKE WENT INTO NEUTRAL, ABS LIGHT P0802

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

P0802,

TAC RECOMMENDATION -

1) REPLACED PCM PER PREVIOUS CASES AND PI A001831D

08/22/2002 16:07:48 HISTORY - BEARS A001831F 1-14-02

SUPERSEDES A001831E 1-8-02, 12-18-01, A001831D 11-16-01, A001831C

11-2-01, A001831B 10-29-01, A001831A 10-9-01 AND A001831 9-21-01, 8-18-01

CONDITION/COMPLAINT: SOME 2002 GMC ENVOY, OR OLDSMOBILE BRANADA

EQUIPPED WITH THE ELECTRONIC CONTROLLED AIR SUSPENSION (SCHEMATIC CODE

(G97) MAY HAVE A COMPLAINT OF A COMPLAINT OF AN ENGINE STALL NO CRANK,
AND /OR ENGINE STALL WITH CRANK NO START AS WELL MAY HAVE DTCS C0236
C0237 P0621 P0116 P1683 U1000 U1016.

CORRECTION/RECOMMENDATION: NOW THAT YOU HAVE CONFIRMED THIS VEHICLE
HAS THE COMPLAINT OF A STALL WITH NO CRANK OR STALL WITH A CRANK NO
START AND YOU HAVE COMPLETED THE PUBLISHED STALL DIAGNOSTICS WITH NO
TROUBLE FOUND. THE STALL CONCERN MAYBE CAUSED BY VOLTAGE TRANSIENTS ON
THE VSS SIGNAL CIRCUIT BETWEEN AIR SUSPENSION SYSTEM AND PCM CAUSING
VARIOUS PCM FAILURE MODES ON GMC ENVOY AND THE OLDSMOBILE BRAVADA
VEHICLES. PREVIOUSLY A SERVICE JUMPER HARNESS WAS AVAILABLE TO ELIMINATE
THIS TRANSIENT VOLTAGE. NOW AN UPDATED PCM P/ N 12578483 HAS BEEN
DEVELOPED TO CORRECT FOR A STALL WITH NO CRANK OR STALL WITH A CRANK NO
START CONCERN. TO VERIFY IF THIS IS A POSSIBLE PCM RELATED CONDITION,
SIMPLY PULL THE PCM 1 FUSE OUT (LOCATED AT THE UBEC) THEN REINSERT, IF
THE ENGINE NOW CRANKS OVER AND STARTS , THIS VEHICLE WILL REQUIRE THE
UPDATED PCM TO CORRECT THE CONCERN. TO COMPLETE THE REPAIR INSTALL THE
UPDATED PCM AND COMPLETE THE NECESSARY STEPS TO REPROGRAM THE PCM WITH
THE LATEST CALIBRATIONS AVAILABLE IN TIS 2000.

NOTE: THE VEHICLES LISTED BELOW ARE BEING PRODUCED WITH THE UPDATED PCM
(P/N: 12578483). THE BEGINNING BREAKPOINTS ARE:

CHEVROLET TRAILBLAZER :

1GNDT136222340938

GMC ENVOY :

1GKDS136222340940

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5848752	VIN Number:	1GHDT13S622204748
Date Opened:	08/26/2002	Model Year:	2002
Date Closed:	09/09/2002	Series:	BRAVADA
Dealer Code:	010930	Mileage:	14893
Address:	WEIL OLDSMOBILE-CADILIBERTYVILLE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— STALL U1018 IN EVERY MODULE

RESOLUTION ABSTRACT- MODULE, PCM/VCM - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/26/2002 14:34:11 8BD TEMPLATE - CLIFFORD

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)

KEVIN ZIZZO, TECH

CUSTOMER CONCERN - STALLED ONE TIME, RESTARTED EASILY, BUT WAS DOWN ON POWER.

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

U1018 IN EVERY MODULE, UNABLE TO DUPLICATE ANY PERFORMANCE CONCERNS, OR CLASS 2 MALFUNCTIONS.

TAC RECOMMENDATION - TAC ADV THE BLR TO ASK THE CUSTOMER IF ANY ERRATIC GAUGE OPERATION WAS NOTED DURING THE EVENT, IF NOT REPLACE THE PCM AS PER PI A001831, IF THE CLUSTER OPERATION WAS ERRATIC, SUSPECT A LGM.

08/26/2002 14:34:11 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5842778	VIN Number:	1GHDT13S022287815
Date Opened:	08/27/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	004756	Mileage:	10124
Address:	SCHARFER & STROHMINGBALTIMORE	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT STALL U CODES AFTER CALIBRATION

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/27/2002 10:18:58 SBD TEMPLATE - DAHL

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

CALLER'S NAME - TOM HARTEL - TECH

CUSTOMER CONCERN - INTERMITTENT STALL WITH QUICK RESTART.

DEALER COMMENTS/DIAGNOSIS -

1. DLR HAS PERFORMED LATEST CALIBRATIONS.

DLR CALLS FOR CAUSES STATING HE HAS U-CODES AFTER PROGRAMMING.

TAC RECOMMENDATION -

DLR CANNOT DUPLICATE & OR FIND A CAUSE.

DLR IS TO CHECK & SEE WHAT THE CODE SEQUENCE & REPORT.

DLR IS TO REPORT.

08/27/2002 10:18:58 HISTORY - DAHL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5858174	VIN Number:	1GHDS1SS122187858
Date Opened:	09/03/2002	Model Year:	2002
Date Closed:	09/05/2002	Series:	BRAYADA
Dealer Code:	026382	Mileage:	5183
Address:	WALLACE CADILLAC, OLSTUART	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT-- INTERMITTENT STALL NO CODES

RESOLUTION ABSTRACT- MODULE, PCM/VCM - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/03/2002 14:38:48 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 - JEFF ZOBEL - TECH

CUSTOMER CONCERN - VEHICLE STALLED AND WOULD NOT RESTART

DEALER COMMENTS/DIAGNOSIS - TECH STATES VEHICLE STARTS FINE AND HAS NO CODES. HE CANNOT DUPLICATE A STALL. HE DOES NOT THINK IT IS PCM RELATED BECAUSE VEHICLE WAS CRANKING.

TAC RECOMMENDATION -

- ADVISED TECH THAT A001831 STATES THAT VEHICLE CAN HAVE A CRANKING CONDITION.

- THIS VEHICLE HAS G87 OPTION AND FALLS BEFORE THE NEW PCM BREAKPOINT.

- IF TECH IS STILL DISSATISFIED WITH PCM VOLTAGE SPIKE AS THE STALL CAUSE, ADVISED OF SOME IGNITION SWITCH CONCERNS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5859082	VIN Number:	1GKDT13S822239268
Date Opened:	09/03/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G10141	 mileage:	16483
Address:	BERGEY'S BUICK OLDS FRANCONIA	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STALL LGM U1018 U1084 U11

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION--

UCC CODE 3—

UCC-3 DESCRIPTION--

09/03/2002 16:48:36 88D TEMPLATE - SHOOK

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- TECH JOHN SLEMMER

CUSTOMER CONCERN - STALL WITH IMMEDIATE RESTART

DEALER COMMENTS/DIAGNOSIS - JOHN STATES THEY ARE UNABLE TO DUPLICATE CUSTOMER CONCERN, P0118 P0130 STORED HISTORY, NOT SURE IF DTC'S ARE RELATED TO CONCERN.

TAG RECOMMENDATION - TECH JOHN CHECKED FOR LIFT GATE MODULE CODES AND COMMUNICATION CODES, FOUND U1018 U1084 U1162 STORED IN LGM, ADVISED TECH TO REPLACE LGM, PERFORM DRIVE CYCLE, ADVISED TO IGNORE P0118 P130 AT THIS TIME AS FREEZE FRAME DATA INDICATES THESE DTC'S WERE SET SEVERAL HUNDRED MILES AGO.

...JCS

..JCS

..JCS

09/08/2002 16:46:36 HISTORY - SHOOK

09/12/2002 11:08:49 MEYERS -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3843152	VIN Number:	1GKDT13S822185774
Date Opened:	09/05/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G30472	Mileage:	14537
Address:	MCELHENBY AUTOCENTER CLINTON	State:	IA
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL U1000 U1084

REBOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/05/2002 12:22:08 88D 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)

TOM JOHNSON (TECHNICIAN)

CUSTOMER CONCERN -

CUSTOMER STATES THAT THE ENGINE STALLS WHILE DRIVING

CUSTOMER STATES THAT THE IPC GOES BLANK

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, 91 SEARCH, COMPARE TO LIKE VEHICLE)

TECHNICIAN STATES THAT HE CANNOT DUPLICATE THE PROBLEM

TECHNICIAN STATES THAT THERE ARE CODES U1000 AND U1084

TAC RECOMMENDATION -

TAC ADVISED THE TECHNICIAN OF PI # A002021

TAC ADVISED THE TECHNICIAN TO PI # A001817

DEALER TO CALL BACK IF FURTHER CONCERN IS NEEDED

2482-017 Supplement 1 (04/02)

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08/05/2002 12:22:09 HISTORY - GODLEY

09/05/2002 14:04:53 COLE

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

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)

TECH REMOVED THE LGM WITHOUT CHANGE TO THE CODES SETTING. TECH HAS NOT REPRODUCED CONCERN. CANNOT RETRIEVE CODES FROM THE IPC, CHECKED SAME ON ANOTHER ENVOY, BELIEVED TO BE A TECH 2 CONCERN.

NEW RECOMMENDATIONS

ADVISED OF BULLETIN 02-08-49-004.

VERIFY UNDERHOOD AND REAR BEC CONNECTIONS.

INSPECT ENGINE BLOCK GROUNDS.

CHECK CODES IN THE REST OF THE MODULES AND NOTE.(EBCM,DDM,PDM AND SDM)

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5866790	VIN Number:	1GKDT138X22231494
Date Opened:	09/05/2002	Model Year:	2002
Date Closed:	09/05/2002	Series:	ENVOY
Dealer Code:	G30472	Mileage:	10857
Address:	MCELENEY AUTOCENTER CLINTON	State:	IA
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL U1000 IN BCM AMP
RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - ABNORMAL CONDITION - UNPUBLIS
UCC CODE 1-----
UCC-1 DESCRIPTION--- BODY AND ACCESSORIES
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

09/05/2002 18:29:27 SBD TEMPLATE - NICHOLS
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) JERRY ANDERSON TECH

CUSTOMER CONCERN - THE VEHICLE STALLED ONE TIME WHEN DRIVING.

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

JERRY STS HE HAD A FEW PCM CODE PROGRAM PCM THE CODE ARE CLEARED AND ONLY
HAS U1000 IN THE BCM AND AMP.

TAC RECOMMENDATION -

1. ADVISE TO CHECK THE LGM FOR COMMUNICATION.
2. ADVISE TO CHECK THE LGM POWER AND GROUND, NO CHANGE REPLACE THE LGM AND PROGRAM.
3. CLOSE CASE AS INFO CALL. NICHOLS 40744

09/05/2002 18:29:27 HISTORY - NICHOLS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5868961	VIN Number:	1GHD913S922170360
Date Opened:	09/06/2002	Model Year:	2002
Date Closed:	09/06/2002	Series:	BFAVADA
Dealer Code:	G26238	Mileage:	14839
Address:	CIRCLE OLDSMOBILE-GMSCHERERVILL	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT--- NOSTART STALL P0171
RESOLUTION ABSTRACT- MODULE, ELECTRONIC CONTROL - REPLACE
UCC CODE 1-----
UCC-1 DESCRIPTION-- ENGINE
UCC CODE 2-----
UCC-2 DESCRIPTION--
UCC CODE 3-----
UCC-3 DESCRIPTION--

09/06/2002 10:38:30 SBD TEMPLATE - JOHNSON
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)PETE MANSCHULA

CUSTOMER CONCERN -STALL / NO START

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

HAS A STALL AND NO RESTART. HAS A P0171 STORED IN THE PCM. HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN. VEHICLE PREVIOUSLY STALLED AND WOULD NOT START. CALLING FOR ADVISE ON WHICH WAY TO GO.

TAC RECOMMENDATION -

1. ADVISED DLR OF POSSIBLE SULFUR CONTAMINATING THE FUEL LEVEL REGISTER CAUSING A STALL AND NO RESTART.
2. ALSO ADVISED DLR. OF POSS. PCM CONCERN AND NOTIFIED OF THE UPDATED PCM FOR A STALL / NO START.

09/06/2002 10:38:30 HISTORY - JOHNSON

09/12/2002 14:13:40 BRITTINGHAM -CALLER'S NAME (FIRST, LAST, AND

EA03-007 Supplement / GMC38E

POSITION)

KEN THEIL TECH

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)

VEHCILE IN AT THIS DLR FOR FIRST VISIT.

TECH HAS DUPLICATED CONCERN ONE TIME NO CODES FUEL TRIMS HIGH O2 WORKING
NORMAL

VEHCILE RAN ROUGH UNDER LOAD SEAM LIKE VEHICILE WAS RUNNING OUT OF GAS.

TECH DID NOT HAVE FUEL PRESSURE GAUGE ON VEHICLE DURING CONCERN.

HAS DRIVEN FOR 100 MILES NOW AND UNABLE TO DUPLICATE.

OTHER DLR REPLACED PCM.

NEW RECOMMENDATIONS

ADV DLR TO VOLTAGE DROP GROUNDS TO FUEL PUMP.

ADV DLR TO MONITOR FUEL PRESSURE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5877291	VIN Number:	1GKDT139822250284
Date Opened:	09/10/2002	Model Year:	2002
Date Closed:	11/04/2002	Series:	ENVOY
Dealer Code:	G06070	Mileage:	39724
Address:	ROCHE'S GARAGE, INC. CALICOON	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— NOCRANK STALL NO CRANK
RESOLUTION ABSTRACT- MODULE, PCM/VCM - REPLACE
UCC CODE 1—
UCC-1 DESCRIPTION— ENGINE
UCC CODE 2—
UCC-2 DESCRIPTION—
UCC CODE 3—
UCC-3 DESCRIPTION—

09/10/2002 16:15:39 SBD TEMPLATE - KOPEC STRATEGY BASED
DIAGNOSTICS

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

CALLER'S NAME - TOM SCHICK - TECH

CUSTOMER CONCERN - VEHICLE STALLED AND WOULD NOT CRANK

DEALER COMMENTS/DIAGNOSIS - TECH STATES THE VEHICLE WAS TOWED IN AND WOULD NOT CRANK. HE COULD NOT ESTABLISH COMMUNICATIONS WITH THE PCM. HE TRIED A KG PCM OUT OF A 2003 ENVOY AND STILL COULD NOT ESTABLISH COMMUNICATION. HE REINSTALLED THE ORIGINAL PCM AND THE VEHICLE STARTED AND RAN FINE. HE EVENTUALLY FOUND A BAD CONNECTION WITH THE TECH2. ONCE COMMUNICATIONS WERE ESTABLISHED WITH THE OLD PCM, CODES U1000, U1016, C0236, AND C0237 WERE FOUND. TECH WAS WONDERING WHAT CAUSED THIS.

TAC RECOMMENDATION -

- ADVISED TECH OF PI A001831 CONCERNING PCM REPLACEMENT BECAUSE OF VOLTAGE SPIKES FROM BGM (G87).

EA83-007 Supplement / GM638B

- ADVISED PCM REPLACEMENT WITH P/ N 12570469

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5879897	VIN Number:	1GHDT138422221280
Date Opened:	09/11/2002	Model Year:	2002
Date Closed:		Series:	BRVADA
Dealer Code:	001385	Mileage:	18741
Address:	HASKINS OLDSMOBILE WELLESLEY	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— ABS BRAKE LIGHT ON STALL ABS BRAKE LIGHT CAME

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/11/2002 11:28:13 SBD TEMPLATE - SEARS

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)

KEVIN ARICO TECH

CUSTOMER CONCERN -

ABS BRAKE LIGHT CAME ON VEHICLE LOST POWER ABS

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

C0238 C0237 LGM U1000 U1018 U1094 U1152,

TAC RECOMMENDATION -

1) PI A001831F

09/11/2002 11:28:13 HISTORY - SEARS

A001831F 1-14-02 SUPERSEDES A001831E 1-2-02 , 12-19-01, A001831D

11-15-01 A001831C 11-2-01, A001831B 10-28-01 A001831A 10-9-01 AND

A001831 9-21-01, 9-19-01

CONDITION/COMPLAINT: SOME 2002 GMC ENVOY, OR OLDSMOBILE BRAVADA

EQUIPPED WITH THE ELECTRONIC CONTROLLED AIR SUSPENSION (ECAS) RPO CODE (G87) MAY HAVE A COMPLAINT OF A COMPLAINT OF AN ENGINE STALL NO CRANK, AND/OR ENGINE STALL WITH CRANK NO START AS WELL. MAY HAVE DTCS C0236 C0287 P0621 P0116 P1683 U1000 U1016.

CORRECTION/RECOMMENDATION: NOW THAT YOU HAVE CONFIRMED THIS VEHICLE HAS THE COMPLAINT OF A STALL WITH NO CRANK OR STALL WITH A CRANK NO START AND YOU HAVE COMPLETED THE PUBLISHED STALL DIAGNOSTICS WITH NO TROUBLE FOUND, THE STALL CONCERN MAYBE CAUSED BY VOLTAGE TRANSIENTS ON THE V86 SIGNAL CIRCUIT BETWEEN AIR SUSPENSION SYSTEM AND PCM CAUSING VARIOUS PCM FAILURE MODES ON GMC ENVOY AND THE OLDSMOBILE BRAVADA VEHICLES. PREVIOUSLY A SERVICE JUMPER HARNESS WAS AVAILABLE TO ELIMINATE THIS TRANSIENT VOLTAGE. NOW AN UPDATED PCM P/ N 12578463 HAS BEEN DEVELOPED TO CORRECT FOR A STALL WITH NO CRANK OR STALL WITH A CRANK NO START CONCERN. TO VERIFY IF THIS IS A POSSIBLE PCM RELATED CONDITION, SIMPLY PULL THE PCM 1 FUSE OUT (LOCATED AT THE UBEC) THEN REINSERT, IF THE ENGINE NOW CRANKS OVER AND STARTS, THIS VEHICLE WILL REQUIRE THE UPDATED PCM TO CORRECT THE CONCERN. TO COMPLETE THE REPAIR INSTALL THE UPDATED PCM AND COMPLETE THE NECESSARY STEPS TO REPROGRAM THE PCM WITH THE LATEST CALIBRATIONS AVAILABLE IN TIS 2000.

NOTE: THE VEHICLES LISTED BELOW ARE BEING PRODUCED WITH THE UPDATED PCM (P/N: 12578463). THE BEGINNING BREAKPOINTS ARE:

CHEVROLET TRAILBLAZER :

1GN0T13S222340938

GMC ENVOY :

1GKDS13S222340940

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3588342	VIN Number:	1GHDT18S722222859
Date Opened:	09/16/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	009215	Mileage:	12540
Address:	HAYDOCK AUTOMOTIVE COLUMBUS	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- SES STALL NOCRANK U1000 U1016 A001819 P10009

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/16/2002 09:19:59 SED TEMPLATE - BARR

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)

DON RITZMAN - TECHNICIAN

CUSTOMER CONCERN -

STALL WITH NO CRANK, AND NO COMMUNICATION WITH THE PCM.

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

DLR HAS A U1000 AND U1016 STORED.

TAG RECOMMENDATION -

ADV DLR PER P1 A001831 AND P100092.

NOW AN UPDATED PCM P/N 12576463 HAS BEEN DEVELOPED TO CORRECT FOR A STALL WITH NO CRANK OR STALL WITH A CRANK NO START CONCERN. TO VERIFY IF THIS IS A POSSIBLE PCM RELATED CONDITION, SIMPLY PULL THE PCM 1 FUSE OUT (LOCATED AT THE USEG) THEN REINSERT. IF THE ENGINE NOW CRANKS OVER

E469-007 Supplement / GM634B

AND STARTS , THIS VEHICLE WILL REQUIRE THE UPDATED PCM TO CORRECT THE CONCERN.

G108 COULD BE LOOSE.

09/18/2002 09:19:59 HISTORY - SARR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5889668	VIN Number:	1GKDT19S122280334
Date Opened:	09/16/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G50003	Mileage:	20708
Address:	COLLINS BUICK-GMC TRHOPKINSVILLE	State:	KY
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STALL P0341 C0236 C0237

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/16/2002 12:05:33 9BD TEMPLATE - STARKEL

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 - KEN FURBLEY - TECH

CUSTOMER CONCERN - INTERMITTENTLY STALLS WHILE DRIVING AND HAS TO WAIT A FEW MINUTES TO RESTART.

DEALER COMMENTS/DIAGNOSIS - DEALER HAS NOT DUPLICATED THE STALLING. DEALER FOUND CODES C0236, C0237, AND P0341.

TAC RECOMMENDATION - REVIEWED A001631 (UPDATED PCM) FOR THE STALLING CONCERN AND C CODES. REVIEWED CASES WITH CONNECTION CONCERNS AT THE CAM SENSOR FOR THE P0341 CODE.

09/16/2002 12:05:33 HISTORY - STARKEL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5896417	VIN Number:	1GHDT13S122238016
Date Opened:	09/16/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	002790	Mileage:	6029
Address:	ROYAL PONTIAC-OLDSMOBUTLER	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT-- STALL NO COMMUNICATION

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/16/2002 14:17:00 SBD TEMPLATE - COLLINS, J.

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 - PAUL FUTTNER - TECHNICIAN

CUSTOMER CONCERN - STALL, NO CRANK

DEALER COMMENTS/DIAGNOSIS - DEALER STATES THE ENGINE WILL NOT CRANK, STATES THERE IS NO COMMUNICATION WITH THE PCM.

DEALER STATES HE HAS INSPECTED THE WIRING AT THE STEERING COLUMN (PER BULLETIN) AND STATES THE DOOR ARE FUNCTIONING PROPERLY.

DEALER CALLING FOR RELATED PI OR CASE INFORMATION.

TAC RECOMMENDATION - ADVISED DEALER OF PRELIMINARY INFORMATION A601831 INVOLVING THIS CONCERN AND SIMILAR DTCS, ADVISED DEALER TO REMOVE AND REPLACE THE PCM1 FUSE, IF THE ENGINE CRANKS AND STARTS THEN INSTALL PCM PART NUMBER 12575463.

ADVISED DEALER TO CHECK GROUND Q108 FOR LOOSE EYELET.

09/16/2002 14:17:00 HISTORY - COLLINS

EAG3-0075 Supplement / GM633B

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5916826	VIN Number:	1GHDT136X22271728
Date Opened:	09/26/2002	Model Year:	2002
Date Closed:	12/16/2002	Series:	BRAVADA
Dealer Code:	007027	Mileage:	9538
Address:	CHERRY CAPITAL OLDSMTRAVERS CITY	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— COMMUNICATION GAUGE STALL IPC U1018 U1018 U1
RESOLUTION ABSTRACT- BLOCK ASSEMBLY, WIRING HARNESS JUNCTION - ENGINE - R
UCC CODE 1—
UCC-1 DESCRIPTION— ENGINE
UCC CODE 2—
UCC-2 DESCRIPTION—
UCC CODE 3—
UCC-3 DESCRIPTION—

09/29/2002 08:36:21 SBD TEMPLATE - BASTIEN
STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION
1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
THE VEHICLE IS NOT MODIFIED WITH ANY AFTERMARKET ACCESSORIES

DEALER CONTACT: PAUL SKIFF (TECHNICIAN)

CUSTOMER CONCERN: INTERMITTENT STALL, AND ALL THE DASH LIGHTS AND GAUGES GO DEAD.

DEALER COMMENTS/DIAGNOSIS:

THERE ARE NO PCM DTC'S, BUT COMMUNICATION CODES AS FOLLOWS: U1018 IN THE BCM, TCCM AND LIFTGATE MODULES. DIAGNOSTIC CIRCUIT CHECK INDICATED CODES IN ALL MODULES EXCEPT THE PCM. WHEN HE TRIED TO RETRIEVE CODES FROM THE IPC, IT ONLY GAVE HIM THE OPTION TO CLEAR DTC'S, NOT READ THEM. HE COULD HOWEVER, READ DATA FROM THE IPC.

TAC RECOMMENDATIONS:

- 1) FROM THE IPC DATA SCREEN, CHOOSE THE DTC SOFT KEY, IN AN ATTEMPT TO BACKDOOR YOUR WAY TO THE STORED DTC'S.
- 2) LOOK FOR A COMMON POWER/GROUND TO THE IPC AND PCM, AND CHECK IT FOR

INTERMITTENT CONNECTION CONCERNS

08/28/2002 08:38:21 HISTORY - BAFFIN

10/08/2002 10:48:42 MEYERS -DEALER SURVEY WAS PERFORMED

11/07/2002 13:58:48 BOWMAN

-CALLER'S NAME (FIRST, LAST, AND POSITION) PAUL SKIFF (TECH)

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR STS STALL WHEN ENGINE WARM AND WILL TAKE UP 10 MINUTES TO START. DLR STS ON PREVIOUS DASH LIGHT WENT OUT, FUEL GAUGE DROP TO EMPTY AND LOW FUEL LIGHT CAME ON, DLR STS REPLACED THE USEC ON PREVIOUS VISIT TO FIX THE CODES. DLR STS THIS VISIT HAS DTC P0821 U1018 U1064 U1182 B2470 AND STALL. DLR STS WILL TAKE UP TO TEN MINUTES.

NEW RECOMMENDATIONS

1) A001891 (TO COMPLETE THE REPAIR INSTALL THE UPDATED PCM AND COMPLETE THE NECESSARY STEPS TO REPROGRAM THE PCM WITH THE LATEST CALIBRATIONS AVAILABLE IN TIS 2000.)

2) A002021 (GAUGES LAY DOWN AND ENGINE IDLE FLUCTUATES MOMENTARILY)

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5955490	VIN Number:	1GKDT13S722124922
Date Opened:	10/11/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G21329	Mileage:	44340
Address:	RON KLEIN BUICK-GMC NEWARK	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL P0821 B2855 U1016

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/11/2002 10:17:54 SBD TEMPLATE - ROBBING

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)

ERIC PINK

CUSTOMER CONCERN -

STALLED WHILE DRIVING SET LEFT SET FOR ABOUT A FOR A HOUR

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

SET A GENERATOR CODE P0821, HAS A B2855 LIFT GATE, AND A U1016. HE CANNOT DUPLICATE THE CONCERN.

TAC RECOMMENDATION -

ADVISED TO MAKE SURE THE PCM PART NUMBER IS PY N 12578483 OR A NEWER

NUMBER. ADVISED PER VIS THE VEHICLE HAS AIR SUSPENSION

ADVISED OF A001619, CHECK TO VERIFY THE FUEL AND THE GAUGE SHOW THE SAME AMOUNT

TRY AND DUPLICATE AND GET A SNAPSHOT

FAUCETT Support/CHERRY

JR

10/11/2002 10:17:54 HISTORY - ROBBINS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5957897	VIN Number:	1GN0T13S922239087
Date Opened:	10/14/2002	Model Year:	2002
Date Closed:		Series:	BRVADA
Dealer Code:	006315	Mileage:	8543
Address:	FERRANTE OLDSMOBILE VANDERGRIFT	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STALL C0238 C0237 U1000

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/14/2002 08:22:58 SBD TEMPLATE - PERALTA

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - INT. STALL

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, \$1 SEARCH, COMPARE TO LIKE VEHICLE) TECH STATES THE ENGINE HAS A INT. STALL WITH ABS AND BRAKE LIGHTS ON, DTC'S C0238 C0237 U1000 SET

TAC RECOMMENDATION - ADVISED AND REVIEWED P1 A001831 (REVISED PCM) WITH TECH.

10/14/2002 08:22:58 HISTORY - PERALTA

10/19/2002 08:57:44 BRITTINGHAM -CALLER'S NAME (FIRST, LAST, AND POSITION)

TONY FERRANTE TECH

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

ES62-017 Supplement 1 (01/03)

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

DLR HAS REPLACED PCM CUSTOMER CALLED AND VEHICLE STALLED TODAY NO SES
LIGHT.

NEW RECOMMENDATIONS

ADV DLR TO GET VEHICLE BACK IN.

ADV DLR TO INSURE TO VOLTAGE DROP GROUNDS ON SIDE OF ENGINE G108.

ADV REAR DOOR MODUEL SUSPECT IN SOME CASES.

TAKE SNAP SHOT.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5957878	VIN Number:	1GHDT13SX22218709
Date Opened:	10/14/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	007976	Mileage:	28883
Address:	MIKE YOUNG PONT-OLD-FRANKENMUT	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT STALL NO CODES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/14/2002 08:55:08 SBD 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) MIKE DANKS

CUSTOMER CONCERN - INT. STALL

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE) TECH STATES THERE ARE NO CODES IN ANY MODULE, AND HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN

TAC RECOMMENDATION - ADVISED TECH TO CHECK FUEL PRESSURE, INSTALL A VDR FOR THE CUSTOMER TO GET A SNAP SHOT

10/14/2002 08:55:08 HISTORY - PERALTA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5968772	VIN Number:	1GHDT19S222213447
Date Opened:	10/15/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	006284	Mileage:	8172
Address:	GARRETT OLDS-CADILLAKENT	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT STALL U1000 U1018

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/15/2002 08:29:10 SBD TEMPLATE - GREENBERG

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)

ROB MOORE

CUSTOMER CONCERN -

INTERMITTENT STALL AND SOMETIMES WILL NOT RESTART.

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

TECH STS HE HAS NEVER DUPLICATED THIS BUT THERE ARE DTC'S U1000 AND U1018 IN THE ETC. TECH STS HE HAS INSTALLED THE UPDATED PCM P/N 12678463 AND LATEST CALIBRATION BUT CUSTOMER STS STILL STALLING.

TAC RECOMMENDATION -

TECH TO DUPLICATE AND GET A SNAPSHOT OR INSTALL VDR AND HAVE THE CUSTOMER GET A SNAPSHOT AND MONITOR PCM IGNITION VOLTAGE, POSSIBLE IGNITION SWITCH OR LGM. TECH TO CALL BACK WITH UPDATE.

10/15/2002 08:29:10 HISTORY - GREENBERG

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5960857	VIN Number:	1GHDT13S22E34117
Date Opened:	10/15/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	006163	Mileage:	30138
Address:	COLUMBIANA-CHEVROLET COLUMBIANA	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT STALL P100308 A001874

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/15/2002 08:41:01 SBD TEMPLATE - KUBACKI

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)ERIC WIGHTMAN TECH

CUSTOMER CONCERN -INTERMITTENT STALL

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)TECH HAS PERFORMED A DIAGNOSTIC CURCUIT CHECK & HAS A CODE P0440. TECH HAS NOT BEEN ABLE TO DUPLICATE CONCERN. TECH STATES THE PCM WAS REPLACED AT ANOTHER DEALER ON 10/04/02 FOR A STALL CONCERN.

TAG RECOMMENDATION -

TO PLACE THE VDR/SCANNER IN VEHICLE & ROAD TEST TO TRY & DUPLICATE CONCERN.

10/15/2002 08:41:01 HISTORY - KUBACKI

11/15/2003 06:46:06 BOWMAN

CALLER'S NAME (FIRST, LAST, AND POSITION): ERIC WIGHTMAN TECH

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR STS REFLASHED THE PCM PER PN P199308 (4.2 LL8 ENGINE COLD START, STALL, HIGH IDLE, IDLE SURGE, HES. DLR STS REPLACED THE FILLER NECK TO CORRECT P0440.

NEW RECOMMENDATIONS

1) CHECK GROUNDS ON LEFT SIDE OF THE ENGINE FOR PROPER HEAD BOLT TORQUE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5961686	VIN Number:	1GHDS13S42228148
Date Opened:	10/15/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	012640	Mileage:	11000
Address:	JACK SCHMITT OLDSMOB FALLON	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STALL CODE P0116

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/15/2002 10:48:19 8BD 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) TOM PARKINSON

CUSTOMER CONCERN - STALLS.

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

DLR STS VEHICLE HAS INTERMITTENT STALL CONDITION ALLEGED. CODE P0116

HISTORY. LOOKING FOR UPDATE PART # FOR PCM.

TAC RECOMMENDATION -

TAC REVIEWED P1 A001800 WITH PART # OF PCM.

10/15/2002 10:48:19 HISTORY - GIFFIN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5978384	VIN Number:	1GKDT13S822201712	
Date Opened:	10/17/2002	Model Year:	2002	
Date Closed:		Series:	ENVOY	
Dealer Code:	G21050	Mileage:	14125	
Address:	TODD WENZEL PONTIAC GRAND RAPIDS		State:	MI
Dealer Phone:				

SYMPTOM ABSTRACT-- IPC STALL MULTIPLE U-CODES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/17/2002 14:51:49 SBD TEMPLATE - SCOTT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

DAN QUILLEN TECH

CUSTOMER CONCERN -

INTMT STALL WHEN PUT IN REVERSE AND IPC LANGUAGE UNREADABLE

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

TECH STATES THE CUST SAYS THAT HE PUT THE VEH IN REVERSE AND THE ENGINE STALLED. TECH STATES THAT THE IPC ALSO SHOW A LANGUAGE THAT WAS NOT UNDERSTANDABLE AND THERE WERE TONS OF U-CODES BUT TECH STATES THAT HE CAN NOT DUPLICATE THE CONCERN.

TAC RECOMMENDATION -

ADVISED TECH

1 TO PERFORM B 01-08-49-006 AND RETEST BUT HE IS GOING TO HAVE TO DUPLICATE THE STALL AND TAKE A SNAP SHOT OF PCM DATA.

10/17/2002 14:51:49 HISTORY - SCOTT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5971848	VIN Number:	1GKDT135822911988
Date Opened:	10/18/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G18023	Mileage:	8238
Address:	JOHNSON MOTOR COMPANABERDEEN	State:	SD
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL START HARD P100908 A002034

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/18/2002 08:30:44 88D TEMPLATE - BRITTINGHAM

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)

GREG STARK TECH

CUSTOMER CONCERN -

HARD START, START STALL

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

TECH STS HE DUPLICATED CONCERN THIS MORNING AND VEHICLE HAD GOOD FUEL PRESSURE, 50 PSI.

HE ATTEMPTED TO CHECK FOR SPARK AND VEHICLE STARTED.

TAC RECOMMENDATION -

ADV DLR TO TAKE SNAP SHOT MONITOR PULSE WIDTH AND MAP VOLTAGE PER PI A002034 , REPROGRAM PER P100908.

10/18/2002 08:30:44 HISTORY - BRITTINGHAM

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5976415	VIN Number:	1GMDT13B722179611
Date Opened:	10/21/2002	Model Year:	2002
Date Closed:		Series:	BRVADA
Dealer Code:	012226	Mileage:	9179
Address:	DAVE SINCLAIR OLDSMOBILE SAINT LOUIS	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STALL NO CODES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/21/2002 13:56:11 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)

DON TINDALL (TECHNICIAN)

CUSTOMER CONCERN -

TECHNICIAN STATES THAT THIS IS HIS OWN PERSONAL VEHICLE

TECHNICIAN STATES THAT FRIDAY THE 18TH HE STARTED THE VEHICLE AND WHEN HE PLACED IT INTO GEAR THE ENGINE STALLED

TECHNICIAN STATES THAT HE STARTED THE ENGINE AND IT STALLED ONCE MORE WHEN PLACED INTO GEAR

TECHNICIAN STATES THAT SATURDAY THE 19TH HE WAS GOING THROUGH A DRIVE THROUGH AND THE ENGINE STALLED

TECHNICIAN STATES THAT THERE ARE NO CODES

TECHNICIAN STATES THAT THE RUNNING FUEL PRESSURE IS 55 PSI

TAC RECOMMENDATION -

TAC ADVISED THE TECHNICIAN TO CHECK CALIBRATIONS

EAG-007 Supplement 1/02/02

TAC ADVISED THE TECHNICIAN TO CHECK THE GROUNDS ON THE LEFT SIDE OF THE
ENGINE

TAC ADVISED THE TECHNICIAN TO CHECK FOR SKEWED MAP SENSOR DATA.
DEALER TO CALL BACK IF FURTHER ASSISTANCE IS NEEDED

10/21/2002 13:58:11 HISTORY - GOGLEY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5989983	VIN Number:	1GHDT13S022184975
Date Opened:	10/25/2002	Model Year:	2002
Date Closed:	01/21/2003	Series:	BRAVADA
Dealer Code:	015067	Mileage:	8138
Address:	BERGSTROM CHEV-OLDS-APPLETON	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL ABS BRAKE LIGHT WOULD NOT RESTART

RESOLUTION ABSTRACT- SWITCH - IGNITION/KEY WARNING - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/25/2002 12:28:18 SBD TEMPLATE - IRION

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)

KEN KLASKE - TECH

CUSTOMER CONCERN -

SERVICE BRAKE LIGHT AND ABS LIGHT CAME ON, THEN STALLED

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

TECH HAS NOT BEEN ABLE TO DUPLICATE, CALLING FOR LIKE CASES OR PI INFORMATION.

TAC RECOMMENDATION -

ADVISED TECH PER PI A001891, DUPLICATE, REMOVE AND REINSTALL PCM 1 FUSE, IF CONDITION IS CORRECTED, REPLACE PCM WITH UPDATED PART.

10/28/2002 12:28:18 HISTORY - IRION

01/10/2003 09:19:38 LEITHAUSER - THIS VEHICLE HAS BEEN TAKEN TO

EA03-007 Supplement / GM638B

A NEW DEALER.

THE CASE HAS BEEN CHANGED TO REFLECT THE NEW DEALER INFORMATION.

PREVIOUS INFORMATION

DEALER CODE: 16422

DEALER NAME: HOLIDAY AUTOMOTIVE

PREVIOUS TECH: KEN KLASKE

MILEAGE: 5885

R.O: 175378

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)- GLEN STAPLES-FOREMAN,
ERIC-TECH

CUSTOMER CONCERN -VEHICLE QUIT ON THE ROAD, WOULD NOT CRANK. AFTER 15
MINUTES THE CAR RESTARTED, TRANS SEEMED TO GO INTO NEUTRAL, STALLED
AGAIN.

PCM WAS PREVIOUSLY REPLACED (P/N 12576483 PER VISS) FOR THIS CONCERN.

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

DEALER CANNOT DUPLICATE THE CONCERN. 25 MILE ROAD TEST.

NO CODES ARE STORED IN ANY MODULE.

TAC RECOMMENDATION -

ADVISED CALLER TO VERIFY THE PCM IS NUMBER 12576483.

CHECK ENGINE BLOCK GROUNDS IN FRONT OF STARTER. BOLT MAY BOTTOM BEFORE
WIRES ARE SECURE.

CHECK IGNITION WIRING AT KNEE BLOSTER.

CHECK CONNECTIONS AT UBEC.

IF NO FAULT IS FOUND REPLACE IGNITION SWITCH, PER RESOLVED CASES.

IF CONDITION IS REPORTED AFTER IGNITION SWITCH REPLACEMENT, INSTALL VDR
TO OBTAIN DATA DURING THE STALL.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5990489	VIN Number:	1GKDT13S022201791
Date Opened:	10/25/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G06113	Mileage:	7809
Address:	CASSEL GMC TRUCK BALPATCHOGUE	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT-- IPC SIR STALL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/25/2002 14:38:24 88D 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 DICKSON TECHV

CUSTOMER CONCERN -

CUSTOMER STATES VEHICLE STALLS AND WILL NOT RESTART FOR 1 HR.

SRS AND SEATBELT LIGHTS ON AND ALL SEATBELT ARE PLUGGED IN

MIRRORS MOVE WHEN START DRIVING

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

TECH STATES HE HAS MANY U-CODES AND HASN'T DUPLICATED ANY CONCERNS, HE IS CALLING FOR LIKE CASES WITH ALL OF THESE SAME CONCERNS.

TAC RECOMMENDATION -

RECOMMENDED TECH TO REPROGRAM IPC PER PID009 POSSIBLY RESOLVE SRS AND SEATBELT LIGHT WITH NO SRS CODES.

RECOMMENDED TECH TO REPLACE PCM FOR VIN BREAKPOINT PER PI-4804891.

ADVISED TECH TO CHECK PERSONALIZATION FOR IF THE REVERSE ASSIST IS TURNED

ON THE MIRRORS ARE MOVING DOWN AND THEN IF THEY GO BACK TO DRIVE THE
MIRRORS ARE MOVING BACK UP, SEE IF CUSTOMER IS EVEN AWARE OF THIS OPTION.
10/25/2002 14:35:24 HISTORY - DIDOMINICIS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5990869	VIN Number:	1GKDT138022930907
Date Opened:	10/25/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G44115	Mileage:	10945
Address:	SID DILLON OLDS-CADIFREMONT	State:	NE
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT STALL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/25/2002 15:27:08 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 - ANDY STOWELL

CUSTOMER CONCERN - THE OWNER STATES THE ENGINE HAS STALLED TWO TIMES IN 1000 MILES.

DEALER COMMENTS/DIAGNOSIS - THE TECH HAS NOT DUPLICATED THIS CONDITION AND STATES THAT HE HAS NOT ATTEMPTED A REPAIR AT THIS TIME.

TAC RECOMMENDATION - ADVISED THE TECH TO CHECK THE OPERATION OF THE IGNITION SWITCH, POWERS AND GROUNDS.

THE TECH WILL CALL BACK IF FURTHER ASSISTANCE IS REQUIRED

10/25/2002 15:27:08 HISTORY -CAPOBIANCO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5992828	VIN Number:	1GKDS13822187478
Date Opened:	10/28/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G53041	Mileage:	22188
Address:	COURTESY PONTIAC-GM/BIRMINGHAM	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STALL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/28/2002 11:54:03 SBD TEMPLATE - WENDELL

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)

VERNON COOPER TECH

CUSTOMER CONCERN -

STALL

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

FOUND THAT VEHICLE HAD DTC P0236, P0237, U1182

TAC RECOMMENDATION -

ADVISED TO REPLACE PCM AS PER PI A001831

10/28/2002 11:54:03 HISTORY - WENDELL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6089671	VIN Number:	1GKDT135X22189031
Date Opened:	11/04/2002	Model Year:	2002
Date Closed:	03/14/2003	Series:	ENVOY
Dealer Code:	044071	Mileage:	12244
Address:	ROB GREEN PONTIAC BUTWIN FALLS	State:	ID
Dealer Phone:			

SYMPTOM ABSTRACT--- STALL P1514 P0300

RESOLUTION ABSTRACT- POWERTRAIN CONTROLLER - ON CAR - REPROGRAM

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

11/04/2002 11:37:42 SBD TEMPLATE - WIKLE

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME ROBIN SWAINSTON S/F

CUSTOMER CONCERN - VEHICLE STALLS AND ABS LIGHT COMES ON

DEALER COMMENTS/DIAGNOSIS - DEALER STATES HE KNOWS THERE WAS A BULLETIN ON THIS BUT HE CANNOT FIND BULLETIN.

TAC RECOMMENDATION -

ADV DLR IT IS A P1401831 AND TO REPLACE VOM

11/04/2002 11:37:48 HISTORY - WIKLE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6818587	VIN Number:	1GKDT1SS822177239
Date Opened:	11/04/2002	Model Year:	2002
Date Closed:	01/06/2003	Series:	ENVOY
Dealer Code:	G26058	Mileage:	10391
Address:	ARBOGAST BUI-PON-GMCTROY	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT--- NOCOMM NOSTART STALL U1000 U1016 U1084 U1152

RESOLUTION ABSTRACT- MODULE, TRANSFER CASE SHIFT - REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

11/04/2002 14:42:35 88D TEMPLATE - CARD

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)

DAVID BLOCHER

CUSTOMER CONCERN -

DEALER STATES VEHICLE SURGES IN PARKING LOT AND STALL NO START DOWN ROAD

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

DEALER STATES U1000, U1016, U1084, U1152, C0236, C0237. DEALER STATES 4*4

DOES NOT WORK, TRANSFER CASE IS ACTIVE THOUGHT THE TECH 2, BUT CANNOT

TALK TO TCCM MODULE. DEALER STATES LOOKING FOR LIKE CASE INFORMATION AND DIRECTION.

TAC RECOMMENDATION -

CHECK SPURGE SPIDE

CHECK GEAR, 8V08 AD FEE, LIKE CASES

EAST-CO7 Supplement / GM1048

CHECK G201 AND G102 TO THE TCCM FOR PROPER GROUND

CHECK FOR CLASS 2 AT THE TCCM

CHECK FOR BATTERY + AT THE TCCM

11/04/2002 14:42:38 HISTORY - CARD

11/05/2002 13:00:50 WACHTMEISTER -CALLER'S NAME (FIRST, LAST, AND POSITION)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STS HE REFLASHED THE TCCM AND HAS NOT BEEN ABLE TO DUPLICATE CONCERN OR ANY CODES.

NEW RECOMMENDATIONS ADVISED RELEASE VEH IF NO REPEAT CLOSE CASE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6922940	VIN Number:	1GHDT1SS422153851
Date Opened:	11/08/2002	Model Year:	2002
Date Closed:		Series:	BRAVADA
Dealer Code:	009268	Mileage:	12200
Address:	ED MARTIN OLDS-CADI-ANDERSON	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— STALL P0602 P0606 U1016

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/08/2002 09:23:27 SBD TEMPLATE - EGGING

STRATEGY BASED DIAGNOSTICS

3_ 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 (FIRST, LAST, AND POSITION) GARY RAY, SD.

CUSTOMER CONCERN - STALLS WHILE DRIVING.

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

THE CALLER STATES THAT HE HAD DTC'S P0602 P0606 U1016.

TAC RECOMMENDATION - READ PI A001831. ADVISED THE TECH TO REPLACE THE PCM EVEN THOUGH THE VEHICLE IS OUTSIDE THE VIN BREAK, BECAUSE IT HAS THE EXACT SAME CONCERNS, AND DIAGNOSTICS LEAD TO PCM REPLACEMENT.

NOW AN UPDATED PCM P/N 12576463 HAS BEEN DEVELOPED TO CORRECT FOR A STALL WITH NO CRANK OR STALL WITH A CRANK NO START CONCERN.

11/08/2002 09:23:27 HISTORY - EGGING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6634783	VIN Number:	1GKDT13522232977
Date Opened:	11/08/2002	Model Year:	2002
Date Closed:		Series:	ENVOY
Dealer Code:	G44133	Mileage:	11817
Address:	JOHNSON AUTO PLAZA, BRIGHTON	State:	CO
Dealer Phone:			

SYMPTOM ABSTRACT--- NOSTART STALL INTERMITTENT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- ENGINE

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

11/08/2002 15:01:46 SBD TEMPLATE - HEENAN

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)-JOE OCONNEL TECH

CUSTOMER CONCERN -STALL.....NO START

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

TECH STATES THE VEHICLE STALLS AND WILL NOT START INTERMITTENTLY. TECH THINKS IT HAD SOME ABS CODES. CALLING FOR ADVICE.

TAG RECOMMENDATION -ADVISED DEALER TO CHECK G108 FOR LOOSE CONNECTION OR CORROSION.

ADVISED DEALER OF A POSSIBLE POM ISSUE AS PER PI A001831.

ADVISED DEALER TO DUPLICATE THE CONDITION AND SNAPSHOT.

DEALER WILL REPORT.

PH

11/08/2002 15:01:46 HISTORY -HEENAN

8163-607 Supplement / GMCSB