

GM644
PE03-042

GM
11-12-03

ATTACHMENT "2B"

Part 1 of 2

Book 4 of 7

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

CAUSING THE DRIVER TO LOOSE VISION OF OBJECTS IN FRONT OF VEHICLE. CUST STATES
 CONTINUED.....; 0; 385955553
 2002-03-25

CONTINUED.....THE VEHICLE THEN HIT 2 TRACTOR EQUIPMENT. CRM ADVISED CUST THAT
 THIS CASE NEEDS FURTHER RESEARCH & CRM WILL CONTACT CUST BACK 3/27/02 6-8PM CUST AGREED.
 SUSPENDING REQ. KENYA GILBERT/CARS/TAMPA; 0; 385955575

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

INCIDENT DATE: INCIDENT TIME:
 INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
 DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
 POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
 NUMBER OF PEOPLE: 0 BODY INJURY:
 INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
 NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

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

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

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

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

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

SOURCE: TRANSACTION:
 REQUEST TYPE:
 PURCHASE REASON:

DEALER BAC:

GM RESTRICTED

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

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

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

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:

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

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

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

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

NAME:

CONTACT NUMBER: 1

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

COMPANY:
ADDRESS:

CONTACT TYPE:
CONTACT PHONE:

GM RESTRICTED

NUMBER: 06584745 VIN: 1GNDT138822160900
 DATE OPENED: 03/25/02 MODEL YEAR: 2002
 DATE CLOSED: 04/01/02 SERIES: TRAILBLAZER 4WD (4-D
 SOURCE: PAR YES MILEAGE: 21238
 CUSTOMER:
 ADDRESS:
 HOME PHONE: STATE: CA
 BUS. PHONE:

GENERAL MOTORS CORPORATION
 CHEVROLET DIVISION
 GM RESTRICTED

CUSTOMER:
 ADDRESS: STOCKTON, CA
 HOME PHONE:

CASE NUMBER: 06584745 VIN: 1GNDT138822160900
 MODEL YEAR: 2002
 DATE OPENED: 2002-03-25 SERIES: TRAILBLAZER 4WD (4-D
 DATE CLOSED: 2002-04-01 MILEAGE: 21238
 SOURCE: DELIVERY DATE:
 TYPE: PAR Yes DEALER NAME: TRADEWAY CHEVROLET CO
 PARENT: 06582424 DEALER ADDRESS: 1460 E YOSEMITE AVE, MANTENCA, CA, 95336, USA

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

T01 Product Allegation GM 1241	Other
1 REPAIR ATTEMPT(S)	FAULTY WINDSHIELD MOTOR
A04 Possible Safety Concern	Other
1 REPAIR ATTEMPT(S)	CUST CLD NOT SEE
N51 Windshield Wipers Including Blades/Arms	Other
1 REPAIR ATTEMPT(S)	STOPPED WHILE RAINING

FAULTY WINDSHIELD WIPER MOTOR

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

- CRM RVD FILE. CRM PHONED ENTERPRISE. CONTACT PERSON, JENNY FONTENILLA, WAS NOT AVAIL. CRM LEFT MSG ON VME. LATASHA HAWKINS/PAR 58042; 0; 386014480
2002-03-26
 - CRM RESEARCHED VIN HISTORY. ON 1/28/02 W/S WIPER MOTOR WAS REPLACED BY TRACY CHEV, R/O # 028327. CRM PHONED DLRSHP AND LEFT MSG ON VME FOR FRED ROSETTI, REQUESTING COPY OF R/O. LATASHA HAWKINS/PAR 58042; 0; 386015417
2002-04-01
- CRM RCVD MSG FROM JENNY. CRM PHONED JENNY AND OBTAINED ADDITIONAL INFORMATION ABOUT INCIDENT:

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

██████████ STATED THAT WHEN VEH WAS IN THE SHOP AFTER INCIDENT, THEY TESTED WIPERS AND NO CONCERNS WERE FOUND. ██████████ STATED THAT BODY DAMAGES WERE REPAIRED. ██████████ STATED THAT IN THE FIRST RENTAL AFTER THE VEH WAS REPAIRED, THE RENTER RETURNED THE VEH AND STATED THAT THE WINDSHIELD WIPERS DID NOT WORK. ██████████ STATED THAT IS WHEN VEH WAS TAKEN TO TRACY MOTORS AND A CONCERN WAS FOUND WITH THE WINDSHIELD WIPER MOTOR. ██████████ STATED THAT VEH WAS REPAIRED UNDER WARRANTY. ██████████ STATED THAT THEY ARE SEEKING COMPENSATION FOR REPAIRS. ██████████ STATED THAT REPAIRS WERE \$1,539.34. LATASHA HANKINS/PAR 58042; 0; 386537544
2002-04-01

4. CRM ADVISED JENNY THAT UPON RCPT OF DOCUMENTS, FILE WILL BE FORWARDED TO EGIS FOR HANDLING. ██████████ STATED OKAY. LATASHA HANKINS/PAR 58042; 0; 386539845
2002-04-01

5. CRM RCVD DOCS FROM ██████████ CRM CLOSING FILE AND FORWARDING TO EGIS FOR HANDLING. LATASHA HANKINS/PAR 58042; 0; 386541368
2002-04-01

6. BUSINESS SUMMARY-1-CRM REVIEWED FILE. 2-CRM CONTACTED THE NUMBER ON FILE IN ORDER TO VERIFY THE 1241 FACTS. 3-CRM ADVISED AGENT, FILE BEING FORWARDED TO EGIS DUE TO COMPENSATION REQUEST. 4-CRM CLOSING FILE AND FORWARDING TO EGIS. NO OFFERS OF REPURCHASE/REPAIR/RESPONSIBILITY EXTENDED. LATASHA HANKINS/PAR 58042; 0; 386541422
JENNY FONTANILLA

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

INCIDENT DATE: 2001-12-17 INCIDENT TIME: 05:30:00
INCIDENT LOCATION: JACKSON SLOUGH BOULEVARD

DRIVER NAME: ██████████ DRIVER AGE: ██████████
DRIVER DISABILITY: NO

OWNER DESCRIPTION: CUST STATES THAT THE TIME WAS 5:30 AM & IT WAS RAINING & THE WINDSHIELD WIPERS STOPPED. CUST COULD N

ALLEGED DEFECTIVE COMPONENT: WINDSHIELD WIPER MOTOR

INCIDENT RESULT: FWD TO EGIS 3/06/02
POLICE REPORT: N ROAD CONDITION: Wet ROAD SURFACE:
NUMBER OF PEOPLE: 1 BODY INJURY: N
INJURIES: N

WAS ANOTHER VEHICLE INVOLVED: N
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: Y INSURANCE COMPANY NAME: ENTERPRISE RENT A CAR
CALIFORNIA INSURANCE COMPANY ADDRESS: PO BOX 576945 STOCKTON

AGENT NAME: ENTERPRISE RENT A CAR
AGENT PHONE NUMBER: 209-342-5730

MORE INFORMATION: WHEN CONTACTING ENTERPRISE REFER TO CLAIM#DK3014B98 JENNY FONTANILLA
MAINTENANCE LOCATION: DIABLO AUTO BODY
RENT LOCATION OF VEHICLE: ENTERPRISE
NOTIFY NAME: JENNY FONTANILLA

GM RESTRICTED

WAS VEHICLE INSPECTED: N INSPECTORS NAME: INSPECTION DATE:
DAMAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED: N
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY: REIMBURSEMENT REQUEST
PAR STATUS: Accepted

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
TRIM:
ENGINE TYPE: TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH: NAME:
ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:

ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
DAMAGE SUSTAINED:

RESTRAINT:
IF SO, WHERE:

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

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

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

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

NAME: [Redacted] CONTACT NUMBER: 1
COMPANY: [Redacted] CONTACT TYPE: Claimant
ADDRESS: [Redacted] CONTACT PHONE: [Redacted]
STOCKTON, CA



Modesto, CA



Date: 3/1/02

FACSIMILE TRANSMISSION COVER SHEET

To: LaTasha

Phone Number: _____

016584745

Fax Number: 816-293-0800

From: Jennifer Fontanille

Phone Number: (209) 342-5700 x230

Loss Control Administrator

Fax Number: (209) 529-7241

Total number of pages including cover sheet: 12

Remarks: _____

If you have any problems receiving this message, please call (209) 342-5700.



[REDACTED]
Macon, GA
[REDACTED]

April 1, 2002

Chevrolet Motor Company
Claims Department
Attn: LaTasha

RE: Date of Loss: 12/17/01
Our Claim # [REDACTED]
Your Claim [REDACTED]

Dear Claims Department:

Please find enclosed documentation of our claim for damage to our vehicle as a result of the above referenced loss.

We are presenting a claim to you that includes the following:

Damage:	\$1539.34
Administrative Fee:	\$150.00
Total Amount Due:	\$1689.34

Please forward your draft in the amount of \$1689.34 to my attention at the address noted above. Also, please reference our claim number on your draft.

Thank you for your prompt attention to this matter.

Sincerely,
[REDACTED]

QTY	PART NO OR DESCRIPTION	QTY
1	01511532 CRANK	051110
1	020937008 - FROG	020910
1	015114337 HOILIMP	024710
1	015011720 PIPER	03230
1	015011809 PIPER	1510
1	015093688 RETAINER	0163
4	015056210 RETAINER	014140
1	015081362 L.W.C.	5130



7710 MURRAY DRIVE • STOCKTON, CA 95210-8928
 B.A.R. # AD-171000 • (209) 478-8871 • FAX (209) 478-8872

DATE 12/19/01

JNF 10185

TO: Chung
 FROM: Calko
 ADDR: 4171 Industrial way
 TRACY 95374

DP 5097
 014898
 0.50

TERMS: CASH OR MONEY ORDER OTHER AGREEMENT

15N01130221100700

REPAIR OF RENT CAR COST 10185
 014898
 3452-14
 01589-34
 MS 3/8/02

DATE 12-19-01 DATE COMPLETED 1-24-02 DATE OUT 1-24-02



QTY	DESCRIPTION
TOTAL SUBLET REPAIRS	

POWER OF ATTORNEY
 This authorized, readable order "transfer" for the completion of repair work to "transfer" authority, from hereby given to the above named party herein to accept all delivery to sign or receive any checks and/or other items payable to them, and any related checks, or authorized for transfer's claim to charges to the above described authority.

DESCRIPTION	QTY
REPAIRS	578 80
RENTAL	78 54
TAXES	
STORAGE	
INSURANCE	144 00
SUBLET	
TOTAL	3 30
DATE	1-24-02

ENTERPRISE RENT A CAR CO
 289 529 7241
 P.03

11/28/2002 08:07 PM
188K2

Final

Job Number:

DIABLO AUTO BODY
License #:AD171925 Federal ID #:680112083
"WE DO IT RIGHT THE FIRST TIME"
7710 MURRAY DRIVE
Stockton, CA 95210-5307
(209)478-9971 Fax: (209)478-9974

Handwritten initials/signature

PRELIMINARY ESTIMATE

Written by: WALTER MONTANA
Adjuster:

Insured: [Redacted] Claim [Redacted]
Owner: [Redacted] Policy # [Redacted]
Address: [Redacted] Deductible:
Date of Loss:
Day: Type of Loss:
Evening: Point of Impact:

Inspect location:

Insurance Company: [Redacted] Business: [Redacted]
Days to Repair

1002 CHEV TRAILBLAZER 4X4 LTZ 6-4.2L-V6 4D UTV Int:
VIN: 1GN0T13822160900 Lid: 48CX16 Prod Date: Odometer: 31238

- Air Conditioning
- Cruise Control
- Keyless Entry
- Rear Wiper
- Privacy Glass
- Fog Lamps
- Power Steering
- Power Locks
- Power Mirrors
- Passenger Airbag
- Leather Seats
- Trailering Package
- Rear Defogger
- Intermittent Wipers
- Theft Deterrent/Alarm
- Body Side Moldings
- Roof Console
- Clear Coat Paint
- Power Brakes
- Power Driver Seat
- Anti-Lock Brakes (4)
- Front Side Impact Air Bag
- Bucket Seats
- Aluminum Wheels
- Tilt Wheel
- Climate Control
- Dual Air Condition
- Dual Mirrors
- Luggage/Roof Rack
- Two Tone Paint
- Power Windows
- Power Passenger Seat
- Driver Airbag
- 4 Wheel Disc Brakes
- Rear Step Bumper

NO.	QTY	DESCRIPTION	PRICE	LABOR	PAINT
1		FRONT BUMPER			
2		O/R front bumper		1.6	
3*	1	repl Impact bar	284.50	Incl.	
4*	1	repl Bumper cover w/color combination solid w/fog lamp	328.00	Incl.	2.6
5		Add for Clear Coat			1.0
6		Add for Two Tone			1.0
7		Add for fog lamps		0.1	
8*	4	repl Bumper cover retainer	14.40	Incl.	
9*	1	repl Bumper cover fastener	0.61	Incl.	

11/28/2002 11:08:07 PM
8862

Job Number:

PRELIMINARY ESTIMATE
2002 CHEV TRAILBLAZER 4X4 LTZ 6-4.2L-VT 4D UTV Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
10#		Flex Additive	1	5.00	%	
11#		Hazardous Waste Removal	1	3.00	%	
12		FRONT PANELS				
13*	repl	Front panel Chevrolet	1	132.30	1.0	
14		FRONT LAMPS				
15	repl	RT Headlamp assy	1	247.00	0.4	
16		FENDER				
17*	pr	RT Fender Chevrolet			1.0	2.2
18		Add for Clear Coat				0.9
19*	repl	RT Wheelhouse panel front	1	18.10	0.6	
20#		Color Match	1			0.8
Subtotals ==>				999.93	6.9	0.2

Parts		991.93		991.93
Parts Discount	\$ 991.93	-20.00		-198.39
Body Labor	6.9 hrs @ \$ 38.00/hr			262.20
Paint Labor	0.2 hrs @ \$ 38.00/hr			32.60
Paint Supplies	0.2 hrs @ \$ 30.00/hr			164.00
Sublet/Misc.				8.00

SUBTOTAL \$ 1539.34

GRAND TOTAL \$ 1539.34

ADJUSTMENTS:
Deductible 0.00

CUSTOMER PAY \$ 0.00

INSURANCE PAY \$ 1539.34

THIS ESTIMATE IS GOOD FOR A PERIOD OF THIRTY DAYS ONLY (UNLESS OTHERWISE SPECIFIED IN WRITING.) SINCE THIS ESTIMATE IS BASED ON OUR VISUAL INSPECTION ONLY, IT CANNOT BE RELIED UPON AS AN OFFER TO REPAIR UNLESS A REPAIR AUTHORIZATION HAS BEEN SIGNED.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU FOR COMING TO DIABLO AUTO BODY!

DIABLO AUTO BODY WARRANTS ALL WORKMANSHIP INCLUDING REFINISHING FOR A PERIOD OF ONE YEAR FROM THE DELIVERY DATE.

DATE DELIVERED _____ VALIDATED BY _____

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

1/22/2002 08:07 PM
8862

Job Number:

PRELIMINARY ESTIMATE
2002 CHEV TRAILBLAZER 4X4 LTR 6-4.2L-FI 4D UTV Int:

estimate is based on MOTOR CROSS ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide. DRIVEN Database Date 4/2001 and the parts selected are OEM-parts manufactured by the vehicle's Original Equipment Manufacturer. Asterisk (*) or Double Asterisk (**) indicates that the parts number or description provided by MOTOR may have been modified or may have come from an alternate part source. Non-Original Equipment Manufacturer aftermarket parts are described as AN or Qual Part etc. Used parts are described as LNU, Qual Recy Parts, RCV, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. OEM Part Numbers and Prices are provided from National Auto Glass Specifications, Inc. Pound sign (\$) items indicate manual entries.

Pathways - A product of CCI Information Services Inc.

RED MATTHEWS

BUICK • PONTIAC • GMC Cadillac Oldsmobile

209/577-0140
3807 McHenry Ave. / P.O. Box 577287 / Modesto, CA 95357-7287

ALL SPECIAL ORDER PARTS PAID FOR IN ADVANCE.
80% HANDLING CHARGE ON ALL RETURNED ITEMS.
NO REFUND ON PARTS AFTER 90 DAYS OR WITHOUT INVOICE.
NO REFUND ON ELECTRICAL OR SPECIAL ORDER PARTS.
GM PARTS GUARANTEED 1 YEAR FROM DATE OF INVOICE.

THANK YOU

CUSTOMER SIGNATURE

SOLD TO:
DIABLO AUTO BODY
PHONE: (209) 478-9971 INV# 022708 ✓
QUOTE ONLY CASH
CALIFORNIA 95210 MAD# 110005 MO7 45 CP
PO# 10185 MP362/058 X05 01/23/02
SEQ# 0000 E Z04 10:16:44

VEN PART	BIN	DESC	QTY	LIST	SELL	KEEL
000.015081368		ONSTR LINDER	1	51.30	34.86	34.86

RD # 10175
PO #
ACCT. # 54250
ACCT. #
CAT # 1122127
Unit #



SUBTOTAL 34.86
TAX .00
QUOTE ONLY 34.86

TOTAL LINES 1
PAGE 001 OF 001 YOUR ORDER WAS FILLED BY JON MC CRAW

ALFRED MATTHEWS

PONTIAC • GMC *Cadillac* Oldsmobile

209/577-0140
3807 McHenry Ave. / P.O. Box 577287 / Modesto, CA 95357-7287

ALL SPECIAL ORDER PARTS PAID FOR IN ADVANCE.
30% HANDLING CHARGE ON ALL RETURNED ITEMS.
NO REFUND ON PARTS AFTER 30 DAYS OR WITHOUT INVOICE.
NO REFUND ON ELECTRICAL OR SPECIAL ORDER PARTS.
GM PARTS GUARANTEED 1 YEAR FROM DATE OF INVOICE.

THANK YOU

X 
CUSTOMER SIGNATURE

SOLD TO:

DIABLO AUTO BODY

PHONE: (209) 478-9971 INV# Q22611

QUOTE ONLY

CASH

CALIFORNIA

95210

NAD# L10005 MO7 48 CP

PO# 10185

MP962/169 Y05 01/15/02

SEQ# 0000 E

MO4 12:50:19

GEN PART	BIN	DESC	QTY	LIST	SELL	XSELL
886 014093086	173	RETAINER	1	.68	.43	.43
090 015056810	ON7K	RETAINER	4	3.60	2.45	9.80

RO# 10175

PO#

ACCT.# 54250

ACCT.#

DATE 11/15/02

SIGN 



SUBTOTAL 10.23

TAX .00

QUOTE ONLY 10.23


TOTAL LINES 2

PAGE 001 OF 001 - YOUR ORDER WAS FILLED BY JON MC CRAW

ALFRED MATTHEWS

PONTIAC • GMC *Cadillac* Oldsmobile

209/577-0140
3807 McHenry Ave. / P.O. Box 577287 / Modesto, CA 95357-7287

ALL SPECIAL ORDER PARTS PAID FOR IN ADVANCE. THANK YOU
 50% HANDLING CHARGE ON ALL RETURNED ITEMS.
 NO REFUND ON PARTS AFTER 30 DAYS OR WITHOUT INVOICE.
 NO REFUND ON ELECTRICAL OR SPECIAL ORDER PARTS.
 GM PARTS GUARANTEED 1 YEAR FROM DATE OF INVOICE. X 
CUSTOMER'S SIGNATURE

SOLD TO:
 DIABLO AUTO BODY
 QUOTE ONLY
 CALIFORNIA 95210
 SEQ# 0000
 PO# 10185 E
 PHONE: (209) 478-9971 INV# Q10024
 CASH
 MADE 110008 MOT 48 CP
 MPO#7/136 BOT 01/17/02
 204 12:32:44

VEN PART	BIN	DESC	QTY	LIST	SELL	XSELL
000 015074837	ONSTK	HEADLAMP	1	267.00	167.96	167.96
000 015011720	ONSTK	PANEL	1	132.30	89.96	89.96
000 015077864	ONSTK	PANEL	1	15.10	10.27	10.27

RO# 10185...
 PO#
 ACCT.# 54250...
 ACCT.#
 DATE 1.17.02
 SIGN *am*



SUBTOTAL 268.19
 TAX .00
 QUOTE ONLY 268.19

TOTAL LINES 3
 PAGE 001 OF 001 YOUR ORDER WAS FILLED BY SERENA DALAND

ALFRED MATTHEWS


PONTIAC • GMC *Cadillac* Oldsmobile

209/577-0140
3807 McHenry Ave. / P.O. Box 57287 / Modesto, CA 95357-7287

ALL SPECIAL ORDER PARTS PAID FOR IN ADVANCE. THANK YOU
 30% HANDLING CHARGE ON ALL RETURNED ITEMS.
 NO REFUND ON PARTS AFTER 30 DAYS OR WITHOUT INVOICE.
 NO REFUND ON ELECTRICAL OR SPECIAL ORDER PARTS.
 GM PARTS GUARANTEED 1 YEAR FROM DATE OF INVOICE. *[Signature]*
CUSTOMER'S SIGNATURE

SOLD TO:
 DIABLO AUTO BODY
 QUOTE ONLY
 CALIFORNIA .95210
 SEQ# 0000
 PHONE: (209) 478-9971
 INV# Q10018
 CASH
 MAD# 110005 M07 48 CP
 WPO67/121 S01 01/08/02
 T04 15:26:10

VEN PART	BIN	DESC	QTY	LIST	SELL	XSELL
000 086937008	0MSTK	FASCIA	1	328.00	223.04	223.04

RO #
 PO#
 ACCT. #
 ACCT. #
 DATE
 SIGN


SUBTOTAL 223.04
 TAX .00
 QUOTE ONLY 223.04

TOTAL LINES 1
 PAGE 001 OF 001 YOUR ORDER WAS FILLED BY SERENA DALAND

ALFRED MATTHEWS

PONTIAC • GMC *Cadillac* Oldsmobile

209/577-0140
3807 McHenry Ave. / P.O. Box 577287 / Modesto, CA 95357-7287

ALL SPECIAL ORDER PARTS PAID FOR IN ADVANCE.
30% HANDLING CHARGE ON ALL RETURNED ITEMS.
NO REFUND ON PARTS AFTER 90 DAYS OR WITHOUT INVOICE.
NO REFUND ON ELECTRICAL OR SPECIAL ORDER PARTS.
GM PARTS GUARANTEED 1-YEAR FROM DATE OF INVOICE.

THANK YOU

X 
CUSTOMER'S SIGNATURE

SOLD TO:

DIABLO AUTO BODY

QUOTE ONLY
CALIFORNIA

95210
PO# 10185
SEQ# 0000

PHONE: (209) 478-9971 IMV# Q21133
CASH
MAD# 110005 M07 46 CP
MP362/056 Y05 01/04/02
Z04 06:08:32

VEN PART	BIN	DESC	QTY	LIST	SELL	XSELL
000 015150538	0MSTK	BAR	1	254.50	173.06	173.06

PAID
Date 1-4-02
Chk. No. 8158
Amount 538.02
From *RATL*



SUBTOTAL 173.06
TAX .00
QUOTE ONLY 173.06

TOTAL LINES 1
PAGE 001 OF 001

YOUR ORDER WAS FILLED BY JON MC CRAW



CHEVROLET • BUICK • OLDSMOBILE • SAAB • GMC

8800 AUTO PLAZA WAY
TRACY, CA 95304
909-896-4000 FAX 909-896-4046

REPAIR ORDER
INVOICE

BAK 9 AP17804 CPA 6 CAL0010489

WORKER: 16696

NAME: FRED ROSENTE

PHONE: 127 2512

DATE: 01/31/02

ORDER NO: CTC22827

TRACY, CA

VIN: 02/CHEVROLET TRUCK/TRAIBLAZER/4 DOOR

VIN: 1GNPT155822160800

PHONE: 855-3800

DATE: 01/28/02

MOI: 21980

JOB # 1 CHARGE.....

LABOR.....

REPLACED W/PER MOTOR, RECHECK OPERATION - OK

PARTS	QTY	PP	INVENT	DESCRIPTION	UNIT PRICE	WARRANTY
	1		12467007	W/PER MTR 18084		0.00
JOB # 1 TOTALS.....						
					JOB # 1 JOURNAL PREFIX CYCS	8.00
TOTALS.....						

YOUTH LABOR	9.00
TOTAL LABOR	9.00
TOTAL PARTS	0.00
TOTAL S.U.B.	9.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	9.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____



CHEVROLET • BUICK • Oldsmobile • DODGE

3400 AUTO PLAZA WAY
TRACY, CA 95304
800-835-4500 Fax 835-8948

**REPAIR ORDER
INVOICE**

BAR # AP17094 EPA # CAL88044028

INVOICE NO. 16696	OWNER FRED ROBEY	VEHICLE # 127 2532	DATE 01/11/02	INVOICE # CTC28327
	ADDRESS 45YR431	MODEL 21,900	MAKE PONTIAC	YEAR
TRACY, CA	VEHICLE MAKE/TYPE 02/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	VEHICLE # 1 G N D T 1 3 5 8 2 2 1 6 0 9 0 0	SALESPERSON	SALESPERSON
PHONE 835-3600	REGISTRATION	SALES TAX	DATE 01/28/02	NO: 21960

LABOR & PARTS

Customer states the windshield wipers and wiper motor don't work. Inspected condition, performed diagnosis, found wiper motor bad. Replaced wiper motor, recheck operation - OK. I am to try to repair motor necc to replace.

QTY	PP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	12487867	WIPER MOD 16064		0.00
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____
DUPLICATE INVOICE

VEHICLE NUMBER: 5673245 VIN: 1GKDT138322382922
DATE 06/14/02 MODEL 2002
DATE SERIES T1
SOURCE: CHEVROLET MILEAGE 000443
CUSTOMER: B06903
ADDRESS:
HOME PHONE: STATE: HI
BUS. PHONE:

SYMPTOM ABSTRACT---- INOPERATIVE WINDSHIELD WIPER WINDSHIELD WIPER
RESOLUTION ABSTRACT-
UCC CODE 1-----
UCC-1 DESCRIPTION--- BODY AND ACCESSORIES
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

06/14/2002 16:50:40 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)

ROCK REMIGIO TECH

CUSTOMER CONCERN -

WINDSHIELD WIPERS ARE INOPERATIVE.

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

THE WIPERS ARE WORKING RIGHT NOW AND THE TECH IS CALLING FOR CASE
INFORMATION ON THE VEHICLE.

TAC RECOMMENDATION -

ADVISED TECHNICIAN OF I000938

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER
MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR
FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL
ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND
THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR,
CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL
TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE
THAT DRIES CLEAR.

06/14/2002 16:50:40 HISTORY - YELLAND

● NUMBER: 5673134 VIN: 1GKDS138422354985
DATE 06/14/02 MODEL 2002
DATE 06/17/02 SERIES 81
SOURCE: GMC TRUCK MILEAGE 009309
CUSTOMER: G53048
ADDRESS:
HOME PHONE: ██████████ STATE: AL
BUS. PHONE:

SYMPTOM ABSTRACT---- INOPERATIVE REPEAT WINDOW WINDSHIELD WIPER I
RESOLUTION ABSTRACT- W/S WIPER MOTOR RFL
UCC CODE 1-----
UCC-1 DESCRIPTION--- BODY AND ACCESSORIES
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

06/14/2002 16:21:59 SED TEMPLATE - YELLAND
STRATEGY BASED DIAGNOSTICS

4 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)
SCOTT WALDREP TECH
CUSTOMER CONCERN -
WINDSHIELD WIPERS INOPERATIVE.
DEALER COMMENTS/DIAGNOSIS - (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?)
1ST VISIT, WIPER MOTORS REPLACED, 2ND VISIT 3K MILES LATER. TECH IS
CALLING FOR CASE INFORMATION.
TAC RECOMMENDATION -
ADVISED TECHNICIAN OF I000938
CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER
MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR
FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL
ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND
THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR,
CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL
TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE
THAT DRIES CLEAR.

06/14/2002 16:21:59 HISTORY - YELLAND

NUMBER: 5751442 VIN: 1GNMT138X22369022
DATE 07/19/02 MODEL 2002
DATE SERIES T1
SOURCE: CHEVROLET MILEAGE 006057
CUSTOMER: B15920
ADDRESS:
HOME PHONE: STATE: NJ
BUS. PHONE:

SYMPTOM ABSTRACT---- INOPERATIVE WINDOW WINDSHIELD WIPER WIPERS IN
RESOLUTION ABSTRACT-
UCC CODE 1-----
UCC-1 DESCRIPTION--- BODY AND ACCESSORIES
UCC CODE 2-----
UCC-2 DESCRIPTION---
UCC CODE 3-----
UCC-3 DESCRIPTION---

07/19/2002 15:35:45 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)

DAVE DAPPER TECH

CUSTOMER CONCERN -

NO WINDSHIELD WIPER OPERATION.

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

TECH IS CALLING FOR CLARIFICATION OF THE DIAGNOSTICS. DURING THE
CONVERSATION IT CAME OUT THAT THE TECH WAS FOLLOWING THE DIAGNOSTICS FOR
A TAHOE AND NOT A TRAILBLAZER.

TAC RECOMMENDATION -

ONCE THE CORRECT DIAGNOSTICS WERE ESTABLISHED TECH WAS ADVISED OF
RELATED CASES WHERE THE WIPER MOTOR WAS REPLACED AND THE BACK OF THE
CONNECTOR SEALED.

07/19/2002 15:35:45 HISTORY - YELLAND

NUMBER: 5782051 VIN: 1GNDT13B422369485
DATE 08/01/02 MODEL 2002
DATE SERIES T1
SOURCE: CHEVROLET MILEAGE 010859
CUSTOMER: B11024
ADDRESS:
HOME PHONE: STATE: IN
BUS. PHONE:

SYMPTOM ABSTRACT---- INOPERATIVE WINDSHIELD WIPER WIPERS INOPERATI
RESOLUTION 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 12:52:38 SBD TEMPLATE - YELLAND
STRATEGY BASED DIAGNOSTICS

2 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)

KEVIN JOHNSON TECH

CUSTOMER CONCERN -

WINDSHIELD WIPERS ARE INOPERATIVE.

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

THE WIPER MOTOR WAS REPLACED ON A PREVIOUS VISIT, TECH FOUND CORROSION IN
THE CONNECTOR AND MOTOR AGAIN. TECH IS CALLING FOR A REPAIR.

TAC RECOMMENDATION -

ADVISED TECH OF I000938.

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER
MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR
FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL
ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND
THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR ,
CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL
TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE
THAT DRIES CLEAR

08/01/2002 12:52:38 HISTORY - YELLAND

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

CASE NUMBER: 1-63305365 **VIN:** 1GKES16S926128000
DATE 01/13/03 **MODEL** 2002
DATE 04/02/03 **SERIES** ENVOY
SOURCE: PARYES **MILEAGE** 9914.0
CUSTOMER: ████████████████████
ADDRESS: ████████████████████
HOME PHONE: ████████████████████ **STATE:** FL
BUS. PHONE: ████████████████████

G E N E R A L M O T O R S C O R P O R A T I O N
 D I V I S I O N
 G M R E S T R I C T E D

CUSTOMER: ████████████████████
ADDRESS: ████████████████████ Starke , FL ████████████████████
HOME PHONE: ████████████████████

CASE NUMBER: 1-63305365 **VIN:** 1GKES16S926128000
MODEL YEAR: 2002
DATE OPENED: 2003-01-13 **SERIES:** Envoy
DATE CLOSED: 2003-04-02 **MILEAGE:** 9914.0000000
SOURCE: White Mail **DELIVERY DATE:**
TYPE: PARYes **DEALER NAME:** Wade Raulerson Pontiac-GMC Truck, Inc.
PARENT: **DEALER ADDRESS:** 2101 North Main Street, Gainesville, FL, 32609-3647,

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

N51 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

Windshield Wiper Issue, ; 2003-01-13
 2003-01-17
Service Request has been Closed Satisfied., ; 2003-01-17
 2003-01-21
SR in Status of Closed has been Re-Opened by JOHNSOR2, ; 2003-01-21
 2003-01-21
Service Request Ownership has changed FROM: REYNOLDL TO: JOHNSOR2, ; 2003-01-21
 2003-01-21
ned: 2003-01-17-18.34.31.000000, MSXDocNum: 0301700388, ; 2003-01-21
 -01-21

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

INITIAL CONTACT ATTEMPT; ; 2003-01-21
-01-21

called Wade Raulerson dlr; ; 2003-01-21
2003-01-21

l/vms for AVm; ; 2003-01-21
2003-01-23

received vms from cust on 1/21/03 @ 12:10pm; ; 2003-01-23
2003-01-21

LEGAL CORR FL INITIAL CONTACT LETTER; ; 2003-01-21
2003-01-21

Created:LEGCOR_LC0032. SR#1-63305365; ; 2003-01-21
2003-01-21

LEGAL CORR FL INITIAL CONTACT LETTER-submitted; ; 2003-01-22
2003-01-22

APPROVED; ; 2003-01-22
2003-01-23

called cust; ; 2003-01-23
2003-01-23

created par; ; 2003-01-23
-01-23

created PAR; ; 2003-01-24
2003-01-24

Service Request Ownership has changed FROM: JOHNSOR2 TO: BOYCER; ; 2003-01-24
2003-01-24

Ownership Escalated to BRC; ; 2003-01-24
2003-01-24

THIS FILE HAS BEEN ASSIGNED TO DON LATIMER AT 57748; ; 2003-01-30
2003-01-24

Service Request Ownership has changed FROM: BOYCER TO: LATIMERD; ; 2003-01-24
2003-01-24

Initial contact w/Dir.; ; 2003-01-24
2003-01-24

Performed case scan.; ; 2003-01-24
2003-01-24

Acknowledgement Contact.; ; 2003-01-24
2003-01-27

VMS from Cust.; ; 2003-01-27
-01-29

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

VME from the Cust.; ; 2003-01-29
-02-28

Initial contact w/Cust.; ; 2003-01-30
2003-01-28

Contact w/DLR.; ; 2003-01-30
2003-01-30

Requested R/O from Dealer.; ; 2003-01-30
2003-01-30

Initial contact w/AVM.; ; 2003-01-30
2003-02-13

VME from Cust.; ; 2003-02-13
2003-02-13

VME from the Cust.; ; 2003-02-13
2003-02-17

VME from Cust.; ; 2003-02-17
2003-02-18

Attempt contact w/Svc Mgr.; ; 2003-02-18
2003-02-18

Contact w/Cust.; ; 2003-02-18
-02-18

Contact w/Svc Mgr.; ; 2003-02-18
2003-02-18

Dealer Repair Est. BRC PAR Scanned: 2003-02-18-13.19.43.000000, MSXDocNum: LAT3E521E5; ;
2003-02-18
2003-02-24

Service Request Ownership has changed FROM: LATIMERD TO: BURCHAN; ; 2003-02-24
2003-02-24

Service Request has been Closed Satisfied.; ; 2003-02-24
2003-02-26

SR in Status of Closed has been Re-Opened by MORRIS; ; 2003-02-26
2003-02-26

fax; ; 2003-02-26
2003-02-27

CALLED DLR; ; 2003-02-27
2003-02-27

called cust [REDACTED]; ; 2003-02-27
2003-02-28

CALLER; ; 2003-02-28
-02-28

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

CUST [REDACTED] ; 2003-02-28
2003-02-28

APPROVAL; ; 2003-02-28
2003-02-28

Advised of GM decision; ; 2003-02-28
2003-02-28

Forwarding to FIT for processing; ; 2003-03-04
2003-03-04

THIS FILE HAS BEEN ASSIGNED TO KRYSTEL DAVIS GRANT # 58130; ; 2003-03-04
2003-03-04

Service Request Ownership has changed FROM: MORRIS TO: BOYCER; ; 2003-03-04
2003-03-04

Service Request Ownership has changed FROM: BOYCER TO: KDAVIS; ; 2003-03-04
2003-03-04

JOHN MESSAL, BODYSHOP MGR; ; 2003-03-04
2003-03-04

BRC PAR Scanned: 2003-03-04-17.13.07.000000, MSXDocNum: DEP3ESCCD4; ; 2003-03-05
2003-03-11

FACT WARRANTY ADMIN FOR RO; ; 2003-03-17
2003-03-17

ron messick/warranty admin; ; 2003-03-25
2003-03-17

forwarded voicemail; ; 2003-03-17
2003-03-17

DISREGARD COMMENTS....3/17/03 4:28:14 PM; ; 2003-03-17
2003-03-24

warranty admin.; ; 2003-03-25
2003-03-25

CLOSING FILE; ; 2003-03-25
2003-03-25

Service Request has been Closed Satisfied.; ; 2003-03-25
2003-03-26

SR in Status of Closed has been Re-Opened by WHITE; ; 2003-03-26
2003-03-26

quality audit complete; ; 2003-03-25
2003-04-02

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

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

ENGINE TYPE: TRANSMISSION:
 LEASE @ BUY-BACK: 0 VEHICLE DRIVEABLE:
 MSRP: HEC WARRANTY DATE:
 NADA: 0
 SALES TAX:
 DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:
 OTHER:
 BRANCH: NAME:
 ACCOUNT NUMBER: INTEREST PAID:
 INTEREST RATE: DEALER BUYOUT:
 ACCOUNT BALANCE:
 LEGAL: LEGAL TYPE:
 LEMON LAW:
 DEALER ADMINISTRATION: VEHICLE DESTINATION:
 RELEASE: LIEN PAYOFF:
 TITLE BRAND:
 REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
 COMMENTS:

NAME: LOCATION:
 ADDRESS: ,
 CITY/STATE: ,
 PHONE NUMBER:
 SEATING POSITION: RESTRAINT:
 TYPE OF INJURY:
 TREATED: IF SO, WHERE:

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

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

*****HEC CONTACT INFORMATION*****

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

GM RESTRICTED

CAPTURED TEST FLEET REPORTS

CASE ID:	CTF1-01
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 4WD (4-DOOR)
VIN NUMBER:	1GKET168426100294
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	02/04/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	1814
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	04/10/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	457
VERBATIM:	Windshield wipers are inoperative. No windshield wash or wipe functions. A relay clicking sound is heard when the wiper switch is on. Suspect wiper module problem. Vehicle turned in to GM90-Warren for repair on 4/10/02.

CAPTURED TEST FLEET REPORTS

CASE ID:	GTF1-02
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET168826101337
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	03/08/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	2386
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	04/29/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	435
VERBATIM:	Windshield wipers in-op. Wipers functioned fine during first few weeks of driving. Initial failure was intermittent, but wipers are now completely inoperative.

CAPTURED TEST FLEET REPORTS

CASE ID:	GTF1-03
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 4WD (4-DOOR)
VIN NUMBER:	1GKET168826100286
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	02/04/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	2743
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/26/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	468
VERBATIM:	On first day of my vacation while driving thru a heavy downpour on I-75 near Dayton, Ohio, the wipers quit working. I contacted Ed Cokshyt the Moraine Asm. Plant and Wiper Asm. was replaced. The connector wasn't installed completely on and water had leaked into the unit and shorted out. Odometer was approximately 708 Miles

CAPTURED TEST FLEET REPORTS

CASE ID:	GTF1-04
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S128100532
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	02/18/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	1381
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	04/01/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	448
VERBATIM:	One day the wipers would not operate when the switch was turned to any level of "ON". Other days the wipers would operate spontaneously and randomly for two or three cycles when the switch was turned "OFF". Most of the time the wipers work OK. I do not know how to fix something that is intermittently defective.

CAPTURED TEST FLEET REPORTS

CASE ID:	CTP1-05
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET18S328100208
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	01/28/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	1322
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/13/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	461
VERBATIM:	Windshield wipers do not function at all

CAPTURED TEST FLEET REPORTS

CASE ID:	CTF1-08
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S726100082
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	01/23/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	2002
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/04/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	486
VERBATIM:	Windshield wipers do not work on any setting. Wiper motor replaced by Service Center - order # 213282.

CAPTURED TEST FLEET REPORTS

CASE ID:	CTF1-07
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 2WD (4-DOOR)
VIN NUMBER:	1GKES16S926100178
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	01/26/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	416
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/11/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	485
VERBATIM:	The wipers did not work at all. It appears that the wiper motor froze up. The wipers worked again, approximately two hours later.

CAPTURED TEST FLEET REPORTS

CASE ID:	GTF1-08
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S126100479
ENGINE RPO:	LLB
TRANS RPO:	M30
BUILD DATE:	02/15/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	9475
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	05/13/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	443
VERBATIM:	The windshield wipers stopped working.

CAPTURED TEST FLEET REPORTS

CASE ID:	GTF1-09
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 2WD (4-DOOR)
VIN NUMBER:	1GKE816S726100180
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	01/28/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	2094
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	04/12/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	457
VERBATIM:	Windshield wipers quit during rain storm! Dropped vehicle off to Service Operations on 4/12/02 @ approx. 0830. Tag# 0180

CAPTURED TEST FLEET REPORTS

CASE ID:	CTF1-10
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET16S826100328
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	02/07/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	1048
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/27/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	457
VERBATIM:	Windshield wipers quit working

CAPTURED TEST FLEET REPORTS

CASE ID:	GTF1-11
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET18S028100586
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	02/22/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	1053
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	04/10/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	444
VERBATIM:	Wiper control totally failed and would not operate.

CAPTURED TEST FLEET REPORTS

CASE ID:	CTP1-12
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S228100149
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	01/25/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	8440
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	05/14/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	461
VERBATIM:	The windshield wipers stopped working. They do not work in any position.

CAPTURED TEST FLEET REPORTS

--

CASE ID:	CTF1-13
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S626100056
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	01/18/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	3610
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/19/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	477
VERBATIM:	Front windshield wipers stopped working.

CAPTURED TEST FLEET REPORTS

CASE ID:	CTF1-14
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET188328100449
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	02/13/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	4080
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	08/10/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	455
VERBATIM:	Windshield Wipers were completely inoperative. Problem occurred on a day following heavy rains the previous day. Wiper motor assembly was replaced to correct the problem.

CAPTURED TEST FLEET REPORTS

CASE ID:	GTF1-18
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER
VIN NUMBER:	1GNDT138932201858
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	10/29/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	4012
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	02/10/2003
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	0
VERBATIM:	Windshield wipers quit working for no apparent reason. Clicking noise is heard underhood when the switch is activated, but no wiper movement.

CAPTURED TEST FLEET REPORTS

CASE ID:	GTF1-16
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 4WD (4-DOOR)
VIN NUMBER:	1GKET16P936116732
ENGINE RPO:	LM4
TRANS RPO:	M30
BUILD DATE:	10/10/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	2950
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	01/03/2003
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	185
VERBATIM:	Windshield wipers do not work (will not turn on).

CAPTURED TEST FLEET REPORTS

CASE ID:	CTF2-1
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER
VIN NUMBER:	1GNDT138022100268
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	Electrical and Accessories-Windsheld Wiper/Washer Operation
ODOM READING:	75
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	At delivery the front windshield wipers were inoperative. After playing with them several times they did begin to operate. The first day they were intermittent. I have not had any further problem with them since then.

CAPTURED TEST FLEET REPORTS

CASE ID:	GTF2-2
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER
VIN NUMBER:	1GNDT139322100281
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	Electrical and Accessories-Windshield Wiper/Washer Operation
ODOM READING:	1279
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
18 DAY EVAL DATE:	
PROBLEM REPORT DATE:	
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SRV AT FINAL:	
VERBATIM:	I have two issues with the windshield wipers. The first one, I've actually had the windshield wiper get stuck in operation the windshield so it stops operating. It then works when you reset the wiper. The other problem I've had is the intermittent wipers do not work. It pulsates once and that's it.

CAPTURED TEST FLEET REPORTS

CASE ID:	GTP2-3
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER
VIN NUMBER:	1GNDT1386220088EX
ENGINE RPO:	
TRANS RPO:	
BUILD DATE:	
SMT:	
PROB CODE:	
PROBLEM CODE:	Electrical and Accessories-Windshield Wiper/Washer Operation
ODOM READING:	1076
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	
VERBATIM:	The windshield wiper mechanism is not working.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-02
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	BRAVADA AWD
VIN NUMBER:	1GHDT13S722101388
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	01/27/2001
SMT:	5
PROB CODE:	310
PROBLEM CODE:	E & A - Windshield Wiper/Washer Operation
ODOM READING:	19700
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37081
PROBLEM REPORT DATE:	02/12/2002
DATE RECEIVED:	
FINAL EVAL DATE:	37289
DAYS SERV AT FINAL:	232
VERBATIM:	When temperature went below approximately 20 degrees the wiper system did not function. Fault may be in the wiring or in the wiper motor.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CV5P-03
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER LTZ 4WD
VIN NUMBER:	1GNDT13S622248887
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	09/04/2001
SMT:	5
PROB CODE:	201
PROBLEM CODE:	WL - Windshield Area
ODOM READING:	7800
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37161
PROBLEM REPORT DATE:	12/12/2001
DATE RECEIVED:	
FINAL EVAL DATE:	37237
DAYS SERV AT FINAL:	90
VERBATIM:	Water leaks into the wiper motor requiring the motor to be replaced. Symptoms were 'turning on' under no rain conditions (has rain sensing wipers). Finally stopped working in rain storm.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-04
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	BRAVADA AWD
VIN NUMBER:	1GHDT138022231445
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	08/16/2001
SMT:	6
PROB CODE:	310
PROBLEM CODE:	E & A - Windshield Wiper/Washer Operation
ODOM READING:	6625
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	12/18/2001
DATE RECEIVED:	
FINAL EVAL DATE:	37243
DAYS SERV AT FINAL:	113
VERBATIM:	Wipers Quit. Water intrusion into wiper modual

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-08
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER LS 4WD
VIN NUMBER:	1GNDT13S122162763
ENGINE RPO:	LLB
TRANS RPO:	M30
BUILD DATE:	05/30/2001
SMT:	5
PROB CODE:	310
PROBLEM CODE:	E & A - Windshield Wiper/Washer Operation
ODOM READING:	5400
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	06/01/2001
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	51
VERBATIM:	During the first rainstorm, the wipers operated properly. However, during the next rain storm (several weeks later), the wipers suddenly started to operate erratically and eventually, not at all!!! The first erratic motions were the blades would start to sweep and stop part way up/down the windshield and after several minutes, they might start again. The dealer replaced a "shorted out" wiper motor.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-08
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	BRAVADA AWD
VIN NUMBER:	1GHDT13S122100899
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	01/22/2001
SMT:	6
PROB CODE:	310
PROBLEM CODE:	E & A - Windshield Wiper/Washer Operation
ODOM READING:	3617
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37085
PROBLEM REPORT DATE:	08/23/2001
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	66
VERBATIM:	The windshield wiper would not operate at all.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-09
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER LT 4WD
VIN NUMBER:	1GNDT139822100881
ENGINE RPO:	LL8
TRANS RPO:	M90
BUILD DATE:	01/22/2001
SMT:	5
PROB CODE:	310
PROBLEM CODE:	E & A - Windshield Wiper/Washer Operation
ODOM READING:	1114
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	09/07/2001
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	70
VERBATIM:	The windshield wipers would fail intermittently, usually when the vehicle was just recently started. By "fail" I mean that they would work for a split second, then stop for a second, then repeat that pattern intermittently. It would repeat this pattern for up to several minutes. They seemed to work OK after the vehicle was running for a while (10-15 minutes). I took the vehicle in to Service Operations and had them repaired. They had to replace the wiper motor module (n3585).

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-10
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	BRAVADA AWD
VIN NUMBER:	1GHDT138722101260
ENGINE RPO:	LLB
TRANS RPO:	M30
BUILD DATE:	01/27/2001
SMT:	5
PROB CODE:	310
PROBLEM CODE:	E & A - Windshield Wiper/Washer Operation
ODOM READING:	8089
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	09/18/2001
DATE RECEIVED:	
FINAL EVAL DATE:	37152
DAYS SERV AT FINAL:	96
VERBATIM:	Wiper module failed and had to be replaced due to water leakage.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-11
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER LTZ 4WD
VIN NUMBER:	1GNDT138022228873
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	08/11/2001
SMT:	5
PROB CODE:	310
PROBLEM CODE:	E & A - Windshield Wiper/Washer Operation
ODOM READING:	5038
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37134
PROBLEM REPORT DATE:	10/22/2001
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	63
VERBATIM:	Wipers fail to operate in any mode.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-18
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY 4WD (4-DOOR)
VIN NUMBER:	1GKDT13S822101218
ENGINE RPO:	LLB
TRANS RPO:	M30
BUILD DATE:	01/28/2001
SMT:	5
PROB CODE:	310
PROBLEM CODE:	E & A - Windshield Wiper/Washer Operation
ODOM READING:	604
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	06/18/2001
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	7
VERBATIM:	Front Wipers do not work. Checked fuse and it seems OK. Wipers were operating irrationally a couple of days ago. This morning when I needed them they didn't work at all.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-16
PLANT:	Moraine OH
PLATFORM:	8/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY 4WD (4-DOOR)
VIN NUMBER:	1GKDT13S122110367
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	02/24/2001
SMT:	5
PROB CODE:	310
PROBLEM CODE:	E & A - Windshield Wiper/Washer Operation
ODOM READING:	2356
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37060
PROBLEM REPORT DATE:	06/18/2001
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	01
VERBATIM:	The windshield wipers stopped in the upright position during a rain storm and remained there.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-18
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER LT 4WD
VIN NUMBER:	1GNDT13S522100762
ENGINE EPO:	LL8
TRANS EPO:	M30
BUILD DATE:	01/23/2001
SMT:	6
PROB CODE:	310
PROBLEM CODE:	E & A - Windshield Wiper/Washer Operation
ODOM READING:	817
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
18 DAY EVAL DATE:	37082
PROBLEM REPORT DATE:	07/10/2001
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	15
VERBATIM:	The morning after I picked up my vehicle I tried to clear the dew off the windshield and the wipers were inop. The service garage stated that they found a loose connection.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-19
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY 4WD (4-DOOR)
VIN NUMBER:	1GKDT13S12Z417358
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	03/05/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	8202
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	37348
PROBLEM REPORT DATE:	08/25/2002
DATE RECEIVED:	37432
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	97
VERBATIM:	Windshield module failed causing the wipers to not function.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-21
PLANT:	Morens OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER LTZ 4WD
VIN NUMBER:	1GNDT139X22464679
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	04/24/2002
SMT:	3
PROB CODE:	20501
PROBLEM CODE:	Windshield washers are not working properly
ODOM READING:	8800
DRIVER NAME:	Personal Data Excluded
PHONE N:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37433
PROBLEM REPORT DATE:	10/03/2002
DATE RECEIVED:	37532
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	115
VERBATIM:	The last day I was assigned to this vehicle, the windshield wipers quit working. I think this is a safety hazard, if had it occurred while I was driving and it started to rain. When I turned the vehicle in at the Tech Center Service Center, they said they were aware of the problem. I think I should have been notified to bring the car in if they knew the problem existed. I was told well sometimes it happens and sometimes it does not. I took several long distance business trips in this vehicle and had it occurred while I was driving in the rain, I would not be able to keep driving. The service center now has the car.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-22
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY 4WD (4-DOOR)
VIN NUMBER:	1GKDT13S022525115
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/24/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	700
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37599
PROBLEM REPORT DATE:	12/09/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	16
VERBATIM:	In the morning when it is cold the windshield wipers do not always respond when they are turned on (no, they are not frozen!)

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-23
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY 4WD (4-DOOR)
VIN NUMBER:	1GKDT139022525115
ENGINE RPO:	LLB
TRANS RPO:	M30
BUILD DATE:	06/24/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	6700
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
18 DAY EVAL DATE:	37699
PROBLEM REPORT DATE:	03/07/2003
DATE RECEIVED:	37694
FINAL EVAL DATE:	37687
DAYS SERV AT FINAL:	107
VERBATIM:	The windshield wipers quit working on me during the first couple weeks of use. They stopped in the up position and would not retract. The next morning, after restarting the vehicle, they worked again. Problem was intermittent. Sent to dealership, who supposedly repaired it. Happened a second time a few days later driving home in the rain. Sent back to dealership who replaced the motor.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	OVEP-24
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 2WD (4-DOOR
VIN NUMBER:	1GKES168726134829
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/22/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	375
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37489
PROBLEM REPORT DATE:	08/01/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	21
VERBATIM:	Windshield wipers do not work

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-25
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET186X26130545
ENGINE RPO:	LL8
TRANS RPO:	M90
BUILD DATE:	08/10/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	2967
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37483
PROBLEM REPORT DATE:	08/15/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	29
VERBATIM:	Wipers failed to operate.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-27
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET16S826130543
ENGINE RPO:	LLB
TRANS RPO:	M30
BUILD DATE:	08/10/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	4300
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
18 DAY EVAL DATE:	37503
PROBLEM REPORT DATE:	09/04/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	52
VERBATIM:	Windshield wipers will not operate. Fuses check out okay.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-28
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 2
VIN NUMBER:	1GNES16S826123549
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	05/22/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	7000
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37453
PROBLEM REPORT DATE:	08/10/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	67
VERBATIM:	Wipers stopped working. Did notice the nite before that a motor running sound was coming from under the hood. Whole module had to be replaced (at dealership)

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-30
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET16SX28131162
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/11/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	3163
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37490
PROBLEM REPORT DATE:	06/16/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	48
VERBATIM:	The windshield wipers are inoperative. The wiper motor/module was replaced.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-31
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 2
VIN NUMBER:	1GNES16S826123549
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	05/22/2002
SMT:	8
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	7515
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37463
PROBLEM REPORT DATE:	09/20/2002
DATE RECEIVED:	37519
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	101
VERBATIM:	Already reported this problem once. The Wipers stopped working. The previous night I could hear a motor type noise under the hood after the vehicle was shut off. (I assumed it was the cooling fan). The next morning the wiper system was dead. Complete wiper module had to be replaced.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-32
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET189328120455
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	05/16/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	8009
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37434
PROBLEM REPORT DATE:	09/23/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	101
VERBATIM:	Windshield wipers inoperative. On Saturday they began to operate by themselves and could not be turned off. This occurred for approximately 5mins. On Sunday they worked properly twice then quit working altogether, making a clicking sound at the wiper motor. Vehicle is currently at dealer for repairs.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-33
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 2WD (4-DOOR
VIN NUMBER:	1GKE618S826132368
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	08/11/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	3710
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37494
PROBLEM REPORT DATE:	09/24/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	76
VERBATIM:	Front windshield wiper motor failed (shorted) and had to be replaced. Repaired at Haggerty Pontiac GMC, Villa Park, IL 630-279-2000 on invoice W20387 on Sept 17.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-34
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16G526113672
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	04/30/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	6600
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37482
PROBLEM REPORT DATE:	09/26/2002
DATE RECEIVED:	37525
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	119
VERBATIM:	In early September (about 3 weeks ago), I took the vehicle in and had to have the wiper module replace, because the wipers would not turn on. Then, just about a week ago, the wipers began coming on for 2 to 3 wipes at a time (by themselves, even with the wiper switch OFF) whenever the vehicle was turning RIGHT.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-38
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL SLT 4WD
VIN NUMBER:	1GKET16S926124171
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	05/23/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	12107
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37480
PROBLEM REPORT DATE:	10/02/2002
DATE RECEIVED:	37531
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	111
VERBATIM:	Windshield wipers became completely inoperative. Wiper motor transmission was defective and motor was replaced.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-37
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET168226130555
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/11/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	3077
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37511
PROBLEM REPORT DATE:	10/15/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	91
VERBATIM:	Windshield Wiper motor failed. Replaced at dealership at 3077 miles.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-38
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S826126945
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/07/2002
SMT:	3
PROB CODE:	20501
PROBLEM CODE:	Windshield washers are not working properly
ODOM READING:	3633
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37602
PROBLEM REPORT DATE:	10/17/2002
DATE RECEIVED:	37548
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	100
VERBATIM:	See item related code 20101. Water intrusion to wiper module caused intermittent and eventual non-operation of washers.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-40
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16SX26115756
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	05/03/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	12880
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37482
PROBLEM REPORT DATE:	10/24/2002
DATE RECEIVED:	37553
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	161
VERBATIM:	wipers stopped working, sig replaced motor and stated that the seal was not in place allowing water intrusion to occur and short the motore..

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-41
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET16S226131766
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/10/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	6960
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	37483
PROBLEM REPORT DATE:	11/11/2002
DATE RECEIVED:	
FINAL EVAL DATE:	37571
DAYS SERV AT FINAL:	107
VERBATIM:	The windshield wipers quit working. The wiper motor had to be replaced. Once replaced they worked fine.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-42
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET168428134836
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/22/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	7456
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37476
PROBLEM REPORT DATE:	11/18/2002
DATE RECEIVED:	
FINAL EVAL DATE:	37579
DAYS SERV AT FINAL:	115
VERBATIM:	Windshield wipers stopped working stuck at lower edge of windshield. Problem was fixed by GVEP garage.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-43
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S326131162
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/18/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	5969
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	
PROBLEM REPORT DATE:	12/20/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	143
VERBATIM:	wipers did not work-had to have motor replaced twice

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	OVEP-44
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2002
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET168926128157
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/04/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	11987
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37600
PROBLEM REPORT DATE:	01/21/2003
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	192
VERBATIM:	Front windshield wipers not working at all. Dealer replaced motor.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-48
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER EXT LT 2
VIN NUMBER:	1GNES16S332159058
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	09/16/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	837
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37550
PROBLEM REPORT DATE:	10/21/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	14
VERBATIM:	Thursday morning, 10/17/02, turned the wipers on to help in getting frost off windshield. They were very jerky; I turned off and then back on and seemed to be OK. Friday morning, 10/18/02, turned on and they didn't work at all. I checked and it was not the underhood fuse. Vehicle was taken to Service Ops at Warren Tech Center.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-46
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY 2WD (4-DOOR)
VIN NUMBER:	1GKDS138832119821
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	08/03/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	5855
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37516
PROBLEM REPORT DATE:	10/31/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	85
VERBATIM:	The wiper system stopped working completely. I had the problem repaired at LaFontaine Pontiac/GMC. The Service Tech reported the system had shorted out.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-47
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER LTZ 2WD
VIN NUMBER:	1GNDS139932105084
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	07/19/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	6488
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37489
PROBLEM REPORT DATE:	11/14/2002
DATE RECEIVED:	
FINAL EVAL DATE:	37574
DAYS SERV AT FINAL:	113
VERBATIM:	Wind shield wipers do not work

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-48
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY 2WD (4-DOOR)
VIN NUMBER:	1GKDS138532126253
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	08/10/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	11067
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37498
PROBLEM REPORT DATE:	11/24/2002
DATE RECEIVED:	
FINAL EVAL DATE:	37584
DAYS SERV AT FINAL:	100
VERBATIM:	Front Windshield wipers stopped working. The wiper module was replaced by dealer.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-49
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER LTZ 2WD
VIN NUMBER:	1GNDS13S032116782
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	07/31/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	4812
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37510
PROBLEM REPORT DATE:	12/05/2002
DATE RECEIVED:	
FINAL EVAL DATE:	37595
DAYS SERV AT FINAL:	107
VERBATIM:	The windshield wipers stopped working. I checked the fuse panel under the hood and the fuse panel beneath the rear seat. The appropriate fuses were not shot. This happened just before I turned the vehicle in, and repair was not completed prior to turning in the vehicle. Note: The under the seat fuse box had a place for a fuse puller. The puller was not present. The under the seat fuse box cover had a sticker to assist in figuring out which fuse was which, but when you orient the sticker to match the fuse lay out, the text describing the fuse is upside down. This makes the interpretation very difficult in low light conditions.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-80
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER LT 2WD
VIN NUMBER:	1GNDS138332134838
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	08/19/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	4329
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	37512
PROBLEM REPORT DATE:	12/09/2002
DATE RECEIVED:	
FINAL EVAL DATE:	37599
DAYS SERV AT FINAL:	89
VERBATIM:	Windshield wiper in-op, fixed at dealer.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-81
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET168232144402
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	08/29/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windsheld wipers not working properly
ODOM READING:	8080
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
18 DAY EVAL DATE:	37544
PROBLEM REPORT DATE:	12/10/2002
DATE RECEIVED:	
FINAL EVAL DATE:	37600
DAYS SERV AT FINAL:	92
VERBATIM:	Wipers quit working. Vehicle was serviced and found to have a water intrusion in the wiper motor. Water leak was caused by a improperly installed connector seal. Wiper motor was replaced.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-62
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY 4WD (4-DOOR)
VIN NUMBER:	1GKDT13S632203602
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	10/30/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	6224
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37599
PROBLEM REPORT DATE:	02/24/2003
DATE RECEIVED:	37679
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	105
VERBATIM:	Windshield wipers inoperable - took in to dealer for evaluation - they reported that wiper motor had water inside and inside connector to wiper motor had water. They cleaned connector and installed new motor. Vehicle had been in very cold temperatures for a number of days.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-53
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER LT 4WD
VIN NUMBER:	1GNDD139632230413
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	12/03/2002
SMT:	3
PROB CODE:	81401
PROBLEM CODE:	Other exterior problems
ODOM READING:	11119
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37809
PROBLEM REPORT DATE:	03/21/2003
DATE RECEIVED:	37707
FINAL EVAL DATE:	37701
DAYS SERV AT FINAL:	106
VERBATIM:	windshield wiper motor died and had to be replaced while on a death in the family visit to PA.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-84
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 2WD (4-DOOR)
VIN NUMBER:	1GKES16S636107601
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	07/31/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	1728
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37512
PROBLEM REPORT DATE:	08/13/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	85
VERBATIM:	Windshield wiper motor stopped working on 8/8 and replaced by new unit at Al Serra Chev-GMC 8/9 PM.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-88
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 2WD (4-DOOR
VIN NUMBER:	1GKES18SX36101828
ENGINE RPO:	LLB
TRANS RPO:	M30
BUILD DATE:	07/19/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	1200
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37532
PROBLEM REPORT DATE:	10/03/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	48
VERBATIM:	Windshield wipers would not function after approximately 1100 miles. Root cause was a bad wiper motor. Cause appeared to be water in the motor. VAE engineering and OKC quality was notified. (Problem was a known issue by VAE)

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-56
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 2WD (4-DOOR
VIN NUMBER:	1GKES16S636106576
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	07/29/2002
SMT:	3
PROB CODE:	201D1
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	3240
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37505
PROBLEM REPORT DATE:	10/07/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	57
VERBATIM:	The windshield wipers are not working at all.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-57
PLANT:	Oklahoma City OK
PLATFORM:	8/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S136103111
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	07/23/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	6850
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37491
PROBLEM REPORT DATE:	10/21/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	81
VERBATIM:	W/S Wipers would not work periodically. This has occurred about six times since this vehicle was assigned. Wiper Motor was replaced last week when wipers were not working and vehicle was at Pearson Automotive in Middletown, Ohio. Vehicle seems to be working correctly at this time

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVFP-58
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 2WD (4-DOOR
VIN NUMBER:	1GKE6168136108695
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	08/01/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	4596
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37509
PROBLEM REPORT DATE:	10/29/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	71
VERBATIM:	Driving Sat.28th in the dark and in the rain - my wipers suddenly stopped working entirely.The washer still works but the wipers will not work in any position. Called ONSTAR and got online assistance for fuse check to no avail. Drove home almost blind. (At Troy Motor Mall being repaired)

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-89
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET16SX36100947
ENGINE RPO:	LLB
TRANS RPO:	M30
BUILD DATE:	07/17/2002
SMT:	2
PROB CODE:	71301
PROBLEM CODE:	Other gauges/instruments don't work properly
ODOM READING:	2700
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37558
PROBLEM REPORT DATE:	10/29/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	113
VERBATIM:	Windshield wipers not operational. Unit not yet in for service for fix, recent occurrence

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-60
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S036130977
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	09/17/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	2213
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37537
PROBLEM REPORT DATE:	10/30/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	41
VERBATIM:	Wipers not working when turned to "on" position. Wipers run when in the "off" position when vehicle makes RH turn/curve/lane change. Windshield washers run for approximately one minute when vehicle ignition is switched to "off" position. Similar problem was repaired on 10/07/2002.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-01
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 2WD (4-DOOR
VIN NUMBER:	1GKE8188430107668
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	07/31/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	6400
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37490
PROBLEM REPORT DATE:	11/11/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	66
VERBATIM:	Wiper wont turn on and run intermit in dry sunny weather

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-62
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET16S536105375
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	07/26/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	7791
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37502
PROBLEM REPORT DATE:	11/18/2002
DATE RECEIVED:	
FINAL EVAL DATE:	37578
DAYS SERV AT FINAL:	98
VERBATIM:	The wipers stopped intermittently for a day or two then stopped working all together.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-83
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET188536150660
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	10/23/2002
SMT:	3
PROB CODE:	20501
PROBLEM CODE:	Windshield washers are not working properly
ODOM READING:	2171
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	12/03/2002
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	23
VERBATIM:	Windshield wipers inoperative. Worked yesterday. Did not work today when attempting to remove road spray on way into work. Dealer replaced wiper motor.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-64
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER EXT LT 2
VIN NUMBER:	1GNES18S638113083
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	06/09/2002
SMT:	3
PROB CODE:	61401
PROBLEM CODE:	Other exterior problems
ODOM READING:	12000
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
18 DAY EVAL DATE:	37505
PROBLEM REPORT DATE:	12/05/2002
DATE RECEIVED:	
FINAL EVAL DATE:	37595
DAYS SERV AT FINAL:	100
VERBATIM:	windshield wipers will occasionally not turn on immediately during cold weather. danger occurs when activating washer fluid while driving and the fluid covers the windshield but the wiper does not come on for more than 10 seconds!

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-65
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16SX36145194
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	10/11/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	4200
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37692
PROBLEM REPORT DATE:	01/02/2003
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	57
VERBATIM:	Windshield wipers worked only intermittently. A new wiper motor was required.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-06
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET16S936141344
ENGINE RPO:	LLB
TRANS RPO:	M30
BUILD DATE:	10/05/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	1089
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37631
PROBLEM REPORT DATE:	01/10/2003
DATE RECEIVED:	
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	75
VERBATIM:	Wipers did not fuction after with washer control. Fluid sprayed, but wipers would not work in any mode. Happened twice. After a few minutes of driving (with poor visibility) wiper controls worked again. Will continue to investigate - for future occurance.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-87
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S136117400
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	08/20/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	7710
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	01/18/2003
DATE RECEIVED:	
FINAL EVAL DATE:	37839
DAYS SERV AT FINAL:	106
VERBATIM:	Wipers worked correctly for first 60 days. When they failed, washer pump stuck on & squirted all the wiper fluid out.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-08
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET16S836192589
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	01/27/2003
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	784
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
16 DAY EVAL DATE:	37892
PROBLEM REPORT DATE:	03/12/2003
DATE RECEIVED:	37700
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	17
VERBATIM:	Windshield Wipers Intermittent - would not operate at all. I tried several times and they were inoperative. Upon checking next morning, they were functioning normally.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	GVEP-69
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S236149417
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	10/19/2002
SMT:	3
PROB CODE:	81401
PROBLEM CODE:	Other exterior problems
ODOM READING:	8260
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	03/24/2003
DATE RECEIVED:	37707
FINAL EVAL DATE:	37704
DAYS SERV AT FINAL:	100
VERBATIM:	Wiper quit working. Only works when you manually move it off the plastic holder.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-71
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER LT 2WD
VIN NUMBER:	1GNDS138832185883
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	10/23/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	20558
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	07/28/2003
DATE RECEIVED:	37833
FINAL EVAL DATE:	37830
DAYS SERV AT FINAL:	240
VERBATIM:	Wipers inoperative. Wiper motor replaced under warranty.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-72
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	ENVOY XL 4WD (4-DOOR
VIN NUMBER:	1GKET16S736121240
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	08/27/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	12815
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	
PROBLEM REPORT DATE:	09/11/2003
DATE RECEIVED:	37883
FINAL EVAL DATE:	37875
DAYS SERV AT FINAL:	118
VERBATIM:	Vehicle taken in for warranty repair for improper functioning of Windshield Wipers. Wiper Motor was shorting out causing the Wipers to work erratically. Problem was corrected at Dealership by replacing Windshield Wiper Motor.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-73
PLANT:	Moraine OH
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	BRAVADA 2WD
VIN NUMBER:	1GHDS13S432206354
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	11/01/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	1365
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37713
PROBLEM REPORT DATE:	04/30/2003
DATE RECEIVED:	37742
FINAL EVAL DATE:	
DAYS SERV AT FINAL:	38
VERBATIM:	Front windshield wipers stopped working. It was reported to me, by our QAC Mechanics that the windshield wiper motor failed and was replaced.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-74
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S638147217
ENGINE RPO:	LLB
TRANS RPO:	M30
BUILD DATE:	10/18/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	9448
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37659
PROBLEM REPORT DATE:	04/16/2003
DATE RECEIVED:	37728
FINAL EVAL DATE:	37728
DAYS SERV AT FINAL:	119
VERBATIM:	Windshield wipers were inoperative. The wiper motor was replaced at dealership.

COMPANY VEHICLE EVALUATION PROCESS REPORTS

CASE ID:	CVEP-76
PLANT:	Oklahoma City OK
PLATFORM:	S/T UTILITY
MODEL YEAR:	2003
MODEL:	TRAILBLAZER EXT LT 4
VIN NUMBER:	1GNET16S430148138
ENGINE RPO:	LL8
TRANS RPO:	M30
BUILD DATE:	10/18/2002
SMT:	3
PROB CODE:	20101
PROBLEM CODE:	Windshield wipers not working properly
ODOM READING:	6813
DRIVER NAME:	Personal Data Excluded
PHONE #:	Personal Data Excluded
E-MAIL ADDRESS:	Personal Data Excluded
10 DAY EVAL DATE:	37750
PROBLEM REPORT DATE:	05/09/2003
DATE RECEIVED:	37756
FINAL EVAL DATE:	37760
DAYS SERV AT FINAL:	189
VERBATIM:	WINDSHIELD WIPERS QUIT WORKING. WIPER MOTOR HAD TO BE REPLACED.

FIELD INFORMATION NETWORK DATABASE

Case ID:	01/10/2002 22A
VIN Number:	1GKDS138X32120777
Dealer Name:	
Dealer No:	
Work Order No:	
Miles / KM:	
Contact Name:	Personal Data Excluded
Phone Number:	Personal Data Excluded
Comments:	Broken

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Stow , OH [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-92591403 VIN: 1GNFT16EX36127598
MODEL YEAR: 2003
DATE OPENED: 2003-04-23 SERIES: TrailBlazer
DATE CLOSED: 2003-06-10 MILEAGE: 3208.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: PARYes DEALER NAME: Marhofer Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 3423 Darrow Rd, Stow, OH, 44224-4513, USA

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

N51 Power Windshield Wiper - Motor / Blades / Arms
0 REPAIR ATTEMPT(S) Inoperative

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

Windshield wipers failed....; ; 2003-05-05
2003-04-23
Assigning activity to PAR QUE; ; 2003-04-24
2003-04-23
status...; ; 2003-04-23
2003-04-24
Service Request Ownership has changed FROM: COUCHMAS TO: LOTIM; ; 2003-04-24
2003-04-24
assigned file to Pamela Moreau at ext. 58210; ; 2003-04-24
2003-04-24
Service Request Ownership has changed FROM: LOTIM TO: MORREAU; ; 2003-04-24
2003-04-24
Ownership Escalated to BRC; ; 2003-04-24
2003-04-24
VIN Search completed; ; 2003-04-24
2003-04-24
Ownership Escalated to BRC; ; 2003-04-24
2003-04-24
called cust; ; 2003-04-24
2003-04-24
called cust; ; 2003-04-24
2003-04-24
[REDACTED]; ; 2003-04-24
2003-04-24

AVM Leander Turner 630092 8375 alternate #330-205-1636; ; 2003-04-24
2003-04-24

AVM Leander Turner 630092 8375 alternate #330-205-1636; ; 2003-04-24
2003-04-24

[REDACTED] Steve; ; 2003-04-24
2003-04-24

[REDACTED]; 2003-04-24
2003-04-24

Business Summary; ; 2003-04-24
2003-04-24

Cust called; ; 2003-04-24
2003-04-25

Insurance agent Karen Jackson; ; 2003-04-25
2003-04-25

Insurance agent Karen Jackson; ; 2003-04-25
2003-04-28

Forward to FTT; ; 2003-04-29
2003-04-29

assigned file to Larry Meeks at ext. 57255; ; 2003-05-05
2003-04-29

Service Request Ownership has changed FROM: MOREAU TO: MEEKSL; ; 2003-04-29
2003-04-29

FTT crm called dealership; ; 2003-04-29
2003-05-02

Bodyshop warranty clerk; ; 2003-05-02
2003-05-02

FTT crm returned call; ; 2003-05-02
2003-05-02

Warranty Admin calls; ; 2003-05-02
2003-05-02

BRC PAR Scanned: 2003-05-02-17.09.38.000000, MEXDocNum: MOR3EB28A2; ; 2003-05-05
2003-05-05

FTT crm creating CBNA; ; 2003-05-05
2003-05-05

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

Service Request has been Closed Satisfied.; ; 2003-05-05
2003-05-16

SR in Status of Closed has been Re-Opened by MOREAU; ; 2003-05-16
2003-05-16

BRC PAR Scanned: 2003-05-02-17.11.07.000000, MEXDocNum: MOR3EB28A2; ; 2003-05-16
2003-05-16

MAINTENANCE LOCATION: Oil Changes @ Goodyear, other maintenance is brakes, belts, etc would be dealer
CURRENT LOCATION OF VEHICLE: Ron Marhofer Collision Center 1585 Commerce Dr. Stow, OH 44224
30-686-2262
NOTIFY NAME: Owner

WAS VEHICLE INSPECTED: INSPECTORS NAME: Inspection Not Performed INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

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

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

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

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

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

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

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

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

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

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

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

NUMBER OF INJURIES: 0
COMMENTS:

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

LOCATION:

RESTRAINT:
IF SO, WHERE:

PAR Case Assessment Form

Stabel Request No.: 1-92591403
 Customer Name: Craig Carden
 Product Purchased?: New Used
 Vehicle Identification Number: 1GNET168X38127598
 Model TrailBlazer Make: Chevrolet Year: 2003 Mileage: 3020
 Service Request Detail Screen Reviewed and Updated
 Pre-PAR Form Reviewed and Updated
 PAR Detail Form Reviewed and Updated

Allegation and / or Claim

- OnStar (Follow specialized procedure)
 Credit / Rebill Process (Review Step-by-Step)
 Injury
- Reviewed Step-by-Step in Webknowledge:
 - Major (Surgery, compensation, current medical treatment, lacerations, sutures, fractures, paralysis, loss of consciousness, fatality)
 - Forward file to ESIS.
 - Minor (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a thorough description.
 - Dealer
 - Forward file to EAA
 - Grey Area (Past: medical treatment, surgery and injury. Pregnancy, numbness)
 - Review file with Team Manager
 - Forward file to ESIS
 - PAR will work file
- X Collision (Includes curbs and / or sidewalks):
- Air Bags (Vehicles) -
- Non-Deployment
 - Forward file to EAA
 - Advise customer on basic air bag function
 - Inadvertent Deployment ~~without~~ collision
 - Advise customer on basic airbag function
 - Dealer (inspect under-coverage)
 - Forward file to EAA
 - Deployment with Collision
 - Advise customer on basic air bag function
 - Dealer (inspect vehicle and obtain a repair estimate)
 - Forward file to EAA (Customer is requesting an inspection)
 - Brakes / ABS (Vehicles if applicable) / Suspension / Tires / Wheel Rotation / Steering
 - Major Body Damage (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)
 - Forward file to EAA
 - Advise customer on basic brake/ABS function
 - Minor Body Damage (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)
 - Advise customer on basic brake/ABS function
 - Dealer
 - Forward file to EAA (Customer is requesting an inspection)

- Thermal Event:**
- Major** (Entire vehicle, compartment, component and / or > 2 components)
 - Forward file to EAA.
 - Minor** (Centralized / Confined to a small area) – Review with customer and/or Dealership for a thorough description.
 - Dealer inspection and / or Repair Order
 - Forward file to EAA.
 - Smoke / Non-Thermal** –
 - Return to Workflow (File reviewed < 24 HRS after assignment).
 - PAR will work file (File is > 24 HRS after assignment).
- Property Damage (includes pets):**
- < \$1,000 - Advise Dealership to proceed under PAR Warranty code Z1241
 - > \$1,000 - Review with customer and/or Dealership for thorough description. Obtain estimate and attach to file and / or conclude damage may be >\$1,000
 - Forward file to ESIS.
- Insurance Subrogation Claim**
- Deductible Claim**
- Compensation Claim with Supporting Documentation** – Review with customer and/or caller for thorough description.
- Forward file to ESIS.
- Law Enforcement Inquiry without allegation**
- Forward file to Workflow.
- Law Enforcement Inquiry with allegation**
- Review file with Team Manager
- Customer Retracted Allegation:**
- PAR will close file.

Vehicle Evaluation

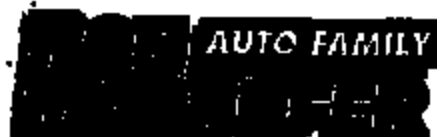
- Inspection requested**
- EAA
 - Dealer
 - Field Personnel
- Inspection not requested**
- Customer did not authorize inspection
 - Customer accepted explanation and resolution
 - Customer retracted allegation
 - Vehicle not available
 - Customer does not own vehicle

Dealer Actions/Follow-Up

- Documented all actions and events in the PAR file
- Provided resolution to Dealer and AVM

CRM Resolution / Recommendation

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



Chevrolet/Cadillac/Oldsmobile/Isuzu/Pontiac/Vauxhall/Geo

5400 Durston Road • Box, OH 44224 • 330-688-6644

Chevrolet
5400 Durston Road
Cuyahoga Falls, Ohio
(330) 688-6644

Oldsmobile
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 688-6600

Pontiac
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 688-6600

Cadillac
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 688-6600

Isuzu of America
207 Howe Avenue
Cuyahoga Falls, Ohio
(330) 688-6600

Isuzu of North America
207 Howe Avenue
Cuyahoga Falls, Ohio
(330) 688-6600

Oldsmobile
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 688-6600

Cadillac
1200 Main Street
Cuyahoga Falls, Ohio
(330) 688-6600

FAX COVERSHEET

TO: Pam Moreau

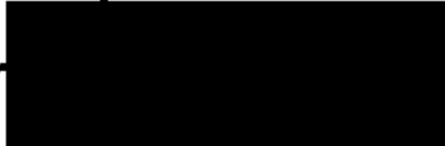
FROM: Steve Seminatore

Number of pages _____
(including cover sheet)

Telephone # 330-688-6644

Fax # 330-686-4812

Message: Ro # 144386

Mech. Repairs for 

FROM : Ron Markofer Chevrolet

FRK NO. : 336654812

Apr. 24 2003 03:14PM P2

481534

144386

"INVOICE"

Page 1

GM Customer Care Dept. 800-424-4224
Monday - Friday 9:00 AM - 5:00 PM
Saturday 9:00 AM - 1:00 PM

STOCK, ON

BOOK:

BOOK:

SERVICE ADVISOR: 30 STEVE KENDRICK

INVENTORY	03	CHEVROLET TRAIL BLAZER	1681160836187598	230038	3205/3205	T199
31DEC2002			17:00 22APR03		CRSE	24APR2003
OFFERING#:230038						
21APR03		24APR03				

DATE	DESCRIPTION	TIME	RATE	TOTAL
------	-------------	------	------	-------

CHANGED CURTAINS TO COLLAR WITH ANOTHER VEHICLE/ON AVE

CAUSE:

7000724

(K/O)

FO: 6C

COUNT: 1

NOTE CODE:

.... 3205 3205/3205 FRONT CORN. PANEL TO DIAGNOSTIC AND FOUND NOISE MOTOR
 SINCE I PLACED IN THE ELDER MODEL. NOISE PROBABLY NOT I FOR TRUCK AND
 BE CANCELED AND RETURNED FROM LOCAL KITE DRIVE

OR BALLY AT:

THE #1 SERVICE TEAM
WE SERVICE YOUR LINE
MONDAY - FRIDAY 9:00 AM TO 5:00 PM
NO APPOINTMENT NECESSARY
WE SERVICE ALL GM VEHICLES
The Only Place You Need To Go!

STATEMENT OF DECLARATION

The undersigned hereby certifies that the information furnished herein is true and correct to the best of his knowledge and belief, and that he is not a party to any fraud or other illegal activity in connection with the transaction described herein.

CONFIRMATION

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
Q.S. OIL, LUBE	0.00
SALES TAX	0.00
TOTAL CHARGE	0.00
LINE INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



BMC

Business Resource Center

Fax

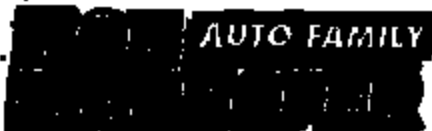
To: moreau
Company:
Phone:
Fax: 8665893983

From: Pamela Moreau
Phone: 800-231-1841, ext 58210
Fax: 866-589-3983
Date: Friday, May 02, 2003 3:07:46 PM
Pages: 02
(not including cover)

Comments:

CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.



Chevrolet/Cadillac/Oldsmobile/Isuzu/Geo/Alfa Romeo/Jeep/Chrysler/Dodge

5925 Darrow Road • Bay, OH 44021 • 330-688-6644

Chrysler Corp
5925 Darrow Road
Bay, Ohio
(330) 688-6644

Alfa Romeo
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 929-9100

Jeep/Chrysler
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 929-9100

Isuzu
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 929-9100

Isuzu of America Inc
561 Main Avenue
Cuyahoga Falls, Ohio
(330) 929-9100

Isuzu of America Trucks
8000 Wright Avenue NW
North Canton, Ohio
(330) 929-1200

Callahan Center
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 929-9100

Callahan Center
1200 Commerce Drive
Bay, Ohio
(330) 688-6644

FAX COVERSHEET

TO: Pam Moreau

FROM: Steve Seminatore

Number of pages _____
(including cover sheet)

Telephone # 330-688-6644

Fax # 330-686-4812

Message: RO # 144386

Mech. Repairs for 

401534

144386

INVOICE

Page 1

0483 Service Dept - Dept. 400
0484 Service Dept - Dept. 400

FROM, OR

HOME

SERVICE ADVISOR: 30 NINE SEVENTEEN

PLATE	03	CHEVROLET TRAIL BLAZER	10000160006127806	230000	3205/3205	T180
311002003			17:00 23APR03		CASH	24APR2003
			OPTIONAL: 230000			
23APR03	24APR03					

DATE CODE FROM TOE HOURS COST NET TOTAL

COULD CONTACT TO COLLECT WITH ANOTHER VEHICLE/IN AM

NOTE:

70916794

(7/C)

PG: 60

COUNT: 1

NOTE CODE:

... 3205 8708/169 REJECTED COME FROM TO HUNTER AND FOUND WITH NOISE

... SINCE I STAYED IN THE VEHICLE WITH NOISE PROBABLY NOT I NOT STAY ALL

... BE CHECKED AND STAYED FROM LEAVING THE TRUCK

OR 2011 271

THE # 1 SERVICE TEAM
THE FEATURE RAPID LANE
MONDAY - FRIDAY 8:00 AM TO 4:00 PM
NO APPOINTMENT NECESSARY
WE SERVICE ALL MAJOR BRANDS
THE ONLY PLACE YOU NEED TO GO!

STATEMENT OF DECLARATION

I hereby certify that the information furnished on this invoice is true and correct to the best of my knowledge and belief, and that I am duly authorized to sign the same.

SIGNATURE: _____

DATE: _____

LARGE AMOUNT	0.00
PAID AMOUNT	0.00
CASH ON HAND	0.00
DEBIT AMOUNT	0.00
SALES CHARGE	0.00
TOTAL CHARGE	0.00
LESS PAYMENT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY



GMC

Business Resource Center

Fax

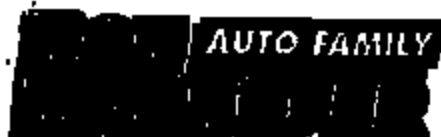
To: moreau
Company:
Phone:
Fax: 8665893983

From: Pamela Moreau
Phone: 800-231-1841, ext 58210
Fax: 866-589-3983
Date: Friday, May 02, 2003 3:09:20 PM
Pages: 02
(not including cover)

Comments:

CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received the facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.



Chevrolet/Geo/Isuzu/Jeep/Lexus/Plymouth/Saturn/Vauxhall

365 Turner Road • Stow, OH 44224 • 330-688-6644

Chevrolet Geo
365 Turner Road
Stow, Ohio
(330) 688-6644

Acura
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 688-6644

EuroRiviera
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 688-6644

Isuzu
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 688-6644

Isuzu of Chapel Hill
207 Stone Avenue
Cuyahoga Falls, Ohio
(330) 688-6644

Isuzu of Toledo Village
207 Stone Avenue NW
North Canton, Ohio
(330) 688-6644

Collision Center
1200 Main Street
P.O. Box 1200
Cuyahoga Falls, Ohio
(330) 688-6644

Collision Center
2000 Chardon Road
Stow, Ohio
(330) 688-6644

FAX COVERSHEET

TO: Pam Moreau

FROM: Steve Seminatore

Number of pages _____
(including cover sheet)

Telephone # 330-688-6644

Fax # 330-686-4812

Message: Ro # 144386

Mech. Repairs for 

401834

144386

INVOICE

Page 1

STON, CH
KUCH

9100 Center Ave. • Dept. 4000
Chevy, MS 39208
Service Dept. Hours: 8:00 AM - 5:00 PM

SERVICE ADVISOR: 20 STEVE HENDRICKSON

WINTER	02	CHEVROLET TRAIL BLAZ	1GNET140236127898	230428	3205/3805	F188
--------	----	----------------------	-------------------	--------	-----------	------

31DEC2002			17:00 23APR03			CASH	24APR003
-----------	--	--	---------------	--	--	------	----------

OPTIONAL: 230428

23APR02 24APR03

LINE	QUANTITY	UNIT	DESCRIPTION	PRICE	TAX	TOTAL
------	----------	------	-------------	-------	-----	-------

CRUISED CUSTOMER TO COLLISION WITH ANOTHER VEHICLE/ON AVE

CAUSE:

70811794

(1/0)

PG. 02

COUNT: 1

NOTE CODE:

...3205 5700/\60 REMOVED COMP. W/HELD TO DIAGNOSE AND FOUND W/HELD MOTOR
 ...W/HELD I FOUND IN THE W/HELD MOTOR. W/HELD MOTOR I PUT TRUCK AWAY
 ...BE CORRECTED AND STATED FROM L/HELD INTO W/HELD

CR. TRAIL BL.

THE #1 SERVICE TEAM
 THE FUTURE RAPID LANE
 MONDAY - FRIDAY 8:00 AM TO 6:00 PM
 NO APPOINTMENT NECESSARY
 WE SERVICE ALL MAJOR BRANDS
 The Only Place You Need To Go!

STATEMENT OF DECLARATION

The undersigned hereby certifies that the information furnished herein is true and correct to the best of his knowledge and belief, and that he is not a party to any fraud or other illegal activity in connection with the transaction described herein.

DATE: 04/24/03

LINE AMOUNT	0.00
TAX AMOUNT	0.00
GST, CR, USE	0.00
NET AMOUNT	0.00
TRUCK CHARGE	0.00
TOTAL CHARGE	0.00
LESS BALANCE	0.00
AMOUNT DUE	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

P A R G M W A
Pre-Authorization/Warranty Claim Tracking Form

Date 5/03 Service Request # 1-92891403
 Customer Name [REDACTED]
 VIN 1GNFT169K36127598
 In-Service Date 12/31/02 Service Contract? N
 Current Mileage 3,208 New or Used NEW
 Warranty Blocked? N Purchase Date _____
 Branded Title? N Mileage at Purchase _____

Dealer Name Mano Car Chevrolet
 Dealer Svc Mgr _____ Dir Warranty Admin: Judy Harjani
 Dealer Phone 330-688-6644 Dealer Fax 330-686-4830

Dealer BAC 113622
Divisions (15-Olds, 16-Post, 48-OMC, 19-Chev, 12-Cad, 11-Del, 10-Kruen)
 Dealer District and Code 13-28995
 Repair Order Number 144365
 Repair Order Close Date 5/2/03

Labor Op. Code 21242 Dollar Amt: \$3,167.55
 Labor Op. Code 21243 Dollar Amt: _____
 Cause Code (CC) MJ
 Failure Code (FC) 98

PUT EVERYTHING IN NET AMOUNT
 Labor Hours and OLE: do NOT PUT IN HOURS
 Parts and Labor Costs: do NOT PUT IN COSTS
 Net Amount: \$3,167.55

DO NOT ROUTE THIS CLAIM
 Authorization Code: DO NOT PUT IN ANY AUTH CODE

Additional Comments: CLAIM CAN BE SUBMITTED ON OR AFTER 5/13/03, IF CLAIM REJECTS FAX COPY OF THIS FORM AND REJECTION SLIP TO 866-222-8258 ASAP FOR REVIEW. LARRY MEERS PAR

retain copy with Dealer Repair Order

Complaint: Customer states w/ symptoms
 Cause: Unknown
 Correction: Vehicle repaired
 Justification: GOOD WILL GESTURE FOR CUSTOMER SATISFACTION

PAR CRM Pam MORALI
 FTT CRM LARRY MEERS
 Date Entered/Forwarded 5/03
 If Forwarded By: Don Hall

PRSN CODE: 9018

DIV	DLR CODE	RO NBR	LBR OF	AUTH CODE	VIN	TOTAL
13	28395	144365	E1242	WGLF_	1GNET168X36127898	_3167 . 55

COMMENTS: ISSUED TO PAY DEALER FOR REPAIRS DUE TO A PRODUCT ALLEGATION WITH A WIPER CONCERN AS A GOODWILL GESTURE FOR CUSTOMER SATISFACTION.

COMMENTS:

COMMENTS:

COMMENTS:

PF: 3-EXIT 4-CLM INQUIRY 5-CLM DETAIL 6-CLM COMMENTS 12-MANUAL DB
 9-REJ DETAIL 10-DEBIT

MESSAGE: SUBMIT THE PRE-AUTHORIZATIONS? (PF1 = YES ; PF2 = NO)

401834

144361

INVOICE



3455 Bayview Road - Miss. Mills 44134
Cedar Rapids, IA 52404
Cedar Rapids Loan Dept. 563-4022

PAGE 2

FROM, CR
FROM: [REDACTED]

SUB:

SERVICE ADVISOR: 49 JUDY HINDLE

03 CHEVROLET TRAIL BLAZ 10007155E36127890 230628 3202/3208 07466

110K2002 17:00 01MAY03 [REDACTED] [REDACTED] 02MAY2003

OPTION: DEK:230628

230628 02MAY03
LINE CRCDR PRICE TYPE QUAN LIST NET TOTAL

NOT COMPLETELY SATISFIED?

CALL OUR NUMBER AT 800-686-HELP(4357)

www.markercr.com

STATEMENT OF DISCLOSURE

WE GUARANTEE THE WORKMANSHIP OF THE REPAIRS WE PERFORM ON YOUR VEHICLE. WE WILL REPAIR OR REPLACE AT OUR OPTION ANY PARTS OR LABOR THAT DOES NOT MEET OUR STANDARDS OF EXCELLENCE. THIS WARRANTY DOES NOT COVER THE ORIGINAL EQUIPMENT OR THE ORIGINAL EQUIPMENT THAT WAS DAMAGED BY THE COLLISION. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE TRACK OR OTHER EXTREME DRIVING. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR TAXI OR OTHER COMMERCIAL PURPOSES. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR OFF-ROAD DRIVING. THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR OTHER UNLAWFUL PURPOSES.

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
TAX ON LAB	0.00
TAX ON PARTS	0.00
TOTAL CHARGE	0.00
LESS PAYMENT	0.00
AMOUNT DUE	0.00

THESE 3 SERVICE ITEMS
WAS REPAIRED UNDER YOUR
WARRANTY - PAYMENT NOT REQUIRED
NO APPOINTMENT
WE SERVICE ALL MAJOR BRANDS
THE ONLY PLACE YOU CAN GET

MARKER COLLISION

MARKER COLLISION

MARKER COLLISION

401534

144265

RON MARHOFER CHEVROLET, INC.
3429 Dwyer Rd., Show, Ohio 44324
Service Express Line (330) 606-4822
1-800-333-USA1

ACCOUNTING

Serving The Area Since 1979

STON, OH
HOME: [REDACTED]

PAGE 1

BUS:

SERVICE ADVISOR: 49 JUDY HINKLE

DATE	03	DESCRIPTION	CHEVROLET TRAIL BLAZ	1GHT168E36127588	230628	3202/3208	23466
TIME	17:00	DATE	01MAY03				
			OPTIONS	STR,230628			

DATE	QTY	TYPE	TYPE	A/HR	A/HR	COST	SALE	COMP	TAX	NET	TOTAL
------	-----	------	------	------	------	------	------	------	-----	-----	-------

CHARGE: WINDSHIELD WIPERS FAILED TO WORK CAUSING ACCIDENT

ALLOCATIONS... PER

1	15032014	ATTACHMENT				644	902	0	10.91	9.02	9.02
1	18174444	BAR				18453	21634	0	261.92	216.34	216.34
10	18010197	WIP-REG/7				810	730	0	0.89	0.71	7.10
1	18076251	REINFORCE				1824	2554	0	30.82	25.54	25.54
1	18008093	COOLER				6485	9079	0	113.77	90.79	90.79
1	11818393	WIPER				214	300	0	3.76	3.00	3.00

PG: 20

COUNT: 21

WITH CREDIT

83528 131486 TRANS

MISC PAINT AND MATERIALS

MISC HARDWARE

MISC EXPENSES PER WIPERS

1189	WIPER	0.00	0.00	0	0	0.00	0.00
------	-------	------	------	---	---	------	------

0 0 TRANS

<p>THE #1 SERVICE TEAM WE FEATURE RAPID LANE EXPRESSY - FRIDAY 6:00 AM TO 4:00 PM NO APPOINTMENT NECESSARY WE SERVICE ALL MAJOR BRANDS The Only Place You Need To Go!</p>	<p>STATEMENT OF DISCLOSURE</p> <p>The undersigned hereby certifies that the information furnished herein is true and correct to the best of his knowledge.</p>	<p>TAX AND FEE</p> <p>FRONT WINDOW</p> <p>SALE OR LEASE</p> <p>WARRANTY</p> <p>USEL CHARGE</p> <p>TOTAL CHARGE</p> <p>LESS CREDIT</p> <p>SALES TAX</p>
	<p>RECEIVED SECTION</p>	<p>PLEASE PAY THIS AMOUNT</p>

WARRANTY COPY

401534

144368

RON MARHOFFER CHEVROLET, INC.

3433 Darrow Rd., Ste. 110, New, Ohio 44224
Service Business Lines: (330) 686-4822
1-800-853-USA1

ACCOUNTING

Serving The Area Since 1918

PAGE 2

SERVICE ADVISOR: 49 JUDY HIRSH

STOR, CR
HOME: [REDACTED] SOB:

DATE	03	CHEVROLET TRAIL BLAZ	1000168016127598	230628	3202/3208	70466
------	----	----------------------	------------------	--------	-----------	-------

310002002		17:00 01MAY03			SCALE	02MAY2003
-----------	--	---------------	--	--	-------	-----------

330003	02MAY03					
LINE	QTY	PRICE	TAX	AMT	DISC	TOTAL

NOT COMPLETELY SATISFIED

CALL RON MARHOFFER AT 330-686-HELP(4357)

ronmarhofer.com

47200	1000	36950		48000	131496	93928
-------	------	-------	--	-------	--------	-------

CONF. SALE & COM 3/23/04 110888 316785 0

THE #1 SERVICE TEAM
WE PRIDE OURSELVES ON
MONDAY - FRIDAY 8:00 AM TO 6:00 PM
NO APPOINTMENT NECESSARY
WE SERVICE ALL MAJOR BRANDS
THE ONLY PLACE YOU NEED TO GO

STATEMENT OF DECLARATION
I hereby certify that the information provided on this invoice is true and correct to the best of my knowledge and belief.

CASH AMOUNT	0.00
POINTS AMOUNT	0.00
S&S ON LINE	0.00
REBATE AMOUNT	0.00
TRD. CHARGE	0.00
TOTAL CHARGE	0.00
LESS PAYMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	

URGENT COPY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4598453	VIN Number:	1GNDT13S522105904	
Date Opened:	3/12/2001	Model Year:	2002	
Date Closed:	4/17/2001	Series:	Blazer 4WD 4DR Trailblazer	
Dealer Code:	B11367	Mileage:	85	
Address:	DON MCCUE CHEV INC SAINT CHARLES		State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT--- WIPER WIPERS INOP

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

03/12/2001 12:27:16 SBD TEMPLATE - BALCERZAK

STRATEGY BASED DIAGNOSTICS

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 (IF YES

LIST)

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

N (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) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

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

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

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

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

03/12/2001 12:27:16 HISTORY - BALCERZAK '02 TRAILBLAZER,

WIPERS INOP, DLR CAN'T RETRIEVE SERVICE INFO FROM "WEB-BASED" SI2000.

I REVIEWED SYS OPERATION W/TECH.

I WILL FAX TECH A SCHEMATIC OF SWITCH & MOTOR.

DLR TO CALL BACK IF NEC.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4714965	VIN Number:	1GKDS13S022108412	
Date Opened:	5/3/2001	Model Year:	2002	
Date Closed:	6/5/2001	Series:	Jimmy Envoy 2WD 4DR	
Dealer Code:	G47053	Mileage:	40	
Address:	MIKE SMITH AUTOPLEX, BEAUMONT		State:	TX
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP CURRENT B1440

RESOLUTION ABSTRACT- COMPUTER MODULE RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/03/2001 17:29:10 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

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

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

LIST)

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

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

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

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

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

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

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

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

06/03/2001 17:28:10 HISTORY - KOPAH

DLR STS WIPERS ARE INOP AND THERE IS A CURRENT B1440 CODE.

DLR STS HIS COMPUTER IS DOWN AND HE CANNOT ACCESS HIS S12000.

TAC HAD DLR CHECK FUSES, DLR REPORTS NO VOLTAGE ON TBC ACC FUSE IN REAR FUSE BLOCK, BUT 12 VOLTS ON IGN B FUSE IN UNDER HOOD FUSE BLOCK.

TAC ADV DLR:

1)TAC FAXED DLR COPY OF SCHEMATICS FOR WIPERS AND POWER DISTRIBUTION.

2)REPLACE IGN SWITCH PER B1440 AND TBC FUSE LACK OF VOLTAGE.

DLR TO REPORT BACK IF WIPERS STILL DO NOT WORK.

R.K.

06/05/2001 19:10:59 SCOTT - FAX CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4742679	VIN Number:	1GNDD138722109449
Date Opened:	5/16/2001	Model Year:	2002
Date Closed:	5/1/2001	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B11457	Mileage:	2429
Address:	LARRY ROESCH CHEV INBENSENVILLE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WATER INTRUSION

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/16/2001 12:07:47 SBD TEMPLATE - LESZCZYNSKI

STRATEGY BASED DIAGNOSTICS

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 (IF YES

LIST)

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

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) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

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

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

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

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

05/16/2001 12:07:47 HISTORY - LESZCYNski LEONARD TECHNICIAN

KEVIN CALLED AND STATED THAT HE HAS A CONCERN WITH A VEHICLE THAT HAS THE

WIPERS INOPERATIVE DEALER FOUND WATER INTRUSION COMING FROM THE

CONNECTOR SEAL INTO THE CKT BOARD AND INTO THE MOTOR DEALER WILL HAVE

TO REPLACE THE CONNECTOR , MOTOR AND COVER ASSEMBLY DEALER IS

RELAYING THE INFORMATION FOR PRODUCT REPORT

TAC

ADVISED DEALER THAT I WILL SET CASE AND MARK IT PRODUCT REPORT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4812349	VIN Number:	1GNDS13S722147445
Date Opened:	6/14/2001	Model Year:	2002
Date Closed:	7/18/2001	Series:	S1
Dealer Code:	B24474	MBrange:	7B2
Address:	RYAN MOTORS INC HATTIESBURG	State:	MS
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WINDSHIELD WIPER

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/14/2001 13:01:27 SBD TEMPLATE - DARR

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

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

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

06/14/2001 13:01:27 HISTORY - DARR

**DLR STS THE WIPERS ARE INOP. DLR STS HE UNPLUGGED THE CONNECTOR TO THE
WIPER MOTOR AND WATER Poured OUT OF THE MOTOR. DLR LOOKING FOR INFO.**

ADV DLR TO REPLACE THE WINDSHIELD WIPER MOTOR.

DLR TO ADV TAG.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4833791	VIN Number:	1GNDT1SS322141607
Date Opened:	6/22/2001	Model Year:	2002
Date Closed:	6/2/2001	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B15014	Mileage:	562
Address:	BOTNICK MOTOR CORP BINGHAMTON	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WATER INTRUSION

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/22/2001 14:38:12 SBD TEMPLATE - NICHOLS

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

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

Y (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

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

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

05/22/2001 14:33:12 HISTORY - NICHOLS

CONDITION: JOE CALLED STS THE FRONT WIPER WERE INOP. REMOVE THE WIPER MOTOR AND RUSTED WATER CAME OUT OF CONNECTOR AND PRINT CIRCUIT. FOUND WATER INTRUSION COMING FROM THE CONNECTOR SEAL INTO THE CKT BOARD AND INTO THE MOTOR. JOE STS HE SWAP A WIPER MOTOR AND THE OTHER MOTOR HAS A LITTLE RUST WATER COMING OUT OF THE CONNECTOR BUT THE MOTOR WORK OKAY. JOE STS IT WAS HIS AVM VEHICLE AND THE AVM ADVISE TO CALL FOR THIS CONDITION.

JOE STS HE ORDER A NEW WIPER MOTOR.

JOE ADVISE TO CLOSE CASE. NICHOLS 40744

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4861222	VIN Number:	1GNDS132122141398
Date Opened:	7/5/2001	Model Year:	2002
Date Closed:	7/19/2001	Series:	
Dealer Code:	B20076	Mileage:	158
Address:	POWER CHEVROLET SOUTHWORTHORNE	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP ANY SPEED WAS

RESOLUTION ABSTRACT- WASHLD WPR MOD RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/05/2001 14:19:43 SBD TEMPLATE - KOPAH

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/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

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

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

07/05/2001 14:19:43 HISTORY - KOPAH

**DLR STS THE WIPER MOTOR WILL RUN IN ANY SPEED OR DELAY, BUT THE WASHER
WILL SPRAY.**

**DLR STS HE IS NOT SURE HOW TO CHECK THIS ONE, BUT HE HAS ALREADY CHECKED
FOR POWER AND GROUND TO THE MOTOR, WHICH HE REPORTS WAS GOOD.**

**DLR STS THERE IS A HISTORY TRACTION CONTROL CODE IN PCM, BUT HE DID NOT
RECORD THE NUMBER.**

TAC ADV DLR:

1)NO BULLETINS OR PI WERE FOUND AT THIS TIME.

**2)PLACE SWITCH IN MEDIUM, UNPLUG MOTOR AND CHECK FOR RESISTANCE FROM
TERMINAL C TO E, WHICH SHOULD BE ABOUT 380 OHMS.**

**3)IF OK, AND POWER AND GROUND ARE OK AT THE MOTOR, REPLACE THE WIPER
MOTOR ASSY.**

R.K

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4876451	VIN Number:	1GHDT13S222111887
Date Opened:	7/11/2001	Model Year:	2002
Date Closed:	8/17/2001	Series:	T1
Dealer Code:	016136	Mileage:	5585
Address:	BURNS CHEVROLET-OLDSGAFNEY	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/11/2001 16:17:47 SBD TEMPLATE - WROBEL

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

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

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

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

07/11/2001 16:17:47 HISTORY - WROBEL

DLR STATES:

THE WIPERS ARE INOP.

THE BCM SHOWS THE WIPERS ARE OFF REGARDLESS OF SWITCH POSITION

THEY REPLACED THE MULTIFUNCTION SWITCH.

**DTC B1000 IN THE IPC, THEY CLEARED THE CODE AND THE CODE HAS NOT
RETURNED.**

ADVISED DLR TO FOLLOW THE SCHEMATIC IN S12000 DOCUMENT ID # 668006.

SIMILAR CASES REQUIRED THE REPLACEMENT OF THE WIPER MODULE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4933864	VIN Number:	1GNDS13S822158213
Date Opened:	8/2/2001	Model Year:	2002
Date Closed:	8/2/2001	Series:	S1
Dealer Code:	B26200	Mileage:	1441
Address:	MAROONE CHEVROLET OF DELRAY BEAC	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WASHER WINDSHIELD WIPER RSE VME F

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/02/2001 10:26:49 FPR TEMPLATE - ROWE

FIELD PRODUCT REPORT

N__ (Y/N) RESPONSE REQUESTED BY FIELD ENGINEER

VME # AND NODE: 404082-8396

DATE: 8/2/02

PE83-042 / GM644

Page 15 of 2201

FPR ORIGINATOR: LARRY ROW, RSE SE REGION

LOCATION: SOUTH FLORIDA

WHO WAS CONTACTED

MATRIX GROUP: S/T TRUCK

CONDITION: ERRATIC FRONT WIPER PERFORMANCE, WIPERS AND/OR WASHER STAY ON WHEN TURNED OFF, EVEN WITH THE KEY OFF. ALSO SEEMS TO NOT WORK AT TIMES.

CAUSE: WATER DAMAGE INSIDE MOTOR ASSEMBLY, CIRCUIT BOARD AND CONNECTOR.

CORRECTION: REPLACE WIPER MOTOR ASSEMBLY AND CLEAN CONNECTOR TERMINALS.

WATER APPEARS TO BE ENTERING THE WIPER AND DAMAGING THE CIRCUITS IN THE COVER. ACTUAL ENTRY POINT NOT DETERMINED BUT DOES NOT APPEAR TO BE FROM THE CONNECTOR.

NOTE: THIS IS THE 3RD DEALER IN THE LAST WEEK TO CONTACT THIS RSE

REGARDING WIPER PERFORMANCE ISSUES ON 2002 GMT380 VEHICLES THAT WERE DUE

TO WATER INTRUSION (ONLY ONE OTHER VIN PROVIDED). THE APPEARANCE HERE

SEEMS TO BE THAT THE MOTOR IS NOT WELL PROTECTED. THE PLENUM COVER IS

FAIRLY OPEN OVER THE MOTOR (SOLID PART OF COVER IS NOT AS LARGE AS THE

MOTOR). THE MOTOR COVER IS SEALED BUT I'M NOT SURE IF IT WAS A GOOD SEAL

OR IF WATER MOVE INTO THE MOTOR OVER VENT HOLE AS AIR CIRCULATES IN THE

AREA WHEN DRIVING. THE CONNECTOR WAS CONTAMINATED BUT DIDN'T SEEM TO BE

THE LEAK SOURCE. THE TERMINALS ALL CLEANED OK AS THEY WERE NOT

PE03-042 / GM644

THE LEAK SOURCE. THE TERMINALS ALL CLEANED OK AS THEY WERE NOT SPECIFICALLY CORRODED.

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY): PERSONAL USE

N (Y/N) UPFITTED VEHICLE

BUILDER

N (Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

ADDITIONAL VINS: 1GKDT138322107828

PART NUMBER

PART DISPOSITION

PART DATE CODES

N (Y/N) PHOTO TAKEN

LABOR OPERATION

Y (Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

X ENGINEERING

_SERVICE

_PLANT

PE83-842 / GM644

__ SUPPLIER

08/02/2001 10:26:49 HISTORY - ROWE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4937888	VIN Number:	1GKDS13S422140403	
Date Opened:	8/3/2001	Model Year:	2002	
Date Closed:	8/6/2001	Series:	Jimmy Envoy 2WD 4DR	
Dealer Code:	G53220	MI Range:	7983	
Address:	AUTOWAY PONTIAC GMC CLEARWATER		State:	FL
Dealer Phone:				

SYMPTOM ABSTRACT--- WIPER WIPER INOP

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/03/2001 08:27:48 SBD TEMPLATE - DALEY

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

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

08/03/2001 08:27:48 HISTORY - DALEY

CONDITION: WIPER INOP

CHRIS 727 536 1967

DLR STS THAT THE WIPERS ARE INOP.

DLR STS THAT THE HE PER FLOW CHART THE HE BELIEVES THAT HE NEEDS A WIPER

MOTOR.

DLR IS CALLING TO VERIFY HIS DIAGNOSIS.

TAC ADV DLR TO VERIFY VOLTAGE ON CKT 143.

TAC ADV DLR TO VERIFY GROUND AT TERM M OF WIPER MOTOR MODULE.

TAC ADV DLR TO VERIFY CONTINUITY THRU CKT 478/94 AS WHILE GOING THRU ALL
RANGES ON SWITCH.

TAC ADV DLR THAT IF NTF TO REPLACE THE WIPER MOTOR MODULE.

DLR TO CALL BACK WITH UPDATE.

08/08/2001 10:47:32 RADZWILOWICZ - CASE CLOSING

PE93-042 / GM644

THE TECH STATES THAT THERE IS WATER IN THE PULSE BOARD AND MOTOR AND THE
TECH HAD TO REPLACE THE WIPER MOTOR ASSEMBLY.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4954792	VIN Number:	1GNDS13S022172634
Date Opened:	8/9/2001	Model Year:	2002
Date Closed:	9/2/2001	Series:	S1
Dealer Code:	B17378	Model:	1996
Address:	SERRA CHEVROLET INC BARTLETT	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/09/2001 17:48:03 SBD TEMPLATE - MAPES

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 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/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

(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/N) ARE THERE ANY DTC'S

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

08/09/2001 17:46:03 HISTORY - MAPES

CONCERN:

WIPERS INOPERATIVE.

DIAGNOSIS:

HE HAS FOUND WATER GOT INTO THE CONNECTOR HE IS REPLACING THE WIPER MOTOR

HE IS WOUNDING IF HE SHOED REPLACE THE CONNECTOR.

ADVISED:

I TOLD HIM YES.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4995918	VIN Number:	1GNDT13S322119106
Date Opened:	8/27/2001	Model Year:	2002
Date Closed:	8/31/2001	Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B44300	Mileage:	5769
Address:	MATTHEWS-HARGREAVES ROYAL OAK	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER INOPERATIVE

RESOLUTION ABSTRACT- W/S WIPER MOTOR R&R

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/27/2001 09:12:21 SBD TEMPLATE - ESCAMILLA

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 U1000 PCM BCM

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

08/27/2001 09:12:21 HISTORY - ESCAMILLA

ADAM REPORTS THAT THE WIPERS ARE INOPERATIVE.

**ADVISED ADAM TO CHECK FOR VOLTAGE AT TERMINAL C AT WIPER MOTOR. THE
VOLTAGE MOST VARY ON DIFFERENT POSITIONS.**

VAL ESCAMILLA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5067122	VIN Number:	1GNDS13S222210705
Date Opened:	9/24/2001	Model Year:	2002
Date Closed:	9/2/2001	Series:	S1
Dealer Code:	B09565	Mileage:	1808
Address:	DAVE KIRK AUTOMOTIVECROSSVILLE	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— COWL LEAK MOTOR SHORT WATER WIPER VME, DLR, D

RESOLUTION ABSTRACT- FIELD PRODUCT REPORT CLOSING

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/24/2001 13:11:30 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 9/24/01

FPR ORIGINATOR DLR

LOCATION SOUTH EAST

WHO WAS CONTACTED

MATRIX GROUP

ENGINE

TRANS

AXLE

COMPLAINT: WIPERS NOT SHUTTING OFF

CAUSE: WIPER MOTOR SHORTED

CORRECTION: MOTOR IS IN COWL AREA AND RAIN GETS TRAPPED AND SHORTS MOTOR.

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

__ (Y/N) UPFITTED VEHICLE

BUILDER

__ (Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

PART NUMBER

PART DISPOSITION

PART DATE CODES

__ (Y/N) PHOTO TAKEN

LABOR OPERATION

__ (Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

__ ENGINEERING

__ SERVICE

__ PLANT

__ SUPPLIER

08/24/2001 13:11:30 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5072301	VIN Number:	1GNDT13S922124245
Date Opened:	9/25/2001	Model Year:	2002
Date Closed:	9/25/2001	Series:	T1
Dealer Code:	B03702	Model:	9037
Address:	RILEY CHEVROLET INC JEFFERSON CITY	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER INOP

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—

09/26/2001 10:19:21 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

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

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

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

08/28/2001 18:19:21 HISTORY - SHERMAN

**TECH REPORTS THAT HE HAS NO SUPPLY VOLTAGE OUT OF THE WIPER MOTOR TO THE
WIPER SWITCH. HE HAS VOLTAGE AT THE MOTOR**

TAG ADVISED TO REPLACE THE WIPER MOTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5879752	VIN Number:	1GKDT13S522143598
Date Opened:	9/27/2001	Model Year:	2002
Date Closed:	9/27/2001	Series:	T1
Dealer Code:	G37403	Model:	8509
Address:	WALKER & STRIDER BULASHEBORO	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/27/2001 15:19:48 88D TEMPLATE - BENNETT

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

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

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

09/27/2001 15:19:48 HISTORY - BENNETT

CONCERN: WIPERS INOP.

DIAG: DLR STS THAT HE HAS VERIFIED THE CONCERN. DLR STS THAT HE HAS

CHECKED THE POWER AND GROUND TO THE WIPER MOTOR. DLR STS THAT HE HAS HE

HAS GROUNDED CRKT 477 AND THE WIPER WILL NOT COME ON.

ADVISE:

- TAG ADVISE DLR OF ISSUES WITH THE WIPER MOTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5101935	VIN Number:	1GNDT13S122200492
Date Opened:	10/5/2001	Model Year:	2002
Date Closed:	2/2/2002	Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B06115	Mileage:	7140
Address:	CENTRAL CHEVROLET FREMONT	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIRING COLORS IN

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

1005/2001 18:11:23 SBD TEMPLATE - JOHNSON

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

10/05/2001 18:11:23 HISTORY - JOHNSON

THE WINDSHIELD WIPERS ARE INOP

TECH ROBERT STATES THAT HE CANNOT FIND A BARK BLUE WIRE IN CAVITY 5 AT THE WIPER SWITCH, BUT HE DOD GROUND THE DKR BLUE WIRE IN CAVITY 10, BUT THE WIPERS DID NOT SWIPE

TAC RECOMMENDED THAT TECH ROBERT CHECK VOLTAGE ON PIN 5 AT THE WIPER SWITCH, GROUND PIN 5 AND OBSERVE THE WIPERS, IF NO PIN 5, CHECK FOR PIM D AT THE MOTOR FOR VOLTAGE, IF OK GROUND PIN D AND MONITOR THE CONCERN, CHECK THE WIPER B+ AND GROUND INTEGRITY, AND ADVISE

02/26/2002 19:16:23 THOMPSON - CASE CLOSING FAX

TECH STS REPLACED WIPER MODULE ASSY AND TRMS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3113852	VIN Number:	1GKDT13S622209001
Date Opened:	10/11/2001	Model Year:	2002
Date Closed:	10/11/2001	Series:	T1
Dealer Code:	D33301	Mileage:	5129
Address:	FIELD AUTO CITY, INC ALEXANDRIA	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT WIPER WIPERS INOP VME FPR NZV3CJ

RESOLUTION ABSTRACT- W/S WIPER MOTOR R&R

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/11/2001 09:01:08 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

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

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

10/11/2001 09:01:08 HISTORY - MENZIES

CONDITION:

DLR STS THAT THE FRONT WIPERS DO NOT WORK.

DIAG:

THE DLR IS HAVING A HARD TIME FOLLOWING THE DIAG CHART.

THE DLR STS THAT THE VEHICLE HAD A CODE FOR LAMPS BUT DOES NOT HAVE THE INFORMATION.

SUGGESTION:

ADVISED DLR THAT THE VEHICLES WIPER MOTOR CONNECTOR NEEDS TO BE ADDRESSED TO NOTE IF THE REQUEST FROM THE SWITCH AND THE POWERS AND GROUNDS ARE PRESENT. IF SO ADVISED DLR THAT THE MOTOR MAY BE THE CAUSE. NOTE THAT CASE TEXT SHOWS A NUMBER OF MOTOR REPLACEMENTS.

10/11/2001 16:33:55 LESZCZYNSKI - CALLED IN CASE CLOSING

PE03-042 / GM644

10/11/2001 16:33:55 LESZCZYNSKI

- CALLED IN CASE CLOSING

10/12/2001 08:26:16 CLIFFORD

- FIELD PRODUCT REPORT

DATE 10/12/01

FPR ORIGINATOR RSE

LOCATION NORTHEAST

WHO WAS CONTACTED

MATRIX GROUP

ENGINE

TRANS

AXLE

COMPLAINT: WIPERS ARE INOP

CAUSE: WATER INTRUSION AT WIPER MODULE CONNECTOR

CORRECTION: REPLACE MODULE AND MOTOR

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

(Y/N) UPFITTED VEHICLE

BUILDER

(Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

PART NUMBER 12487889

PART DISPOSITION

PART DATE CODES

(Y/N) PHOTO TAKEN

LABOR OPERATION

(Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

ENGINEERING

SERVICE

PLANT

SUPPLIER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5156213	VIN Number:	1GKDT13S322217243
Date Opened:	10/19/2001	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G21659	 mileage:	4096
Address:	LABADIE OLDSMOBILE CBAY CITY	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP IN A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/19/2001 13:38:45 SBD TEMPLATE - RICHARDSON

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

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

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

10/19/2001 13:36:45 HISTORY - RICHARDSON

DLR STS WIPERS INOP EVERY MODE BUT MOTOR DOES CLICK IN DELAY AND LOW SPEEDS

ADVISE DLR OF PI A001888, SUGG DLR CHECK WIRING AND REPAIR AS NECESSARY, IF NTF IN THIS AREA REPLACE WIPER MOTOR ASM PER RELATED CASES

A001888

CONDITION/COMPLAINT: VEHICLE MAY EXHIBIT FAULTY CONDITIONS OF ANY OF THE FOLLOWING SYSTEMS:

BATTERY CHARGE LEVEL

CRANKING

CRANK VOLTAGE LEVEL

CRUISE CONTROL

DRIVERS INFORMATION CENTER

ENTERTAINMENT

PE03-042 / GM644

**ENTERTAINMENT
GROUNDING**

HORN

IGNITION

INTERIOR LIGHTING

KEY IN SIGNAL

SHIFT INTERLOCK

THEFT ALARM

TURN/HAZARD LAMPS

WIPER/WASHER

**THE GMT300 STEERING COLUMN HARNESS BRANCH/BUNDLE (VEHICLE INSTRUMENT
PANEL WIRING) MAY HAVE BEEN INSTALLED TOO CLOSE TO THE KNEE DEFLECTOR
BRACKET. VARIATIONS OF WIRING HARNESS BUILD AND VEHICLE ASSEMBLY BUILD
MAY EXPOSE THE HARNESS BUNDLE TO THE BRACKET SHARP EDGE.**

**CORRECTION/RECOMMENDATION: IF WIRES ARE CHAFFED, REPAIR WIRING AND THEN
PROTECT THE IPC WIRING BUNDLE BY INSTALLING A ANTI-ABRASION WIRING
SLEEVE**

(15188433). ANTI-ABRASION SLEEVE IS 32 MM IN DIAMETER AND 90MM IN

LENGTH. SECURE THE WIRING SLEEVE WITH GM PART NUMBER 11609087 (ZIP-LOCK

TIE). CORRECTION HAVE BEEN MADE IN THE ASSEMBLY PROCESS STARTING WITH VIN

1GND5139222 238123

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3148151	VIN Number:	1GNDT13S222113748
Date Opened:	10/24/2001	Model Year:	2002
Date Closed:	1/15/2002	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B44533	MSong:	4775
Address:	HEIDEBREICHT INC ROMEO	MI	State: MI
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS AND WASHERS INOPERATI

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/24/2001 16:23:23 8BD TEMPLATE - LOFFREDI

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

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

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

10/24/2001 15:23:23 HISTORY - LOFFREDI

CALLER: TOM MITCHELL.....TECH

CONCERN: CUSTOMER ALLEGES THAT THE WIPERS ARE ERRATIC AT TIMES.

DLR ADVISED: DLR STATES THAT HE HAS FOUND WATER INSIDE THE WIPER MODULE.

**DLR STATES IS WONDERING IF THERE IS ANY UPDATED INFORMATION FOR THIS
ISSUE.**

**TAC ADVISED: ADVISED TECH TO REPLACE THE WIPER MOTOR AND MODULE PER
OTHER CASES.**

01/15/2002 13:43:47 BOOK - CASE CLOSING

**NEC TO REPLACE WINDSHIELD WIPER CIRCUIT BOARDS, RESEAL MOTOR, BOARD AND
HARNESS PLUG.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5229366	VIN Number:	1GKDT13S322154864
Date Opened:	11/27/2001	Model Year:	2002
Date Closed:	11/2/2001	Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	G21531	MIRange:	8222
Address:	DITTRICH OLDSMOBILE-WATERFORD	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— MOTOR WATER WIPER VME DLR DITTRICH OLDS WIPER

RESOLUTION ABSTRACT- FIELD PRODUCT REPORT CLOSING

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/27/2001 14:58:25 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 11/27/01

FPR ORIGINATOR DLR PHIL FIGURSKI 248-874-0475 X208

LOCATION NORTH CENTRAL

WHO WAS CONTACTED JEFF DOWNING 666-947-3489

MATRIX GROUP GMT360'S BRAND QUALITY MANAGER

ENGINE

TRANS

AXLE

COMPLAINT: WIPER MOTOR INOP

CAUSE: CONNECTION SITS IN VALLEY FILLED WITH WATER

CORRECTION: UNKNOWN. 2ND ONE SEEN

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

(Y/N) UPFITTED VEHICLE

BUILDER

(Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

PART NUMBER 12487887

PART DISPOSITION

PART DATE CODES

(Y/N) PHOTO TAKEN

LABOR OPERATION

(Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

ENGINEERING

SERVICE

PLANT

SUPPLIER

11/27/2001 14:58:25 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5238898	VIN Number:	1GNDS13S522280947
Date Opened:	11/30/2001	Model Year:	2002
Date Closed:	11/30/2001	Series:	S1
Dealer Code:	B06373	Mileage:	215
Address:	SMITH CHEVROLET CO TURLOCK	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER VME FPR LZCF2N W

RESOLUTION ABSTRACT- FIELD PRODUCT REPORT CLOSING

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/30/2001 10:00:58 SBD TEMPLATE - POLK

DATE 11/30

FPR ORIGINATOR MIKE QWONG

LOCATION TURLOCK, CA

WHO WAS CONTACTED JEFF DOWNING

MATRIX GROUP 02 S/T

ENGINE

TRANS

AXLE

COMPLAINT: WINDSHIELD WIPER INOP

CAUSE: CORROSION AT WIPER MOTOR CONNECTOR-TERMINALS CORRODED

CORRECTION: REPLACE WIPER MOTOR. REPAIR TERMINALS ON HARNESS SIDE OF
CONNECTOR

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

(Y/N) UPFITTED VEHICLE

BUILDER

(Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

PART NUMBER

PART DISPOSITION

PART DATE CODES

(Y/N) PHOTO TAKEN

LABOR OPERATION

(Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

ENGINEERING

SERVICE

PLANT

SUPPLIER

11/30/2001 10:00:58 HISTORY - POLK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5266582	VIN Number:	1GNDT13S622200018
Date Opened:	12/11/2001	Model Year:	2002
Date Closed:	12/17/2001	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B44223	Mileage:	6881
Address:	ST. CLAIR CHEVROLET-SAINT CLAIR	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER FRONT WIPERS INOP

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

12/11/2001 16:47:38 88D TEMPLATE - ZAJECHOWSKI

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/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

(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/N) ARE THERE ANY DTC'S

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

12/11/2001 15:47:38 HISTORY - ZAJECHOWSKI

CONCERN:: TECH STATES WIPERS INOP.

DIAG:: NONE

ADVISED:: TECH TO CHECK POWER AND GROUND TO WIPER MOTOR. INFORMED TECH

OF OTHER CASES WITH WATER INTRUSION AT WIPER MOTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5282863	VIN Number:	1GNDT13S52289476
Date Opened:	12/18/2001	Model Year:	2002
Date Closed:	12/21/2001	Series:	T1
Dealer Code:	B06063	Mileage:	4912
Address:	ELLIS BROOKS CHEVROLSAN FRANCISC	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP ALL MODES

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/18/2001 11:05:51 SBD TEMPLATE - ZAJECHOWSKI

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/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

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

12/18/2001 11:05:51 HISTORY - ZAJECHOWSKI

CONCERN:: TECH STATES WIPER INOP

DIAG:: NONE

ADVISED:: TECH TO REFER TO DOCUMENT ID # 746193 FOR DIAGNOSIS ON THIS

CONCERN.

12/18/2001 11:34:43 HAJJ - DLR HAS FOUND WATER INTRUSION

IN WIPER MOTOR ASSEMBLY.

ADVISED DLR TO REPLACE WIPER MOTOR AND SEAL COVER TO MOTOR, DLR TO ALSO

SEAL CONNECTOR. HAJJ 40772

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5298862	VIN Number:	1GNDT13S722240785
Date Opened:	12/20/2001	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B03350	Mileage:	4747
Address:	HEMANN CHEVROLET INC NEW BADEN	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WINDSHIELD WIPER FRONT WIPE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

12/20/2001 12:15:50 8BD TEMPLATE - VAVRA

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/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

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

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

12/20/2001 12:15:50 HISTORY - VAVRA

CUSTOMER STS THAT THE WIPERS ARE INOPERATIVE.

TECH:

**- STS IS LOOKING FOR CLARIFICATION ON THE DIAGNOSTICS FOR THE FRONT
WIPER CIRCUIT.**

- STS HAS GOOD POWER TO PIN F ON CIRCUIT 143.

- STS ALSO GOOD GROUND ON PIN M CIRCUIT 850.

TAC:

**- ADVISED TECH TO VERIFY RESISTANCE READING THROUGHT THE SWITCH PER
SCHEMATIC & IF ALL CHECK GOOD REPLACE THE MOTOR.**

12/20/2001 16:12:50 EGGLEING -

PE03-042 / GM644

12/20/2001 16:12:50 EGGLEING -

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

JOHN HEMAN

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

THE TECH REPLACED THE WIPER MOTOR AND THAT SEEMS TO HAVE CORRECTED THE
CONDITION.

HE WILL LET THE VEHICLE GO AND IF IT DOESN'T COME BACK IN A WEEK HE WILL
CLOSE THE CASE.

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

TAC: ADVISED THE TECH I WOULD NOTE THAT IN THE CASE.

04/08/2002 11:19:08 SHERMAN -

*****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 WIPER MOTOR HAS FAILED AGAIN.

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

TAC ADVISED OF PI 1000938

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5301776	VIN Number:	1GNDT13S622257545
Date Opened:	12/28/2001	Model Year:	2002
Date Closed:	6/18/2002	Series:	T1
Dealer Code:	B32147	Mileage:	4028
Address:	SCHROEDER CHEV-OLDS-HUDSON	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INOPERATIVE WIPERS INOP

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

12/28/2001 09:44:18 SBD TEMPLATE - ZAJECHOWSKI

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/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

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

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

12/26/2001 09:44:18 HISTORY - ZAJECHOWSKI

CONCERN:: TECH STATES WIPERS INOP

DIAG:: TECH STATES SCHEMATICS DO NOT MATCH VEHICLE.

**ADVISED:: TECH TO INSPECT WIPER MOTOR FOR WATER INTRUSION PER OTHER
CASES WITH SAME CONCERN.**

06/17/2002 14:37:51 BEERE -

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

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)**

NEW TECH WORKING ON VEHICLE. DEALER SAYS THE WIPER MODULE WAS ALREADY

PE63-642 / GM644

NEW TECH WORKING ON VEHICLE. DEALER SAYS THE WIPER MODULE WAS ALREADY REPLACED.

NEW RECOMMENDATIONS

ADVISED DEALER TO CHECK FOR SIGNAL INPUT FROM WIPER SWITCH INTO MODULE.

DEALER TO CHECK FOR GOOD POWER AND GROUND TO WIPER MOTOR. DEALER TO CHECK

WIRING FROM SWITCH TO WIPER MODULE FOR OPEN OR SHORT.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5382552	VIN Number:	1GNDT13S62244472
Date Opened:	12/28/2001	Model Year:	2002
Date Closed:	12/28/2001	Series:	T1
Dealer Code:	B18511	Mileage:	4181
Address:	PARSONS OF ANTIGO ANTIGO	WI	State: WI
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT WIPER FRONT A001866 FRONT WIPERS

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---

12/28/2001 12:14:20 CALDRONE - PROVIDED PI INFORMATION

12/28/2001 11:42:04 SBD TEMPLATE - CALDRONE

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

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

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

12/28/2001 11:42:04 HISTORY - CALDRONE DEALER CONTACT: LARRY

NEWMAN, TECH

CUSTOMER REPORTS: FRONT WIPERS INOPERATIVE INTERMITTENTLY.

DEALER REPORTS: VEHICLE CAME IN WITH FRONT WIPERS INOPERATIVE. TECH

CHECKED FUSE, FUSE OK. FRONT WIPERS STARTED WORKING AFTER TECH

RE-INSTALLED FUSE. WIPERS NOW OPERATE AS DESIGNED AND TECH IS NOT ABLE
TO DUPLICATE CONCERN.

TAC RECOMMENDATION:

7 CHECK FOR CHAFFED WIRING AND REPAIR AS NECESSARY PER PI A001868.

WIPER/WASHER

THE GMT360 STEERING COLUMN HARNESS BRANCH/BUNDLE (VEHICLE INSTRUMENT
PANEL WIRING) MAY HAVE BEEN INSTALLED TOO CLOSE TO THE KNEE DEFLECTOR

PE03-042 / GM644

PANEL WIRING) MAY HAVE BEEN INSTALLED TOO CLOSE TO THE KNEE DEFLECTOR BRACKET. VARIATIONS OF WIRING HARNESS BUILD AND VEHICLE ASSEMBLY BUILD

MAY EXPOSE THE HARNESS BUNDLE TO THE BRACKET SHARP EDGE.

IF WIRES ARE CHAFFED, REPAIR WIRING AND THEN PROTECT THE IPC WIRING

BUNDLE BY INSTALLING A ANTI-ABRASION WIRING SLEEVE

(15188433). ANTI-ABRASION SLEEVE IS 32 MM IN DIAMETER AND 90MM IN

LENGTH. SECURE THE WIRING SLEEVE WITH GM PART NUMBER 11509087 (ZIP-LOCK

TIE).

7 CHECK WIPER MOTOR GROUND FOR HIGH RESISTANCE.

7 CHECK FRONT WIPER FUSE TERMINALS FOR TIGHT FIT ON FUSE. CHECK FUSE

BLOCK CONNECTORS FOR CLEAN, TIGHT CONNECTIONS.

7 CALL TAG IF FURTHER ASSISTANCE IS NEEDED.

BOB CALDRONE 4-0767

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5337489	VIN Number:	1GNDT13S82232239
Date Opened:	1/15/2002	Model Year:	2002
Date Closed:	1/1/2002	Series:	T1
Dealer Code:	B13110	Mileage:	3881
Address:	FUCCILLO CHEVROLET, GRAND ISLAND	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/15/2002 13:43:19 SBD TEMPLATE - COLE

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

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

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

01/15/2002 13:43:19 HISTORY - COLE

TECH STATES THE FRONT WIPERS ARE INOP. SEEKING CLARIFICATION OF THE SCHEMATIC.

HE HAS NO VOLTAGE AT TERMINAL "E" AT THE WIPER MOTOR.

ADVISED TO VERIFY VOLTAGE AT TERMINAL "C" AND TO VERIFY CKT'S AT

MULTIFUNCTION SWITCH AND MOTOR. (CKT'S NOT NUMBERED IN THE SCHEMATIC BUT

THEY ARE THE POWER FEED AND OUTPUT BETWEEN MOTOR AND MFS.)

01/15/2002 14:39:29 YELLAND -

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

MARK ENICK TECH

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

1

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

PE03-042 / GM644

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

1

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

TECH HAS NO VOLTAGE AT PIN C, NONE AT E AT THE MULTIFUNCTION SWITCH.

TECH IS CALLING FOR THE NEXT STEP IN DIAGNOSING THE SYSTEM.

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

TAC ADVISED TECHNICIAN TO MEASURE FOR VOLTAGE AT THE MOTOR PIN E WITH THE KEY ON AND WIPERS TURNED ON. IF NO VOLTAGE THEN YELLOW CKT 43 CANNOT BE PRESENT, WHICH TECH ASSURES THAT IS HAS 12 V AT IT.

01/15/2002 16:58:58 LESZCZYNSKI

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

MARK

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"

**MARK CALLED BACK AND STATES THAT THE MOTOR HAS POWER AND GROUND AND HE
CAN FEEL IT CLICK WITH EVERY SWITCH COMMAND DEALER IS ASKING FOR
ASSISTANCE**

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

TAC

ADVISED DEALER TO TRY A KNOWN GOOD MOTOR ASSEMBLY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5360072	VIN Number:	1GN0T13SX22256507
Date Opened:	1/24/2002	Model Year:	2002
Date Closed:	1/2/2002	Series:	Blazer 4WD 4DR TrailBlaz
Dealer Code:	B14262	Mileage:	6290
Address:	HOFFMAN CHEV OLD CADHAGERSTOW	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WATER WIPER WATER INTRUSION

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—

01/24/2002 16:02:58 SBD TEMPLATE - SCOTT

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 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

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

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

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

01/24/2002 15:02:56 HISTORY - SCOTT

**CONDITION; WIPERS INOP DUE TO WATER INTRUSION AT THE CONNECTOR. TECH
ORDER AND NEW WIPER MOTOR COVER ASSEMBLY AND RIGGED UP A BLANKET AND
SECURED THE CONNECTION WITH DIELECTRIC GREECE AND WATER IS NOW UNABLE TO
ENTER THE CONNECTOR.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5363473	VIN Number:	1GNDT13S022209703
Date Opened:	1/27/2002	Model Year:	2002
Date Closed:	1/2/2002	Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B02558	Mileage:	3073
Address:	SCERBO BUICK CHEV OLBOONTON	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE MOTOR WIPER VME WZ54DR WIPER MOTO

RESOLUTION ABSTRACT- FIELD PRODUCT REPORT CLOSING

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/27/2002 14:51:15 SBD TEMPLATE - WALIGROSKI

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

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

___ (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/N) SERVICE INFORMATION SEARCH COMPLETED

(Y/N) BULLETIN OR PI SEARCH PERFORMED

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

(Y/N) ARE THERE ANY DTC'S

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

01/27/2002 14:51:15 HISTORY - WALIGROSKI

FIELD PRODUCT REPORT

N (Y/N) RESPONSE REQUESTED BY FIELD ENGINEER

VME # AND NODE

DATE 01/27/2002

FPR ORIGINATOR T.J.WALIGROSKI

LOCATION NEW YORK

WHO WAS CONTACTED JEFF DOWNING

MATRIX GROUP BQM T TRUCK

ENGINE 4.2L

TRANS

AXLE

PE03-042 / GM644

AXLE

COMPLAINT: WIPER MOTOR WILL NOT OPERATE AT ALL

CAUSE: INTERNALLY SHORTED AND RUSTED, WATER INTRUSION

CORRECTION: REPLACE WIPER MOTOR, ADD SEALER AROUND NEW ASSEMBLY TO
CORRECT.

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY) PLEASURE

N (Y/N) UPFITTED VEHICLE

BUILDER

N (Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW) 22148499 22175720

PART NUMBER 12487689

PART DISPOSITION WPC

PE03-042 / GM644

PART DATE CODES

N__ (Y/N) PHOTO TAKEN

LABOR OPERATION N3520

N (Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

__ ENGINEERING

__ SERVICE

XX PLANT

__ SUPPLIER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5366149	VIN Number:	1GNDS13S922333035
Date Opened:	1/28/2002	Model Year:	2002
Date Closed:	1/28/2002	Series:	Blazer 2WD 4DR Trailblazer
Dealer Code:	B07335	Mileage:	1038
Address:	HUDIBURG CHEVROLET INORTH RICHLA	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER VME FPR GZ44KR W

RESOLUTION ABSTRACT- FIELD PRODUCT REPORT CLOSING

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/28/2002 15:49:11 SBD TEMPLATE - POLK

DATE 01/28/02

FPR ORIGINATOR RBE4

LOCATION SC

WHO WAS CONTACTED JEFF DOWNING, BQM

MATRIX GROUP GMT 360

ENGINE

TRANS

AXLE

COMPLAINT: W/S WIPER INOP

CAUSE: MOTOR AND CONNECTOR FULL OF WATER

CORRECTION: REPLACE MOTOR AND CONNECTOR

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

___ (Y/N) UPFITTED VEHICLE

BUILDER

___ (Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

PE03-042 / GM644

ADDITIONAL VINS (LIST BELOW)

PART NUMBER

PART DISPOSITION

PART DATE CODES

(Y/N) PHOTO TAKEN

LABOR OPERATION

(Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

ENGINEERING

SERVICE

PLANT

SUPPLIER

01/28/2002 15:49:11 HISTORY - POLK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5367843	VIN Number:	1GNDT13S022268580
Date Opened:	1/29/2002	Model Year:	2002
Date Closed:	1/2/2002	Series:	Bleazer 4WD 4DR Trailblazer
Dealer Code:	B17523	Mileage:	6451
Address:	JIM REED CHEVROLET CNASHVILLE	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— MODULE SHORT WIPER VME RSE RZD3WC WIPER MOTOR

RESOLUTION ABSTRACT- FIELD PRODUCT REPORT CLOSING

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION—

01/29/2002 10:48:35 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 1/29/02

FPR ORIGINATOR LEN SGARLATTA 404062 8398

LOCATION SOUTH EAST

WHO WAS CONTACTED JEFF DOWNING 586-947-3489

MATRIX GROUP GMT350 BRAND QUALITY MANAGER

ENGINE

TRANS

AXLE

COMPLAINT: WINDSHIELD WIPERS INOP.

CAUSE: WATER INTRUSION IN WIPER MOTOR ELECTRICAL CONNECTOR

CORRECTION: REPLACE WIPER MOTOR MODULE, CLEAN CONNECTORS, SEAL BACKSIDE
OF WINDSHIELD WIPER MOTOR WITH GMS SILICON SEALER. THIS IS 4TH UNIT AT
DEALER.

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

(Y/N) UPFITTED VEHICLE

BUILDER

(Y/N) MODIFIED FROM PRODUCTION STANDARDS

(Y/N) MODIFIED FROM PRODUCTION STANDARDS
SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

1GNDS13S022268516

PART NUMBER 1487689

PART DISPOSITION

PART DATE CODES

(Y/N) PHOTO TAKEN

LABOR OPERATION

(Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

ENGINEERING

SERVICE

PLANT

SUPPLIER

01/29/2002 10:49:35 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5374835	VIN Number:	1GNDT13S822103814
Date Opened:	1/31/2002	Model Year:	2002
Date Closed:	1/31/2002	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B11124	Mileage:	6496
Address:	WOODFIELD CHEVROLET,SCHAUMBURG	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER FRONT WIPER INOPERATIVE 1000939

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---

01/31/2002 09:07:59 SBD TEMPLATE - RICHMOND

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

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

N (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/N) ARE THERE ANY DTC'S

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

01/31/2002 09:07:59 HISTORY - RICHMOND

TECH STATES THAT THE FRONT WIPERS ARE INOP AND SEEKS PI INFO.

TAC ADVISED DLR OF PI 1000938 WHICH STATES:

WATER INTRUSION THROUGH THE WINDSHIELD WIPER MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR, CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR.

CLOSED AS INFO..

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3386019	VIN Number:	1GKDT13S72222073
Date Opened:	2/5/2002	Model Year:	2002
Date Closed:	2/28/2002	Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	G40571	Mileage:	2788
Address:	SILVEIRA PONTIAC-BUTHEALDSBURG	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER FRONT WIPER IN

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION—

02/05/2002 17:08:48 SBD TEMPLATE - GARBARINO

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

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

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

02/06/2002 17:08:48 HISTORY - GARBARINO

CONDITION:

CUST. STS. THAT FRONT WIPERS DO NOT WORK AT TIMES.

DIAG:

**DLR. IS UNABLE TO VERIFY. DLR. HAS CHECKED GROUNDS AND FOR LOOSE WIRING
IN HARNESS.**

SUGG:

REVIEWED K000938 (WATER INTRUSION INTO WIPER MOTOR) WITH JOHN.

02/20/2002 14:33:25 MEYERS - DEALER SURVEY WAS PERFORMED

02/28/2002 17:06:35 LESZCZYNSKI - FAXED IN CASE CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5389788	VIN Number:	1GKDT13S222144887
Date Opened:	2/7/2002	Model Year:	2002
Date Closed:	2/7/2002	Series:	T1
Dealer Code:	007374	MRange:	18480
Address:	MARTIN BUI-OLD-GMC IFENTON	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- LEAK MODULE WATER WIPER VME AVM DZ3TPG WATER

RESOLUTION ABSTRACT- FIELD PRODUCT REPORT CLOSING

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

02/07/2002 08:20:27 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 2/7/02

FPR ORIGINATOR GARY ROSS AVM 630092 8234

LOCATION NORTH CENTRAL

WHO WAS CONTACTED JEFF DOWNING 586-847-3469

MATRIX GROUP GMT360 BRAND QUALITY MANAGER

ENGINE

TRANS

AXLE

COMPLAINT: WIPERS WOULD NOT WORK. WASHERS WOULD NOT SPRAY OUT.

CAUSE: WATER INTRUSION INTO WIPER MODULE. TECH FEELS WATER WICKS THROUGH
SHAFT AND FILLS UP MODULE. THERE IS NO DRAIN.

CORRECTION: DRILL HOLD IN LOWER PORTION TO DRAIN OUT.

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

(Y/N) UPFITTED VEHICLE

BUILDER

(Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

SPECIAL GM RPD CODES

ADDITIONAL VINS (LIST BELOW)

PART NUMBER

PART DISPOSITION

PART DATE CODES

__ (Y/N) PHOTO TAKEN

LABOR OPERATION

__ (Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

__ ENGINEERING

__ SERVICE

__ PLANT

__ SUPPLIER

02/07/2002 08:20:27 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5397864	VIN Number:	1GNDT13S522203590
Date Opened:	2/11/2002	Model Year:	2002
Date Closed:	2/11/2002	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B32010	Mileage:	12456
Address:	ALDERMANS CHEVROLET RUTLAND	State:	VT
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT WIPERS INO

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

02/11/2002 14:58:48 SBD TEMPLATE - HALLER

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/A (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

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

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

02/11/2002 14:58:48 HISTORY - HALLER

**DLR STS THE WIPER MOTOR IS INOP. DLR STS HE FEELS THE CONCERN IS IN THE
WIPER MOTOR BUT IS SEEKING CLARIFICATION ON THE DIAG. DLR STS HE HAS NO
B+ ON CKT 47B BUT HAS B+ ON CKT 143 AND GND ON CKT 850.**

TAC ADV DLR TO REPL THE WIPER MOTOR AND TO REPAIR CONNECTOR PER PI

1000938.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5411125	VIN Number:	1GNDS13S222300877
Date Opened:	2/15/2002	Model Year:	2002
Date Closed:	6/23/2002	Series:	Blazer 2WD 4DR Trailblaz
Dealer Code:	B17032	Mileage:	3090
Address:	TRUMAN BAKER CHEVROLESEARCY	State:	AR
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER W/W INOP IN ALL

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

02/15/2002 16:28:19 SBD TEMPLATE - RICHARDSON

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

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/N) ARE THERE ANY DTC'S

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

02/15/2002 16:28:19 HISTORY - RICHARDSON

CALLER'S NAME - JAMES

CUSTOMER CONCERN - WIPERS INOP

DEALER COMMENTS/DIAGNOSIS - WIPERS INOP IN ALL MODES, TECH UNSURE

ABOUT DIAGNOSTIC STEP 3 OF THE WIPERS INOP IN ALL MODES DIAGNOSTIC CHART

BECAUSE HE DOES NOT KNOW WHAT THE "WINDSHIELD WIPER SWITCH HIGH SIGNAL

CIRCUIT" IS OR WHERE IT IS

TAC RECOMMENDATION - EXPLAINED THAT THE "WINDSHIELD WIPER SWITCH

HIGH SIGNAL CIRCUIT" IS DK BLU WIRE CKT 477, AND ADVISE TECH OF PI

I000938

I000938

CONDITION/COMPLAINT: WINDSHIELD WIPER MOTOR FAILURES.

PE93-042 / GM644

CONDITION/COMPLAINT: WINDSHIELD WIPER MOTOR FAILURES.

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER

**MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR
FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL
ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND
THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR ,
CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL
TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE
THAT DRIES CLEAR.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5431533	VIN Number:	1GNDS13S622284627
Date Opened:	2/26/2002	Model Year:	2002
Date Closed:	4/1/2002	Series:	Blazer 2WD 4DR Trailblaz
Dealer Code:	B44300	Mileage:	733
Address:	MATTHEWS-HARGREAVES ROYAL OAK	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER ID00936

RESOLUTION ABSTRACT- MULTIFUNCTION SWITCH - RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

02/26/2002 11:04:05 SBD TEMPLATE - FOULOS

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

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

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

02/26/2002 11:04:05 HISTORY - POULOS

CONCERN: CUSTOMER ALLEGES THAT WIPERS ARE INOP.

DIAG: CHUCK CALLED AND STS THAT SYSTEM IS INOP. HE STS THAT HE HAS DTC U1000 AND U1162 FOUND IN THE BCM. HE STS DIAG LEADS TO REPLACE WIPER MOTOR. HE WAS QUESTIONING DIAG AND WAS WATER TO CONFIRM. HE STS THAT ACC/RUN VOLTAGE IS PRESENT AT TERM F AND GROUND IS PRESENT AT TERM M.

ADVISED:

- TAC ADVISED DLR TO DISCONNECT CONNECTOR AT WIPER MOTOR. DEALER TO MONITOR TERM E WITH A DVOM TO GROUND AND ROTATE SWITCH. DEALER TO LOOK CHANGE IN VOLTAGE AS SWITCH INCREASES DELAY TO LOW TO HIGH SETTINGS. IF VOLTAGE CHANGES, DEALER TO REPLACE WIPER MOTOR.

- TAC ADVISED DLR OF PI 1000938 FOR WATER INTRUSION TO MOTOR. ADVISED DLR TO SEAL CONNECTOR BACK SIDE WITH CLEAR SILICONE.

02/26/2002 12:55:38 VAVRA

PE03-043 / GM644

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

CHUCK TECH

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

TECH STS:

- HAS VOLTAGE CHANGE FROM .7 TO 1.6 AS CHANGES POSITIONS.
- HAS REPALCED THE SWITCH AND MOTOR AND STILL IS INOP.
- HAS NO WASHER FUNCTION EITHER.

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

TAC ADVISED:

- TO VOLT DROP THE POWERS AND GROUNDS TO THE MOTOR.
- IF STILL HAS ISSUE THEN RESTRING CIRCUITS FROM SWITCH TO MOTOR.
- ALSO SEE IF CAN GET WASHER PUMP TO OPERATE BY GROUNDING TERMINAL J THE ORANGE WIRE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5434626	VIN Number:	1GNDT13S822216267
Date Opened:	2/27/2002	Model Year:	2002
Date Closed:	2/27/2002	Series:	T1
Dealer Code:	B28153	Mileage:	7888
Address:	DUNN CHEVROLET-OLDSMOROGON	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP CORROSION IN CO

RESOLUTION ABSTRACT- W/8 WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

02/27/2002 10:34:17 SBD TEMPLATE - WILSON

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 ACCEBBORIES

Y__ (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 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

02/27/2002 10:34:17 HISTORY - WILSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5444154	VIN Number:	1GNDT13SX22306438
Date Opened:	3/4/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B44361	Mileage:	6845
Address:	WILLIAMS CHEVROLET TRAVERSE CITY	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER INOP INT 1000638

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/04/2002 11:26:12 SBD TEMPLATE - CIAVERELLA

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

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

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

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

03/04/2002 11:28:12 HISTORY - CIAVERELLA

CONCERN: DLR(ROY) STS WIPER INT. INOP

DIAGNOSIS: STS REPLACED WIPER MODULE AND NEEDS FURTHER INFO

TAG ADV DLR OF LIKE CASES FOR MOTOR REPLACED AND OF PI 1000938

CHECK G105

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5448624	VIN Number:	1GHDT13SX22102662
Date Opened:	3/5/2002	Model Year:	2002
Date Closed:	3/5/2002	Series:	T1
Dealer Code:	007391	Mileage:	6200
Address:	O'DANIEL OLDSMOBILE,FORT WAYNE	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— CONNECTOR MOTOR WATER WIPER VME RSE HZZLV1 WA

RESOLUTION ABSTRACT- FIELD PRODUCT REPORT CLOSING

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/05/2002 14:43:19 8BD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 3/5/02

FPR ORIGINATOR TOM MONROE RSE 81033 34838

LOCATION NORTH CENTRAL

WHO WAS CONTACTED SUE ANDERSON 586-575-8260

MATRIX GROUP GMT350 BRAND QUALITY MANAGER

ENGINE

TRANS

AXLE

COMPLAINT: WINDSHIELD WIPER MOTOR INOPERATIVE.

CAUSE: WATER INTRUSION AT WIPER MOTOR CONNECTOR. WATER PASSED CONNECTOR.

CORRECTION: REPLACE WIPER MOTOR AND CONNECTOR

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

(Y/N) UPFITTED VEHICLE

BUILDER

(Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

PART NUMBER

PART DISPOSITION

PART DATE CODES

___ (Y/N) PHOTO TAKEN

LABOR OPERATION

___ (Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

___ ENGINEERING

___ SERVICE

___ PLANT

___ SUPPLIER

03/05/2002 14:43:19 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5471706	VIN Number:	1GN0T13S322250942
Date Opened:	3/14/2002	Model Year:	2002
Date Closed:	3/14/2002	Series:	Blazer 4WD 4DR TrailBlaz
Dealer Code:	B52203	Mileage:	0107
Address:	QUIRK CHEVROLET BRAINTREE	Street:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— INFORMATION INOPERATIVE WINDSHIELD WIPER WIPE

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—

03/14/2002 16:24:36 SBD TEMPLATE - RICKETTS

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/N) IS THE VEHICLE IN THE DEALERSHIP

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

__ (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/N) SERVICE INFORMATION SEARCH COMPLETED

(Y/N) BULLETIN OR PI SEARCH PERFORMED

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

(Y/N) ARE THERE ANY DTC'S

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

03/14/2002 16:24:38 HISTORY - RICKETTS

DLR STS THAT THE WIPER MOTOR IS INOP AND TRYING TO PERFORM DIAGNOSIS.

FLOW CHART ASKS TO CHECK ACC POWER TO MOTOR, AND DLR UNSURE OF WHERE THIS IS.

TAG SUGG. WENT OVER FLOW CHART AND SCHEMATIC WITH TEC, DLR FOUND POWER AND WILL REPLACE MOTOR PER DIAGNOSIS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5472991	VIN Number:	1GKDS13S222269840
Date Opened:	3/14/2002	Model Year:	2002
Date Closed:	4/17/2002	Series:	S1
Dealer Code:	B07294	MIRange:	6545
Address:	HANNER CHEVROLET PONBAIRD	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WIPER WIPERS INOP I000636

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

03/14/2002 17:34:20 SBD TEMPLATE - THOMPSON

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

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

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

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

03/14/2002 17:34:20 HISTORY - THOMPSON

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

CUSTOMER CONCERN -

TECH STS WIPERS INOP;

DEALER COMMENTS/DIAGNOSIS -

**TECH STS CUST STS WIPERS WOULD WORK BY THEMSELVES, SWITCH OFF, WHEN
TURNING RIGHT;**

TAC RECOMMENDATION -

TAC DISCUSSED FAXED PI K00836 WHICH STS

***CONDITION/COMPLAINT: WINDSHIELD WIPER MOTOR FAILURES.**

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR , CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR."

TECH TO COMPLY, ADVISE...

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5485869	VIN Number:	1GNDT13S022161846
Date Opened:	3/21/2002	Model Year:	2002
Date Closed:	5/16/2002	Series:	T1
Dealer Code:	B19338	Mileage:	8728
Address:	CHEVROLET OF BELLEVUE/BELLEVUE	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER 100

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/21/2002 11:30:09 SBD TEMPLATE - SEARS

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

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

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

___ (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/N) SERVICE INFORMATION SEARCH COMPLETED

(Y/N) BULLETIN OR PI SEARCH PERFORMED

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

(Y/N) ARE THERE ANY DTC'S

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

03/21/2002 11:30:08 HISTORY - SEARS

DLR TECH BILLY STS VEHICLE HAS INTERMITTENT WIPER INOP, REPLACED WIPER

MOTOR WITH NO REPAIR AND IS LOOKING FOR SUGG

TAC SUGG TO BILLY

1) PI 1000938

CONDITION/COMPLAINT: WINDSHIELD WIPER MOTOR FAILURES.

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER

MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR

FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL

ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND

THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR ,

CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL

TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE

THAT DRIES CLEAR.

04/08/2002 17:04:38 LOFFREDI

PE83-842 / GM644

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

TOTAL NUMBER OF TIMES IN THE DEALER FOR THIS CONCERN

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

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC

DEALER STATES THAT HE HAS JUST REPLACED THE WIPER MOTOR WITH NO CHANGE.

DEALER STATES THAT THE INTERMITTENT DELAY IS INOPERATIVE.

DEALER STATES HE DOES NOT KNOW IF THIS VEHICLE HAS MOISTURE SENSE WIPERS.

DEALER DID NOT SEEM TO KNOW WHAT MOISTURE SENSE WIPERS WERE OR THE
OPERATION OF THE SYSTEM.

DEALER STATES AFTER HE PUT THE PART IN HE SPRAYED THE WINDSHIELD WITH
GLASS CLEANER AND THEY WORKED FOR A COUPLE OF MINUTES AND THAN THEY
STOPPED WORKING.

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

TAC ADVISED I RAN A VIS ON THIS VEHICLE AND IT DOES HAVE MOISTURE SENSE
WIPERS.

ADVISED THE TECH THAT THE WIPERS ARE NOT GOING TO COME ON UNLESS THE
WINDSHIELD IS WET.

ADVISED THE DELAY SETTINGS JUST ADJUST THE SENSITIVITY OF THE MOISTURE
SENSE.

ADVISED TECH THAT THE SYSTEM SOUNDS TO BE OPERATING NORMAL.

05/16/2002 08:49:50 AKERS - CASE CLOSING.

REPLACED WIPER MOTOR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5492999	VIN Number:	1GNDT13S722229124
Date Opened:	3/25/2002	Model Year:	2002
Date Closed:	3/2/2002	Series:	T1
Dealer Code:	B44218	Mileage:	14187
Address:	TEAM HODGES INC WEST BRANCH	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/25/2002 15:22:12 SBD TEMPLATE - MILLER

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

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

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

03/25/2002 15:22:12 HISTORY - MILLER

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

DENNIS GREGER

CUSTOMER CONCERN -

WIPERS ARE INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -

**TECHNICIAN STATES WIPERS ARE INOPERATIVE. TECHNICIAN IS HAVING FOLLOWING
THE FLOW CHART AND STATES CAN'T FIND THE FUSE.**

TAC RECOMMENDATION -

**TAC ADVISES P/I 1000938 CORRECTION/RECOMMENDATION: WATER INTRUSION
THROUGH THE WINDSHIELD WIPER MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER
MOTOR ELECTRICAL CONNECTOR FACE UPWARD, WATER RUNS DOWN THE WIRES AND
FLOWS THROUGH THE TERMINAL ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD**

PE83-842 / GM644

FLOWS THROUGH THE TERMINAL ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND THE MOTOR FAILS. IF THIS CONDITION IS PRESENT,

REPLACE THE WIPER MOTOR , CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF

THE 8 WAY CONNECTOR, SEAL TERMINAL CAVITIES WITH GMS OR EQUIVALENT

SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR.

TECHNICIAN TO CALL BACK.

03/27/2002 14:01:40 YELLAND

- FAXED IN CASE CLOSING.

TECHNICIAN REPLACED THE WIPER MOTOR, CLEANED AND SEALED CONNECTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3582597	VIN Number:	1GN0T13S522261182
Date Opened:	3/28/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B02016	MI/Region:	5038
Address:	AYERS CHEVROLET-OLDSMOVER	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER MOTOR FAILURE WATER INTRUSION

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/28/2002 15:16:09 SBD TEMPLATE - VAVRA

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 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

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

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

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

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

03/28/2002 15:18:09 HISTORY - VAVRA

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

STRETCH MACHESNEY TECH

CUSTOMER CONCERN -

WINDSHIELD WIPERS ARE INOP.

DEALER COMMENTS/DIAGNOSIS -

- REPLACE THE WIPER ASSY ON 2/21/02.

**- WIPER MOTOR HAS WATER INTRUSION INTO THE CONNECTOR AND IS SHORTING OUT
THE MOTOR.**

TAC RECOMMENDATION -

**- TAC ADVISES P/I 1009938 CORRECTION/RECOMMENDATION: WATER INTRUSION
THROUGH THE WINDSHIELD WIPER MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER**

PE83-842 / GM644

Page 116 of 2501

THROUGH THE WINDSHIELD WIPER MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR , CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5568762	VIN Number:	1GNDT13S422323011
Date Opened:	4/2/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B09255	Mileage:	4331
Address:	MCCLINTON CHEVROLET PARKERSBURG	State:	WV
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

04/02/2002 09:51:50 SBD TEMPLATE - GARBARINO

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

Y (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

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

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

04/02/2002 09:51:50 HISTORY -GARBARINO

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

JEFF SEEBAUGH TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE FRONT WINDSHIELD WIPER IS INOP.

DEALER COMMENTS/DIAGNOSIS -

DLR. STS. THAT THE FRONT WIPER FUSE IS GOOD. NO OTHER DIAG. HAS BEEN PERFORMED.

TAG RECOMMENDATION -

REVIEWED WIRING DIAG. WITH DLR. AND REVIEWED 1000938 (REPLACING WIPER MOTOR).

04/15/2002 09:20:03 MEYERS

- DEALER SURVEY WAS PERFORMED

FE83-642 / GM644

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5511892	VIN Number:	1GNDT13S622967034
Date Opened:	4/3/2002	Model Year:	2002
Date Closed:	4/3/2002	Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B09501	Mileage:	2330
Address:	METRO CHEVROLET COLUMBUS	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOPERATI

RESOLUTION ABSTRACT- WIPER/WASHER SYSTEM

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/03/2002 09:01:01 SBD TEMPLATE - ORR

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

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

04/03/2002 09:01:01 HISTORY - ORR

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

JASON TOMPLAIT TECH

CUSTOMER CONCERN -

WIPER INOPERATIVE.

DEALER COMMENTS/DIAGNOSIS -

CAN VERIFY, NO CODES, WASHERS DO WORK, WIPERS INOPERATIVE. CALLING FOR

LIKE CASES.

TAG RECOMMENDATION -

THAT DEALER FOLLOW PI 1000938 FOR WATER IN WIPER MOTOR, AND TO REPLACE

MOTOR AND SEAL, CONNECTOR AND WIRING WITH SEALANT.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5516225	VIN Number:	1GNDT13S022229157
Date Opened:	4/4/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B13693	Mileage:	6510
Address:	KENNY ROSS CHEVROLET/RWIN	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WIPER WIPERS INOPERATIVE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

04/04/2002 11:58:25 SBD TEMPLATE - LOFFREDI

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

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

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

04/04/2002 11:58:25 HISTORY - LOFFREDI

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

DAN ROTHWELL / TECH

CUSTOMER CONCERN -

CUSTOMER ALLEGES THAT THE WIPERS ARE INOPERATIVE.

DEALER COMMENTS/DIAGNOSIS -

DLR STATES HE IS TRYING TO FOLLOW THE FLOW CHART AND IS WONDERING WHAT THE HIGH INPUT CIRCUIT IS ON THE WIPER SWITCH.

DLR STATES HE HAS TRIED TO FOLLOW THE FLOW CHART AND IS STUCK ON STEP 3.

TAC RECOMMENDATION -

TAC ADVISED TECH TO GROUND THE DK. BLUE WIRE TERMINAL E5 AT THE SWITCH.

ADVISED THE E2 IS GROUND SO HE COULD JUST JUMPER IT FROM E2 TO E5 IF THE

PE83-642 / GM644

ADVISED THE E2 IS GROUND SO HE COULD JUST JUMPER IT FROM E2 TO E5 IF THE GROUND IS GOOD.

ADVISED IF IT DOES NOT WORK THAN THE WIPER MOTOR IS BAD.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5518439	VIN Number:	1GKDS13S32232557
Date Opened:	4/5/2002	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 2WD 4DR
Dealer Code:	G30067	Mileage:	2320
Address:	HARRIS MCGOUGH OLDSMONTGOMER	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENTLY K00038

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

04/05/2002 09:35:24 SBD TEMPLATE - CRUMB

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

N (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

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

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

04/05/2002 09:38:24 HISTORY - CRUMB

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

CUSTOMER CONCERN -WIPERS INOP INTERMITTENTLY

DEALER COMMENTS/DIAGNOSIS -COULD NOT DUPLICATE LONG ENOUGH TO DIAG.

TAC RECOMMENDATION -ADVISED CRAIG TO CHECK WIPER MODULE AND CONNECTOR FOR

WATER INTRUSION PER PI 1000938 IF NECESSARY REPLACE MODULE AND DAMAGED

TERMINALS AND SEAL CONNECTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5531937	VIN Number:	1GHDT13S422152893
Date Opened:	4/11/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B19468	Mileage:	9249
Address:	WHITNBYS INC	MONTESANO	WA
State:		WA	
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS FRONT INTERMITTENT I

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/11/2002 12:29:14 SBD TEMPLATE - HALLER

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/A (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

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

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

04/11/2002 12:28:14 HISTORY - HALLER

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

CUSTOMER CONCERN - WIPERS DO NOT WORK AT TIMES.

DEALER COMMENTS/DIAGNOSIS - WIPER MOTOR INTERMITTENT OPERATION AND INOP,

DLR STS HE TRIED A CIRCUIT BOARD WITH NO CHANGE. DLR SEEKING POSS

CONCERNS DUE TO WATER INTRUSION.

TAC RECOMMENDATION -TAC ADV DLR OF PI 000938:

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER

MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR

FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL

ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND

THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR.

THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR ,
CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL

TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE

THAT DRIES CLEAR.

04/24/2002 16:21:49 MEYERS

- DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5594648	VIN Number:	1GNDS13S222308808
Date Opened:	4/12/2002	Model Year:	2002
Date Closed:		Series:	Blazer 2WD 4DR Trailblazer
Dealer Code:	B26019	MBadge:	13794
Address:	MAROONE CHEVROLET OF MIAMI	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER AFTER 1000938

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

04/12/2002 09:40:19 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 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

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

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

04/12/2002 09:40:19 HISTORY - BENNETT

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

GILBERT CEBALLOS TECH.

CUSTOMER CONCERN -

WIPER INOP.

DEALER COMMENTS/DIAGNOSIS -

DLR STS THAT HE HAS REPLACED THE WIPER MOTOR. DLR STS THAT THE WIRING IS EXPOSED AND THE WIPER IS FILLING UP WITH WATER. DLR STS THAT THE WATER IS DRIPPING OUT THE 9 WAY CONNECTOR. DLR STS THAT THE SEALING NEEDS TO BE ON THE PLASTIC COVER ON THE MODULE INSTEAD. DLR STS THAT HE THINKS THAT THE CORVETTE WIPER MODULE COVER WOULD WORK TO FIX THIS. DLR ALREADY PERFORMED THE P/I 1000939 ON HIS OWN BEFORE CALLING.

TAC RECOMMENDATION -

PE03-042 / GM644

TAC RECOMMENDATION -

TAC ADVISES DLR TO MAKE SURE THE NEW WIPER MOTOR IS SEALED.

TAC ADVISES DLR OF P/I K00638.

SENT MESSAGE TO RANDY MCCRITE VIA VME.

04/12/2002 13:11:32 BENNETT - RANDY REPLIED BACK THAT

ENGINEERING IS RESEARCHING THE ISSUE AND THAT PROTECTING THE MODULE MAY BE

A WAY TO HELP ALEVIATE THE CONCERN. RANDY ALSO STS THAT ON SOME VEHICLES

THE VENT FOR THE PLENUM IS TOO LOW WHICH CAN CAUSE WATER TO ENTER THE

MODULE.

ATTEMPTED TO CONTACT THE DLR BUT THE CASHIER WOULD NOT FORWARD THE CALL

TO ANYONE.

04/12/2002 13:20:35 OYOLA - CALLED DLR BACK-

ACCORDING TO OPERATOR ALL OF SERVICE IS OUT TO LUNCH AND WILL BE

AVAILABLE AFTER 2:00 PM.

TAC WILL CALL BACK THEN--

04/12/2002 14:11:02 BENNETT - ATTEMPTED TO CALL DLR BACK

CASHIER TRANSFERRED CALL TO SERVICE AND THERE WAS NO ANSWER.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5536244	VIN Number:	1GNDS13S322346096
Date Opened:	4/12/2002	Model Year:	2002
Date Closed:		Series:	Blazer 2WD 4DR TrsBlaz
Dealer Code:	B07032	MPeng:	8038
Address:	VAN CHEVROLET	State:	TX
City:	CARROLLTON		
Dealer Phone:			

SYMPTOM ABSTRACT— MOTOR SHORT WINDSHIELD WIPER CONNECTOR MELTED

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/12/2002 16:59:27 SBD TEMPLATE - GLEDHILL

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

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

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

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

04/12/2002 18:59:27 HISTORY - GLEDHILL

CALLER'S NAME (FIRST, LAST, AND POSITION) DAN SWERINSKI, TECH.

CUSTOMER CONCERN - WIPERS INOP

**DEALER COMMENTS/DIAGNOSIS - TECH STATES THE MOTOR SHORTED OUT AND
DISTORTED THE CONNECTOR. TECH IS LOOKING FOR A PART NUMBER FOR THE WIRE
TERMINAL.**

**TAG RECOMMENDATION - ADVISED TECH OF PI - 1000938, USE RTV TO SEAL
CONNECTOR; TO PREVENT FUTURE OCCURRENCE. ADVISED TECH TO CONTACT
PARTECH FOR THE PART NUMBER.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5537412	VIN Number:	1GHDT13SX22261887
Date Opened:	4/15/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	009032	Mileage:	7843
Address:	YOSS VILLAGE CADILLADAYTON	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER INOP WATER INTRUSION

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/15/2002 11:24:18 SBD TEMPLATE - LEIBENGOOD

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/N) ARE THERE ANY DTC'S

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

04/15/2002 11:24:18 HISTORY - LEIBENGOOD

CALLER'S NAME (FIRST, LAST, AND POSITION) TECH JIMMY CHASE

CUSTOMER CONCERN - WIPERS INOP

DEALER COMMENTS/DIAGNOSIS - TECH FOUND SEVERE WATER INTRUSION INTO WIPER
MOTOR CONNECTOR & CIRCUIT BOARD.

TECH STS WIPER MOTOR & BOARD ARE CURRENTLY ON BACK ORDER.

TAC RECOMMENDATION -

ADVISE TECH TO SEAL CONNECTOR PER P/I #000938:

CONDITION/COMPLAINT: WINDSHIELD WIPER MOTOR FAILURES.

PE85-642 / GM644

CONDITION/COMPLAINT: WINDSHIELD WIPER MOTOR FAILURES.

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

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR , CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR.

THE PI NUMBER (#) MUST BE INCLUDED ON THE TAC CASE NON KEYWORD LINE, WHENEVER IT'S RECOMMENDED TO A TECHNICIAN.

MODELS:

02 2002 CHEVROLET TRAILBLAZER S1

02 2002 CHEVROLET TRAILBLAZER T1

02 2002 GMC ENVOY B1

02 2002 GMC ENVOY T1

02 2002 OLDSMOBILE BRAVADA S1

02 2002 OLDSMOBILE BRAVADA T8

*****TOP** EMAIL ***INSTRUCTIONS*****

BASED ON OUR DISCUSSION TODAY, , REGARDING VIN , CASE , I

RECOMMEND THE FOLLOWING DIAGNOSIS BE FOLLOWED:

1.REPLACE THE WIPER MOTOR

2. CLEAN TERMINAL ENDS.

3. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL TERMINAL CAVITIES

WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR.

PLEASE FOLLOW THIS DIAGNOSIS PROCESS THOROUGHLY AND COMPLETE EACH STEP.

IF THE CONDITION WE DISCUSSED IS RESOLVED WITHOUT COMPLETING EVERY STEP,

THE REMAINING STEPS DO NOT NEED TO BE PERF

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5598528	VIN Number:	1GHDT13S622220398
Date Opened:	4/15/2002	Model Year:	2002
Date Closed:		Series:	Bravada 4WD 4DR
Dealer Code:	B18072	MRange:	9830
Address:	BERGSTROM CHEVROLET-NEENAH	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

04/15/2002 15:38:50 8BD TEMPLATE - NICOLETTI

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/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/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

04/15/2002 15:38:50 HISTORY - NICOLETTI

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

CUSTOMER CONCERN - ALLEGES WINDSHIELD WIPERS INOP

**DEALER COMMENTS/DIAGNOSIS - TECH HAS VERIFIED AND PRIOR TO CALLING HAS
REPALCED MULTIFUNCTION SWITCH WITH NO CHANGE . TECH STATES HE OHMED SWITCH
AND FEELS IT NEEDS ANOTHER SWITCH .**

**TAC RECOMMENDATION - TAC HAD TECH CHECK SWITCH INTERNAL CIRCUITS WITH
TEST LIGHT AND DIAL WIPER SWITCH POSITIONS . SWITCH CHECKED OK , TAC
SUGGEST CHECK POWER AND GRDS TO WIPER , IF OK , TECH TO REPLACE MOTOR.**

04/15/2002 16:37:41 KAY

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

MATT

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

TECH TESTED WIRING AND STS HAS NO POWER FROM TERMINALS E TO M

TECH STS WIPER WILL NOT WORK ON HIGH OR LOW

TECH STS LOAD TESTED TERMINAL F TO M AND FOUND NO FAULT

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

ADVISED DLR TO GROUND TERMINAL D AT THE WIPER MOTOR AND NOT IF WIPER WILL

RUN ON HIGH

ADVISED DLR IF IT WILL NOT RUN REPLACE WIPER MOTOR ASSY.

DLR TO REPORT RESULTS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5542267	VIN Number:	1GNDT13S822180403
Date Opened:	4/16/2002	Model Year:	2002
Date Closed:	4/16/2002	Series:	Blazer 4WD 4DR TrailBlaz
Dealer Code:	B13463	Mileage:	18850
Address:	SPURR CHEVROLET, INC BROCKPORT	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER VME DLR SPURR CHEV IN

RESOLUTION ABSTRACT- FIELD PRODUCT REPORT CLOSING

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/16/2002 16:10:12 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 4/16/02

FPR ORIGINATOR SPURR CHEV 985 391 6563

LOCATION NORTHEAST

WHO WAS CONTACTED SUE ANDERSON 588-575-8280

MATRIX GROUP GMT360 BRAND QUALITY MANAGER

ENGINE

TRANS

AXLE

COMPLAINT: INOPERATIVE FRONT WIPERS

CAUSE: CONNECTION INTO MOTOR WAS CORRODED INCLUDING THE TERMINALS.

NEEDED TERMINALS TOO BUT COULDN'T FIND ANY PARTS

CORRECTION: REPLACE WIPER MOTOR ASBY. ALSO SEEN CORRODED TERMINALS ON

ANOTHER VEHICLE AT THE DOOR CONNECTION.

TYPE OF VEHICLE USE (I.E. MAIL DELIVERY)

(Y/N) UPFITTED VEHICLE

BUILDER

(Y/N) MODIFIED FROM PRODUCTION STANDARDS

PE03-042 / GM644

Page 144 of 2381

(Y/N) MODIFIED FROM PRODUCTION STANDARDS
SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

PART NUMBER

PART DISPOSITION

PART DATE CODES

(Y/N) PHOTO TAKEN

LABOR OPERATION

(Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

ENGINEERING

SERVICE

PLANT

SUPPLIER

04/16/2002 16:10:12 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5544016	VIN Number:	1GNDS139022235981
Date Opened:	4/17/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B05136	Mileage:	7828
Address:	HARVEY'S INC	SHAWNEE	OK
State:		State:	OK
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/17/2002 11:24:59 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

6 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

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

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

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

04/17/2002 11:24:59 HISTORY - GARBARINO

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

DAVID SHATTO TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WINDSHIELD WIPERS ARE INOP.

DEALER COMMENTS/DIAGNOSIS -

DLR. HAS PERFORMED DIAG. CHART IN SI 2000 AND REPLACED THE MULTIFUNCTION

SWITCH. DLR. STS. THAT THE WIRING

DIAG. DO NOT MATCH THE VEHICLE'S WIRING. DLR. IS LOOKING FOR DIRECTION

AND CLEARIFICATION. DLR. STS. THAT PWR.

AND GROUND ARE PRESENT AT MOTOR.

TAC RECOMMENDATION -

PE03-042 / GM644

**TAC RECOMMENDATION -
REVIEWED 1000938 (WIPER MOTOR REPLACEMENT AND SEALING CONNECTOR) WITH**

DLR FAXED DLR INFO.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5547538	VIN Number:	1GNDT13S122288100
Date Opened:	4/18/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B11460	Mileage:	0076
Address:	ROCKENBACH CHEV SALEGRAYSLAKE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WASHER WINDOW WIPER WASHER AND WI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

04/18/2002 11:54:23 SBD TEMPLATE - GLEDHILL

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

Y (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

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

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

04/18/2002 11:54:23 HISTORY - GLEDHILL

CALLER'S NAME (FIRST, LAST, AND POSITION) RAY NETTNIN, TECH.

CUSTOMER CONCERN - WINDSHIELD WIPER/WASHER INOP ALL MODES

DEALER COMMENTS/DIAGNOSIS - TECH CONFIRMS, REQUESTING ASSISTANCE IN UNDERSTANDING SCHEMATICS AND PWR FLOW.

TAC RECOMMENDATION - ASSISTED TECH WITH SCHEMATICS, ADVISED TECH OF PI 1000638, CONDITION/COMPLAINT: WINDSHIELD WIPER MOTOR FAILURES.

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND

ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR ,

CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL

TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE

THAT DRIES CLEAR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5547610	VIN Number:	1GNDS13SX22363211
Date Opened:	4/18/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B17361	Mileage:	7111
Address:	ALEXANDER CHEVROLET,MURFREESBO	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER 1000835

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

04/18/2002 12:00:21 8BD TEMPLATE - ELLIOTT

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

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

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

04/18/2002 12:09:21 HISTORY - ELLIOTT

CALLER'S NAME CLAYTON FORTUNE - TECH

CUSTOMER CONCERN - WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS - CLAYTON STS THE WIPER MOTOR IS FULL OF WATER

TAC RECOMMENDATION - TAC ADV CLAYTON OF INFO FROM PH# 1000938 WHICH STS:

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR, CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL

PE03-043 / GM644

CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 8 WAY CONNECTOR, SEAL
TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE

THAT DRIES CLEAR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5548151	VIN Number:	1GKDTY38X22368600
Date Opened:	4/18/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	D39471	Model:	5042
Address:	JACK WILSON PONTIAC SAINT AUGUSTIN	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WASHER WINDSHIELD WIPER INTERMITT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

04/18/2002 13:57:18 SBD TEMPLATE - GLEDHILL

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 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

04/18/2002 13:57:19 HISTORY - GLEDHILL

CALLER'S NAME (FIRST, LAST, AND POSITION) JAMES TUSSEN, TECH

CUSTOMER CONCERN - WIPERS/WASHER INOP

**DEALER COMMENTS/DIAGNOSIS - TECH STATES THEY WERE INOP AND THEN THEY
STARTED WORKING WITHOUT THE SWITCH AND COULD NOT TURN THEM OFF.**

TAG RECOMMENDATION - ADVISED OF PI - 1000938, CONDITION/COMPLAINT:

WINDSHIELD WIPER MOTOR FAILURES.

**CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER
MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR
FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL
ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND**

PE03-042 / GM644

ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR ,
CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL
TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE
THAT DRIES CLEAR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5558999	VIN Number:	1GHDT13S222171829
Date Opened:	4/19/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	023411	MPackage:	8980
Address:	VALLEY OLDSMOBILE-CAMOUNT VERNO	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STOP WINDSHIELD WIPER STOP HALF

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/19/2002 13:27:16 SBD TEMPLATE - RADZIOCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME LARRY MULHULLAND, TECH

**CUSTOMER CONCERN - WIPER BLADES BIND WHEN WIPING HALF WAY THROUGH THE
CYCLE.**

DEALER COMMENTS/DIAGNOSIS - TECH STATES HE HAS NOT DONE ANY TESTING.

TAC RECOMMENDATION - ADVISED TECH PER PI 1000856

**CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER
MOTOR AT THE 9 WAYS CONNECTOR. THE WIPER MOTOR ELECTRICAL CONNECTOR
FACE UPWARD, WATER RUNS DOWN THE WIRES AND FLOWS THROUGH THE TERMINAL
ENDS IN THE MOTOR. THE PRINTED CIRCUIT BOARD THEN BECOMES CORRODED AND
THE MOTOR FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR ,
CLEAN TERMINAL ENDS. THEN ON THE BACK SIDE OF THE 9 WAY CONNECTOR, SEAL
TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE
THAT DRIES CLEAR.**

04/19/2002 13:27:16 HISTORY - RADZIOCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5551311	VIN Number:	1GNDT13S822146140
Date Opened:	4/19/2002	Model Year:	2002
Date Closed:	5/21/2002	Series:	T1
Dealer Code:	B47313	MI Range:	11538
Address:	TURPIN CHEV-OLDS INC GENESEEO	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— PERFORMANCE WIPER INOPERATIVE FRONT WIPERS IN

RESOLUTION ABSTRACT- RADIO AMPLIFIER RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/19/2002 14:26:52 SBD TEMPLATE - KAY

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

CUSTOMER CONCERN -

FRONT WIPERS INOP

TURN SIGNAL INDICATOR ON WHEN BRAKING AT TIMES

RADIO/ ONSTAR VOLUME INOP AT TIMES

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

DLR FOUND DTC'S U1016 U1088 U1128 U1301 U1500 B1000 U1041 C0281 P0122

U1000

DLR DID NOT KNOW WHAT MODULE THE B1000 CAME FROM

TAC RECOMMENDATION -

ADVISED DLR TO RE-CHECK ALL MODULES AND REPLACE THE ONE THAT HAS THE
B1000

ADVISED DLR TO THEN CLEAR ALL CODES AND RE-TEST VEHICLE

DLR TO ADVISE OF RESULT

04/19/2002 14:26:52 HISTORY - KAY

04/19/2002 15:47:12 LOOMIS -

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

JIM COWAN

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)**

**DLR STS THAT THE RADIO AND ONSTAR WILL CUT OUT WHILE DRIVING. THE
WINDSHIELD WIPERS DO NOT OPERATE AT ALL.**

**JIM WANTED TO KNOW IF WE HAD ANY RELATED CONCERNS FOR INTERMITTENT AUDIO
FOR ONSTAR.**

**JIM IS NOT SURE IF THE RADIO AND ONSTAR LOSE POWER OR IF JUST THE AUDIO
CUTS OUT.**

NEW RECOMMENDATIONS

**TAC DID FIND SOME CASES FOR CHAFFED WIRING NEAR THE REAR SEAT MOUNTING
BRACKET NEAR THE REAR FUSE BLOCK.**

DLR TO INSPECT THE REAR FUSE BLOCK AREA FOR POSSIBLE CHAFFED WIRING.

04/23/2002 17:17:30 KUHLMANN

- CALLER'S NAME (FIRST, LAST,

AND POSITION)

JIM COWAN 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 TO INSPECT THE REAR FUSE BLOCK AREA FOR POSSIBLE CHAFFED WIRING.

DLR HAS NOT FOUND ANY CAUSE FOR CONCERN

NEW RECOMMENDATIONS

- CHK CIGUIT 372 AND 387 FROM VCIM TO RADIO AND CHK 1706 DRAIN FOR SHORTS

AND LOOSE CONNECTIONS

OR SHORT TO GRD.

- DLR TO CALL WITH RESULTS

04/25/2002 10:00:28 WROBEL

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

JIM COWAN (SERVICE MANAGER)

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

PE03-042 / GM644

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR STATES:

THEY HAVE NOT PERFORMED THE PREVIOUS REPAIRS.

THE SECURITY LIGHT COMES ON FOR THE DLR WHEN STARTING INTERMITTENTLY.

NEW RECOMMENDATIONS

ADVISED DLR:

- 1. CHECK TERMINAL TENSION AT THE IGNITION SWITCH.**
- 2. CHECK ALL GROUNDS, THEY CAN FIND LOCATIONS IN SI DOCUMENT ID # 746883.**
- 3. PERFORM PREVIOUS SUGGESTIONS:**

**CHECK CIRCUIT 372 AND 387 FROM VCIM TO RADIO AND CHECK 1705 DRAIN
FOR SHORTS AND LOOSE CONNECTIONS OR SHORT TO GROUND.**

**NOTE: THE RADIO AND ONSTAR MIGHT NOT TURN ON IF THERE IS NO COMMUNICATION
ON THE CLASS2 LINE.**

**04/25/2002 14:38:50 KAY - CALLER'S NAME (FIRST, LAST,
AND POSITION)**

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH TRYING TO MEASURE CKT372 AND 387 FOR OPEN,

TECH STS CKTS SHOE OPEN WITH METER BUT WHEN PLUGGED THE SYSTEM WORKS OK,

NEW RECOMMENDATIONS

ADVISED TECH TO MEASURE VOR ANY VOLTAGE ON CKT'S

TECH STS THET A COUPLE OF VOLTS WAS MEASURED AT THE RADIO

ADVISED TECH TO TRY ANOTHER METER FOR DIAG.

RE-ADVISED TECH OF :

TEST CKT'S 372 AND 387 FROM VCIM TO RADIO AND CHECK 1706 DRAIN FOR SHORTS

AND LOOSE CONNECTIONS OR SHORT TO GROUND.

04/30/2002 12:33:06 KOPAH

- DLR CALLED BACK

DLR TECH, JIM COWAN, STS INTERMITTENTLY THE RADIO HAS NO SOUND BUT THE

PE83-642 / GM644

Page 143 of 2001

DLR TECH, JIM COWAN, STS INTERMITTENTLY THE RADIO HAS NO SOUND BUT THE DISPLAY WORKS, AND AT THE SAME TIME, THE ONSTAR SYSTEM DOES NOT WORK BUT THE GRN LED IS STILL ON.

TAC ADV DLR:

1)A SHORTED SPEAKER WIRE CAN SHUT DOWN THE ENTIRE SOUND SYSTEM WITHOUT SETTING ANY CODES, AND THE RADIO DISPLAY WILL STILL WORK.

2)CHECK FOR CHAFED WIRING BEHIND DASH, UNDER SILL PLATES, AND UNDER REAR SEAT.

3)IF CONCERN IS DUPLICATED AGAIN, UNPLUG THE RADIO AND AMPLIFIER, AND CHECK FOR SHORT TO GROUND IN EACH OF THE RADIO LOW LEVEL AUDIO OUTPUTS.

R.K.

05/01/2002 12:55:29 BACK

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

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

10 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 HAS ONLY DUPLICATED ONCE FOR A 5 MINUTE PERIOD, HAS CHECKED SILL PLATE AREA, BEHIND RADIO NO SIGN OF WIRE SHORT

DLR STS THE ONLY WAY HE CAN MAKE THIS HAPPEN IS WHEN THE AMP IS

DISCONNECTED

NEW RECOMMENDATIONS

ADVISED THAT SHORTED SPEAKER AND OR SPEAKER WIRE MOST LIKELY CAUSE WHEN

CONCERN OCCURS DISCONNECT SPEAKER WIRE AND CHECK FOR GROUND

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5551620	VIN Number:	1GKDS13S622406374
Date Opened:	4/19/2002	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 2WD 4DR
Dealer Code:	D38325	Mileage:	160064
Address:	FRANKLIN PONTIAC BU/FRANKLIN	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/19/2002 16:28:47 SBD TEMPLATE - SHERMAN

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)

THOMAS INGRAM TECH

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DEALER HAS TRIED A KNOWN GOOD MULTI FUNCTION SWITCH.

TAC RECOMMENDATION -

TAC ADVISED TO CHECK FOR THE SIGNAL VOLTAGE THE WIPER MODULE AT C.

TAC ADVISED TO CHECK THE WIPER MOTOR POWERS AND GROUNDS.

04/18/2002 15:28:47 HISTORY - SHERMAN