

• PEO3-042

G M

11-12-03

• Book 4 of 7

Attachment
2B

• Part 2 of 2

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3352299	VIN Number:	1GNDT13S922264466
Date Opened:	4/22/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR TrailBlaz
Dealer Code:	B28490	Mileage:	9500
Address:	SERPENTINI CHEVROLETAURORA	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER K000938

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

04/22/2002 08:54:56 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

_NA_Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST

BELOW)

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

BRIAN HUNKIN - TECH

CUSTOMER CONCERN - WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

LOOKING FRO LIKE CASES.

TAC RECOMMENDATION - ADVISED DEALER OF PI 000936 AND FAXED IT OUT.

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.

04/22/2002 08:54:58 HISTORY - MILLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5552915	VIN Number:	1GNDT13B72224005	
Date Opened:	4/22/2002	Model Year:	2002	
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer	
Dealer Code:	B15247	Mileage:	11024	
Address:	NUCAR CHEVROLET NEW CASTLE		State:	DE
Dealer Phone:				

SYMPTOM ABSTRACT— FLUCTUATION RSS WINDSHIELD WIPER INOPERATIVE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/22/2002 10:50:27 88D TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

8 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BOB ZAPPATERRINI TECH.

CUSTOMER CONCERN -

**CUST. STS. THAT THE WIPERS ARE INOP. AT TIMES AND THE RAIN SENSE IS
ERRATIC.**

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

**DLR. IS UNABLE TO VERIFY CONCERN. DLR. STS. THAT THE WIPERS, DURING RAIN
SENSE MODE, WIPER AT DIFFERENT INTERVAL WHICH WAS VERIFIED WITH CUST.**

TAC RECOMMENDATION -

**EXPLAINED TO DLR THE OPERATION OF RAIN SENSE AND ADVISED THAT THIS IS
NORMAL FUNCTION OF CIRCUIT. REVIEWED**

**100938 (CORROSION AT WIPER MOTOR) WITH DLR. SUGG. DLR. TO CHECK WIPER
MOTOR CONNECTOR FOR CORROSION.**

04/22/2002 10:50:27 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5552917	VIN Number:	1GNDS13S422280057
Date Opened:	4/22/2002	Model Year:	2002
Date Closed:	4/2/2002	Series:	S1
Dealer Code:	B30016	MItype:	3808
Address:	ATZENHOFFER CHEVROLEVICTORIA	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER K00938

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—

04/22/2002 10:58:22 BBD TEMPLATE - BENNETT

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)

ROSS JONES TECH.

CUSTOMER CONCERN -

FRONT WW INOP.

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

DLR CHECKED FOR BULLETINS AND FOUND NONE THAT APPLY. CHECK FUSES AND
RELAYS. DLR STS THAT HE HAS NO POWER FROM THE SWITCH.

TAG RECOMMENDATION -

TAG ADVISES DLR OF ISSUES WITH THE WIPER SWITCH.

TAG ADVISES DLR OF 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 THEN BECOMES CORRODED AND THE MOTOR
FAILS. IF THIS CONDITION IS PRESENT, REPLACE THE WIPER MOTOR, CLEAN
TERMINAL ENDS. THEN ON THE BACKSIDE OF THE 9 WAY CONNECTOR, SEAL TERMINAL
CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT
DRIES CLEAR.

04/22/2002 10:58:22 HISTORY - BENNETT

04/23/2002 09:43:27 GLEDHILL

FB83-842 / GM644

04/23/2002 09:43:27 GLEDHILL

- CALLER'S NAME (FIRST, LAST, AND POSITION) ROSS JONES, TECH.

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STATES HE SEALED THE CONNECTOR AND WIPER CONTROL SWITCH AND THE
WIPERS ARE STILL INOP. TECH STATES HE IS ONLY SEEING CURRENT ON THE
YELLOW WIRE CKT.149 AT THE MOTOR, TECH SEEKING ASSISTANCE.

NEW RECOMMENDATIONS: ADVISED TECH THAT THE YELLOW WIRE CKT 149 IS IGN
VOLTAGE TO THE WIPER MOTOR, IT PASSES THROUGH THE MOTOR AND THEN TO THE
SWITCH WHERE THE DELAY FUNCTIONS AND SPEED ARE REGULATED THROUGH THE
SWITCH.

04/24/2002 09:48:09 SHERMAN

- CALLED IN CASE CLOSING

PS83-842 / GM644

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DEALER REPLACED THE WIPER MOTOR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5553923	VIN Number:	1GHDT13S822193818	
Date Opened:	4/22/2002	Model Year:	2002	
Date Closed:		Series:	Brevada 4WD 4DR	
Dealer Code:	015303	Mileage:	17898	
Address:	VON HOLZEN AUTO AND ASHLAND		State:	WI
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WIPER I000838

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/22/2002 14:09:03 8BD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

PE85-843 / GM644

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TIM DAHL TECH.

CUSTOMER CONCERN -

NO WIPER OR WASHER IN FRONT.

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

DLR STS THAT HE HAS VERIFIED THE CONCERN. DLR STS THAT HE HAS REPLACED
THE WIPER SWITCH TO NO AVAIL.

TAC RECOMMENDATION -

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 BACKSIDE OF THE 9 WAY CONNECTOR, SEAL TERMINAL
CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT
DRIES CLEAR.

04/22/2002 14:09:03 HISTORY - BENNETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5537521	YIN Number:	1GNDT13S022378698
Date Opened:	4/23/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B47139	Mileage:	4119
Address:	FAGAN CHEV-CADI INC JANESVILLE	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER PI I000638

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/23/2002 14:50:23 SBD TEMPLATE - COWGER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JEFF PARA-TECH

CUSTOMER CONCERN -

WIPER INOP AT TIMES

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

**DLR STS HE HAS BEEN ABLE TO VERIFY CONCERN AND HAS CHECKED HARNESS UNDER
KNEE BOLSTER .**

**ALSO DEALER STS CUST HAS NEWS PAPER ADD CUST BROUGHT IN WHICH STS THERE A
RECALL ON GMC 360 FOR HARNESS BEING CHAFFED UNDER KNEE BOLSTER .**

TAC RECOMMENDATION -

ADV TECH TO CHECK CONNECTION AT WIPER MOTOR FOR POSSIBLE WATER INTRUSION

PER PI 1000938

04/23/2002 14:50:23 HISTORY - COWGER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5557954	VIN Number:	1GNDT138822263279	
Date Opened:	4/23/2002	Model Year:	2002	
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz	
Dealer Code:	B16056	Mileage:	15931	
Address:	BARRY HELMS CHEVROLEPAGELAND		State:	SC
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—

04/23/2002 15:58:10 8BD TEMPLATE - JACOB

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)

RON PARKER TECH

CUSTOMER CONCERN -

CUSTOMER STS THE FRONT WIPERS AND WASHER ARE INOP

TECH STS THE FRONT GLASS WAS REPLACED BECAUSE IT WAS BROKEN

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECH STS HE RAN THE FIRST COUPLE OF STEPS IN THE CHART FOR WIPERS INOP

BUT THEN HE QUIT AND CALLED US

TAC RECOMMENDATION -

TAC ADVISES TECH OF PH# 1000938

WIPER MOTOR INOP

04/23/2002 16:59:10 HISTORY - JACOB

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5558896	VIN Number:	1GKDT138122263931
Date Opened:	4/24/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G44671	Mileage:	11349
Address:	LOU FUSZ PONTIAC-BU SAINT LOUIS	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT 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—

04/24/2002 09:32:38 BBD TEMPLATE - WARNER

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 MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

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

CUSTOMER CONCERN -FRONT WIPER INOP

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

TECH STATES HE HAS POWER ON CKT 143 BUT DOES NOT HAVE POWER ON CKT 478.

TECH STATES HE HAS CHECKED THE GROUND TO THE MOTOR.

TAC RECOMMENDATION -

TECH TO REPLACE THE WIPER MOTOR.

04/24/2002 09:32:38 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5566610	VIN Number:	1GNDT13B822257870
Date Opened:	4/26/2002	Model Year:	2002
Date Closed:	4/2/2002	Series:	T1
Dealer Code:	B13008	Mileage:	11898
Address:	DOYLE CHEVROLET INC WEBSTER	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WINDSHIELD WIPER K000938

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--

04/26/2002 14:10:43 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) MARK WALKER, TECH.

CUSTOMER CONCERN - FRONT WIPER INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) MARK STATES THEY HAVE ALREADY REPLACED THE WIPER MOTOR/MODULE ASSEMBLY. MARK STATES HE HAS REPLACED A FEW IN RECENT TIME FOR THE SAME CONCERN ON DIFFERENT VEHICLES AND WANTED TO KNOW IF THERE WAS A PI OR A BULLETIN ON THIS CONCERN YET.

TAG RECOMMENDATION - 1000838, 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.

04/28/2002 14:10:43 HISTORY - GLEDHILL

PR03-042 / GM644

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5566783	VIN Number:	1GNDS13S722343157		
Date Opened:	4/26/2002	Model Year:	2002		
Date Closed:		Series:	Blazer 2WD 4DR Trailblaz		
Dealer Code:	B30725	Mileage:	4743		
Address:	PAUL YOUNG CO	LAREDO	TX	State:	TX
Dealer Phone:					

SYMPTOM ABSTRACT--- FRONT WINDSHIELD WIPER INOPERATIVE 100093

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

04/26/2002 14:28:13 SBD TEMPLATE - GLEDHILL

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) JAVIER GUTIERREZ, SF

CUSTOMER CONCERN - FRONT WINDSHIELD WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) SHOP FOREMAN STATES THEY HAVE FOUND WATER INTRUSION IN THE WIPER MOTOR.

TAG RECOMMENDATION - ADVISED SF. 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 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.

04/28/2002 14:28:13 HISTORY - GLEDHILL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5567696	VIN Number:	1GNDT139322122412
Date Opened:	4/29/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B14329	Mileage:	15436
Address:	CARDINAL CHEVROLET LAPPOMATTOX	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT-- WINDSHIELD WIPER K000938 STOP INT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/29/2002 06:52:25 88D TEMPLATE - POULOS

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 MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) MIKE HARRIS TECH

CUSTOMER CONCERN - CUSTOMER ALLEGES THAT WIPERS ARE ERRATIC INT.

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

- MIKE CALLED AND STS THAT WIPER WHEN ON, STOP IN THE MIDDLE OF THE
WINDSHIELD AND STOP. HE STS THAT HE CANNOT VERIFY CONCERN NOW. HE WAS
LOOKING FOR UPDATE.

TAC RECOMMENDATION -

- TAC ADVISED DLR OF P/I 1000638. ADVISED DLR TO REPLACE MOTOR, REPAIR
CORRODED TERMINALS, DRY OUT CONNECTOR AND PACK WITH DIELECTRIC GREASE.
TAC ADVISED DLR TO ALSO SEAL BACK OF CONNECTOR WITH A RTV SILICONE TO
PREVENT FURTHER OCCURRENCE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5570028	VIN Number:	1GKDT136322300719
Date Opened:	4/29/2002	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	G06552	Mileage:	7551
Address:	DON DAVIS AUTO WORLDAMHERST	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- OPERATION WINDSHIELD WIPER ERRATIC -4000938

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

04/29/2002 16:12:42 89D TEMPLATE - ELLIOTT

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 - KRIS KREGER - TECH

CUSTOMER CONCERN - WIPERS INOP INTERMITTENT

DEALER COMMENTS/DIAGNOSIS - KRIS STS THE WIPERS WILL STOP OR NOT COME ON INTERMITTENTLY.

TAC RECOMMENDATION - TAC ADV KRIS OF INFO FROM PI# 1000938 WHICH STS:

04/29/2002 16:12:42 HISTORY - ELLIOTT

PI# 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 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:	5571869	VIN Number:	1GNDT13S222177461
Date Opened:	4/30/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B15423	Mileage:	10291
Address:	CHEVROLET-OLDSMOBILEKENNETT SQU	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS ERRATIC 100938

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

04/30/2002 11:52:10 SBD TEMPLATE - JACOB

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)

RICH MCCUE TECH

CUSTOMER CONCERN -

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

TECH STS WHEN THE WIPER MAKES A SWIPE INT IT WILL STOP IN MID TRAVEL

TECH STS HE HAS DUPLICATED THE CONCERN WITH THE VEHICLE CAME IN BUT CAN

NO LONGER DUPLICATE IT

TECH IS CALLING FOR LIKE CASES

TAC RECOMMENDATION -

TAC ADVISES TECH OF P# 1000938

02 B1 T1 T6 CHEV. GMC OLDS. WINDSHIELD WIPER MOTOR INOPERATIVE

04/30/2002 11:52:10 HISTORY - JACOB

05/16/2002 11:06:04 MEYERS - DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5579574	VIN Number:	1GKDT13S322270850	
Date Opened:	5/2/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	G06591	MBrange:	18234	
Address:	BILL DODGE BUICK-PONWESTBROOK		State:	ME
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER WIPER INOP FRONT I000838

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/02/2002 15:48:48 8BD TEMPLATE - BURKETT

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) LARRY HOULE-TECH

CUSTOMER CONCERN - FRONT WIPER INOP

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

ATTEMPTING TO PERFORM DIAG / CONFUSED / NO PARTS REPLACED.

TAC RECOMMENDATION - CHECK FOR WATER - CORROSION DAMAGE ON WIPER MOTOR 9
WAY CONNECTOR REPAIR AS NEEDED.

05/02/2002 15:48:46 HISTORY - BURKETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5581685	VIN Number:	1GNDT13S522160305
Date Opened:	5/3/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B32342	Mileage:	15041
Address:	HIGHT CHEVROLET-BUICKS KOWHEGAN	State:	ME
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER FRONT WIPER MOTOR IN-OP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/03/2002 13:30:22 SBD TEMPLATE - RADZWILOWICZ

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME: CARLETON

CUSTOMER CONCERN - THE FRONT WIPERS ARE IN-OP ON ALL MODES.

DEALER COMMENTS/DIAGNOSIS - THE TECH WENT THROUGHT THE SI2000 CHART AND IT LEAD THE TECH TO REPLACE THE WIPER MOTOR. THE TECH REPLACED THE WIPER SWITCH PER DIAGNOSIS. THE TECH IS CALLING FOR SUGGESTIONS. THE TECH GROUNDED PIN D AND THE WIPER MOTOR STILL DIDN'T OPERATE WITH THE WASH SWITCH DEPRESSED.

TAC RECOMMENDATION -

1) ADVISED THE TECH TO CHECK THE WIPER CONNECTOR PER P/I: 000938 AND IF OK , TRY A GOOD KNOWN WIPER MOTOR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5582978	VIN Number:	1GNDY13S022403958	
Date Opened:	5/6/2002	Model Year:	2002	
Date Closed:	5/6/2002	Series:	T1	
Dealer Code:	B09235	Mileage:	2153	
Address:	GLENWAY CHEVROLET CINCINNATI		State:	OH
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER WIPER MOTOR TERMINALS

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—

05/06/2002 09:11:16 SBD TEMPLATE - NICOLETTI

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) PHIL PURKISER

CUSTOMER CONCERN - WIPER INOP

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

TECH STATES WIPER MOTOR TERMINALS ARE RUSTED AND MOTOR HAS TO BE REPLACED

. TECH CALLING IN FOR ANYOTHER CASES IN DATA BASE ON THIS CONCERN.

TAC RECOMMENDATION -

TAC SUGGEST REPAIRING AS PER DIAGNOSIS.

05/08/2002 09:11:16 HISTORY - NICOLETTI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5587696	VIN Number:	1GNDS13SX22398458
Date Opened:	5/7/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B08399	Mileage:	2670
Address:	PIERSON CHEVROLET-BUGADSDEN	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER INO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

05/07/2002 13:31:17 SBD TEMPLATE - WROBEL

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JIM HALL (SHOP FORMAN)

CUSTOMER CONCERN -

DLR STATES THE WINDSHIELD WIPER IS INOP INTERMITTENTLY.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DLR STATES:

THEY REPLACED THE WIPER ASSEMBLY LAST VISIT.

THE IS WATER INTRUSION INTO THE MODULE.

TAG RECOMMENDATION -

ADVISED DLR OF THE FOLLOWING FROM P1 1000638:

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

PE03-042 / GM644

TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE, PREFERABLY A SILICONE THAT DRIES CLEAR.

06/07/2002 13:31:17 HISTORY - WROBEL

07/02/2002 10:31:50 RADZWILOWICZ - CASE UPDATE

06/07/2002 13:31:17 SBD TEMPLATE - WROBEL

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME JIM HALL (SHOP FORMAN)

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC:

THE TECH REPLACED THE WIPER MOTOR CIRCUIT BOARD AND CLEANED AND SILCONES

THE WIPER MOTOR CONNECTOR AND THE VEHICLE IS BACK WITH THE WIPERS NOT

SHUTTING OFF AND WATER IN THE CIRCUIT BOARD AGAIN.

NEW RECOMMENDATIONS:

1) ADVISE THE TECH TO REPLACE THE CIRCUIT BOARD AND PIGTAIL CONNECTOR AND

RESEAL WITH SILCONE AND THEN BUILD A WATER DAM SO THAT WATER IS DIVERTED

AWAY FROM THE WIPER MOTOR IN THE COWL.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5388817	VIN Number:	1GNDT13S022172586	
Date Opened:	3/7/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B03337	Mileage:	3389	
Address:	BRAD GUFFEY MOTORS I WEST PLAINS		State:	MO
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER DIAGNOSTICS ARE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/07/2002 18:38:13 88D TEMPLATE - LEITHAUSER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -THE WINDSHIELD WIPERS DO NOT OPERATE.

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

TECH IS DIAGNOSING PER SI, DIAGNOSTICS ARE NOT CLEAR.

TECH HAS TESTED WIPER MOTOR POWER FEED & GROUND.

TECH DOES NOT GET A GROUND ON TERMINAL D WHEN THE SWITCH IS IN HIGH.

TAC RECOMMENDATION -ADVISED TECH TO TEST RESISTANCEC THROUGH THE SWITCH
FROM THE WIPER MOTOR CONNECTOR WITH THE MOTOR UNPLUGGED, ON TERMINALS C
TO E.

TECH CONFIRMED THERE IS A VARYING RESISTANCE AS THE WIPER SWITCH IS
TURNED.

ADVISED TECH TO REPLACE THE WIPER MOTOR.

05/07/2002 16:38:13 HISTORY - LEITHAUSER

07/02/2002 11:24:51 RATHKA - DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5589975	VIN Number:	1GNDT13S122198806
Date Opened:	5/8/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B15033	Mileage:	8585
Address:	COUNTRY CLUB CHEVROLONEONTA	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER 1000938

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

05/08/2002 10:32:35 SBD TEMPLATE - HOFFMAN

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 MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

REMOTE START

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

CUSTOMER CONCERN - FRONT WIPERS WILL INT STOP.

DEALER COMMENTS/DIAGNOSIS -TECH STS HE CANNOT DUPLICATE THE ISSUE.(DTC'S,
PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?)

TAC RECOMMENDATION - 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 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.

06/08/2002 10:32:35 HISTORY - HOFFMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5683663	VIN Number:	1GHDT13S322210203
Date Opened:	5/14/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B05689	Mileage:	7248
Address:	R & S CHEVROLET-CADUOPLIN	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INOPERATIVE QUIT WHILE DRIV

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 14:07:58 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) MATT VAIL TECH

CUSTOMER CONCERN - WIPERS INOP, QUIT WHILE DRIVING.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, BI SEARCH,

COMPARE TO LIKE VEHICLE?) DTC'S U1064, U1162 BCM B3811

TAC RECOMMENDATION - ADVISED TECH OF PI-000838 (CLEAN AND SEAL 9 PIN

CONNECTOR W/GMS) ALSO ADVISED OF CONCERNS WITH LGM'S AND SUGGESTED

INVESTIGATING U-CODES.

05/14/2002 14:07:58 HISTORY - GLEDHILL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5684829	VIN Number:	1GKDT13S822188595
Date Opened:	5/14/2002	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	G40403	Mileage:	13314
Address:	WINKBL PONTIAC-GMC TRENO	N	State: NV
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WASHER 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—

05/14/2002 17:58:55 SBD TEMPLATE - RICKETTS

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) DAN STEIN TECH

CUSTOMER CONCERN - FRONT WIPERS INOP

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

HAS REPLACED THE MULTIFUNCTION SWITCH AND THE MOTOR ASM. NOW HAS MIST,
WASH, AND LOW SETTINGS, BUT NO HIGH OR DELAY. IF SET TO HIGH OR DELAY IT
SWIPES ONCE AND THEN NOTHING ELSE. DLR LOOKING FOR SUGG.

TAC RECOMMENDATION - CHECK POWER AND GROUND TO MOTOR AND SWITCH. CHECK
RESISTANCE OF SWITCH IN EACH SETTING. CHECK FOR POSSIBLE RAIN DELAY FOR
CAUSE OF SINGLE SWIPE IN THE DELAY MODE. DLR TO CHECK AND ADV.

06/14/2002 17:58:55 HISTORY - RICKETTS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3609344	VIN Number:	1GNDT133X22163023
Date Opened:	5/16/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B32177	Mileage:	11701
Address:	PARKER CHEVROLET-OLDCHAMPLAIN	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS ERRATIC AT TIMES IN HEAVY RAIN

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

05/16/2002 11:58:38 SBD TEMPLATE - LOFFREDI

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)

TERRY DUMAS / TECH

CUSTOMER CONCERN -

CUSTOMER ALLEGES THAT THE WIPERS WILL WORK ERRATICALLY IN HEAVY RAIN.

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

DEALER STATES THAT HE HAS NOT BEEN ABLE TO DUPLICATE THE CONCERN.

DEALER STATES IS WONDERING IF THERE ARE ANY LIKE CASES.

TAC RECOMMENDATION -

**ADVISED TECH OF PI 1000938 AND TO REPLACE THE WIPER MOTOR/CIRCUIT BOARD,
ALSO SEAL THE BACK SIDE OF THE WIPER MOTOR CONNECTOR WITH CLEAR SILICONE.**

05/16/2002 11:56:38 HISTORY - LOFFREDI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5613148	VIN Number:	1GHDT13S82224468
Date Opened:	5/17/2002	Model Year:	2002
Date Closed:	9/16/2003	Series:	Bravada 4WD 4DR
Dealer Code:	B09356	Mileage:	11622
Address:	ROBY AUTO GROUP MARYSVILLE	State:	OH
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—

05/17/2002 14:42:42 SBD TEMPLATE - WILSON

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)

BILL ENDSLEY (TECH)

CUSTOMER CONCERN -

WIPERS INOP...

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

**TECH STATES HE WENT THROUGH THE DIAGNOSTICS AND REPLACED THE WIPER
SWITCH, DIDN'T FIX THE CONCERN....TECH STATES HE WENT BACK THROUGH
THE DIAGNOSIS AND IT NOW COMES UP WITH THE WIPER MOTOR AS THE
CAUSE.....TECH LOOKING FOR ASSISTANCE....**

TAC RECOMMENDATION -

**ADVISED TECH TO PULL UP SCHEMATIC DOC # 668006 AND CHECK THE
RESISTANCE VALUE BETWEEN PINS E AND C OF THE WIPER MOTOR CONNECTOR
WITH THE WIPER SWITCH IN EACH POSITION...IF THIS CHECKS OKAY, REPLACE
THE WIPER MOTOR..ALSO ADVISED TECH TO CHECK FOR WATER INTRUSION IN THE
WIPER MOTOR CONNECTOR AND SEAL IT WITH CLEAR SILICONE ANYWAY PER
PREVIOUS CASES WITH WATER INTRUSION INTO THE CONNECTOR..**

05/17/2002 14:42:42 HISTORY - WILSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5624953	VIN Number:	1GNDT13S422155905
Date Opened:	5/23/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B32296	Mileage:	21660
Address:	FREEDOM CHEVROLET, WATERBURY	State:	VT
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INTERMITTENT NO OPERATION

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/23/2002 14:21:58 SBD TEMPLATE - LEITHAUSER

STRATEGY BASED DIAGNOSTICS

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 MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

VEHICLE HAS TRAILER BRAKE

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

CUSTOMER CONCERN -THE WIPERS DO NOT OPERATE AT TIMES.

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

TECH HAS PREVIOUSLY REPLACED THE SWITCH.

TECH IS CONFUSED BY DIAGNOSTIC CHART.

THE WIPERS DO NOT OPERATE AT THIS TIME.

TAC RECOMMENDATION -ADVISED TECH TO TEST AT THE WIPER MOTOR CONNECTOR
WITH THE MOTOR DISCONNECTED.

CONNECT A HEADLAMP BULB FROM POWER FEED TO GROUND, TERMINALS F TO M TO
TEST CURRENT FLOW.

TEST WIPER SWITCH CIRCUIT FROM C PINK TO E GRAY; THE RESISTANCE SHOULD
INCREASE THROUGH THE DELAY POSITIONS & BE THE SAME IN LOW & HIGH.

IF NO FAULT IS FOUND IN THESE TESTS REPLACE THE WIPER MOTOR.

MAKE SURE COWL DRAINS ARE CLEAR & COWL SCREEN IS PROPERLY INSTALLED.

05/23/2002 14:21:58 HISTORY - LETHAUSER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5625280	VIN Number:	1GNDT13S622377829
Date Opened:	5/23/2002	Model Year:	2002
Date Closed:	5/30/2002	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B15318	Mileage:	4140
Address:	JACK MCNERNEY CHEVROTULLY	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP 1000

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—

05/23/2002 14:57:59 8BD TEMPLATE - RICHARDSON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BOB SICKMON

CUSTOMER CONCERN -

WIPERS INOP

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

WIPERS INOP, TECH FOUND CORROSION AT CONNECTOR, TECH CONFUSED ABOUT
DIAGNOSTIC CHART WORDING. UNSURE WHAT THE:

"ACCESSORY VOLTAGE SUPPLY CIRCUIT TERMINAL IN THE WINDSHIELD WIPER MOTOR
HARNESS CONNECTOR" IS AND ALSO WHAT THE:

"WINDSHIELD WIPER SWITCH HIGH SIGNAL CIRCUIT TERMINAL OF WINDSHIELD WIPER
MOTOR IN THE WINDSHIELD WIPER MOTOR HARNESS CONNECTOR" IS.

TAC RECOMMENDATION -

ADVISE TECH THAT THE ACCESSORY SUPPLY VOLTAGE IS CKT 143 YEL WIRE AND
WIPER SWITCH HIGH SIGNAL IS CKT 477 DK BLU WIRE.

ADVISE TECH TO REPLACE WIPER MOTOR ASSEMBLY AND SEAL CONNECTOR PER PI
1000938

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
PE63-042 / 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.

05/23/2002 14:57:59 HISTORY - RICHARDSON

05/30/2002 18:28:39 BATES -

FAX CLOSED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5628866	VIN Number:	1GNDT13S922271888
Date Opened:	3/24/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B47385	Mileage:	14729
Address:	APPELL CHEVROLET GALVA	IL	State: IL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER 100838 WIPER AND WASHER IN

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/24/2002 15:43:15 SBD TEMPLATE - RAUCH

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) TROY BAUMGARDNER SM

CUSTOMER CONCERN - HE STS THE WIPERS ARE INOPERATIVE.

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

HE STS THE WIPERS ARE INOPERATIVE. HE STS NO DTC'S PRESENT AT THIS TIME.

HE STS WITH THE WIPER ON THE SWITCH STATE READS OFF.

TAC RECOMMENDATION -

000938- 02 S1 T1 T8 CHEV. GMC OLDS. WINDSHIELD WIPER MOTOR INOPERATIVE

02 S1 T1 T8 CHEV. GMC OLDS. WINDSHIELD WIPER MOTOR INOPERATIVE

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.

05/24/2002 15:43:15 HISTORY - RAUCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5630400	VIN Number:	1GNDT13S822178778
Date Opened:	5/28/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B30240	Mileage:	20384
Address:	GUNN CHEVROLET INC SAN ANTONIO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDOW WIPER VME AVM QZ81VH WIPER

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

06/28/2002 12:28:33 SBD TEMPLATE - EPLIN II

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION)ROSS PINA - TECH.

CUSTOMER CONCERN -WIPERS INOP IN ANY MODE

DEALER COMMENTS/DIAGNOSIS -(N DTC'S, MULTIFUNCTION SWITCH AND WIPER MOTOR, Y DUPLICATED, Y SI SEARCH, N/A COMPARE TO LIKE VEHICLE?)TECH STS THAT HE CAN DUPLICATE AND HAS REPLACED THE MULTIFUNCTION SWITCH AND WIPER MOTOR.

TAG RECOMMENDATION -TAG ADVISED TECH:

- 1) P1# 1000938 WHICH TALKS ABOUT WATER INTRUSION TO THE WIPER MOTOR AND CONNECTOR
- 2) VOLTAGE DROP POWER AND GROUND TO THE WIPER MOTOR
- 3) CHECK PIN FITS AT MOTOR AND LOOK FOR CORROSION
- 4) BACK OUT CIRCUIT 481

06/10/2002 14:07:14 CLIFFORD - FIELD PRODUCT REPORT

DATE 6/10/02

FPR ORIGINATOR RON NOVAK AVM 972075 8061

LOCATION SOUTH CENTRAL

WHO WAS CONTACTED SUE ANDERSON 586-575-8260

MATRIX GROUP GMT360 BRAND QUALITY MANAGER

FE03-042 / GM644

MATRX GROUP GMT360 BRAND QUALITY MANAGER

ENGINE

TRANS

AXLE

**COMPLAINT: WINDSHIELD WIPERS INOP. NO WIPERS AT ALL. VEHICLE EQUIPPED
WITH RAIN SENSE OPTION**

**CAUSE: BROWN IGNITION WIRE FEEDS TO BUSED ELECTRICAL CENTER UNDER DRIVER
SIDE REAR SEAT THAT SUPPLIES VOLTAGE TO WINDSHIELD WIPER HAD 2 VOLTS AND
THE VOLTAGE DROPPED.**

CORRECTION: FIXED WITH IGNITION SWITCH

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 12460251

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:	5640503	VIN Number:	1GNDS13S822260073
Date Opened:	5/31/2002	Model Year:	2002
Date Closed:	5/31/2002	Series:	S1
Dealer Code:	B17288	MLong:	13381
Address:	HEAFNER MOTORS INC BATESVILLE	State:	MS
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER VME DLR WIPER INOPERATIVE

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—

05/31/2002 14:37:16 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 5/31/02

FPR ORIGINATOR DLR 972075 8013

LOCATION SOUTH CENTRAL

WHO WAS CONTACTED SUE ANDERSON 586-575-8260

MATRIX GROUP GMT360 BRAND QUALITY MANAGER

ENGINE

TRANS

AXLE

COMPLAINT: WIPERS INOPERATIVE

CAUSE: WATER INTRUSION INTO WIPER MODULE AND CONNECTOR TO WIPER MOTOR

CORRECTION: REPLACE COMPLETE ASSY, MOTOR, TRANSMISSION AND MODUEL

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 N3620

(Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

ENGINEERING

SERVICE

PLANT

SUPPLIER

05/31/2002 14:37:15 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5648677	VIN Number:	1GKDT13S822421732	
Date Opened:	5/31/2002	Model Year:	2002	
Date Closed:		Series:	Jimmy Envoy 4WD 4DR	
Dealer Code:	G21404	Mileage:	2080	
Address:	HAYDOCY AUTOMOTIVE COLUMBUS		State:	OH
Dealer Phone:				

SYMPTOM ABSTRACT— 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—

06/31/2002 15:07:13 88D TEMPLATE - NICOLETTI

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) TRAY CLEMENS

CUSTOMER CONCERN - ALLEGES WIPERS INOP

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

TECH HAS VERIFIED , AND LOOKING FOR INFO.

TAC RECOMMENDATION -

TAC ASSISTED TECH IN CIRCUIT OPERATION AT THIS TIME , TECH IS GOING TO
CHECK POWER AND GRDS TO WIPER MOTOR AND SWITCH .

05/31/2002 15:07:13 HISTORY - NICOLETTI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5646426	VIN Number:	1GNDT13S022282981
Date Opened:	6/4/2002	Model Year:	2002
Date Closed:	6/5/2002	Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B28013	Mileage:	5867
Address:	GREG BELL CHEV-OLDS-ADRIAN	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WINDSHIELD 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—

06/04/2002 14:27:07 BBD TEMPLATE - WARNER

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) TROY WOOD

CUSTOMER CONCERN - WINDSHIELD WIPER INOP

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

NONE. TECH HAD NO INFO AT TIME OF CALL.

TAC RECOMMENDATION -

TECH TO CHECK WIPER MOTOR FOR WATER INTRUSION.

06/04/2002 14:27:07 HISTORY - WARNER

06/05/2002 15:48:08 VAVRA - CASE CLOSING

TECH STS HAD WATER INTRUSION IN THE WIPER MOTOR CONNECTOR.

TECH STS REPLACED MOTOR AND SEALED THE CONNECTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5661295	VIN Number:	1GNDT13S522263093
Date Opened:	6/11/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR TrsBlaz
Dealer Code:	B16219	Mileage:	9188
Address:	DALE EARNHARDT CHEVRNEWTON	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT WIPER I00938 INTERMITTENT WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/11/2002 09:59:12 SBD TEMPLATE - SEARS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BRIAN HEWITTE - TECH

CUSTOMER CONCERN -

INTERMITTENT WIPER OPERATION OVER BUMPS

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

NO PARTS OR REPAIRS, CAN NOT DUPLICATE

TAC RECOMMENDATION -

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.

08/11/2002 09:59:12 HISTORY - SEARS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5665789	VIN Number:	1GNDT13S222210626
Date Opened:	6/12/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B02326	Mileage:	6115
Address:	PERFORMANCE CHEVROLEAST MEADO	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER INOP AT TIMES I000938

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/12/2002 12:39:28 SBD TEMPLATE - REGAN

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)

RAUL JIMENEZ

CUSTOMER CONCERN -

WIPERS WONT SHUT OFF OR ARE INOP AT TIMES.

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

THE 9 WAYS CONNECTOR IS FULL OF WATER.

TAC RECOMMENDATION -

ADVISE ON 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 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.

08/12/2002 12:39:28 HISTORY - REGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5669480	VIN Number:	1GNDT13S822282609
Date Opened:	6/19/2002	Model Year:	2002
Date Closed:	6/1/2002	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B08254	Mileage:	10467
Address:	HAMBY AUTOMOTIVE NETPERRY	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER VME R8E FZ24D9 B

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—

06/13/2002 13:44:01 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 6/13/02

FPR ORIGINATOR BILLY CHILDERS R8E 404082 8390

LOCATION SOUTHEAST

PE83-042 / GM644

WHO WAS CONTACTED SUE ANDERSON 586-575-8280

MATRIX GROUP GMT360 BRAND QUALITY MANAGER

ENGINE

TRANS

AXLE

COMPLAINT: WINDSHIELD WIPER INOPERATIVE

CAUSE: BAD WIPER MOTOR ASSY

CORRECTION: REPLACE WIPER MOTOR ASSY

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 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

06/13/2002 13:44:01 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5677230	VIN Number:	1GNDS13S022280553
Date Opened:	6/18/2002	Model Year:	2002
Date Closed:	10/10/2002	Series:	Blazer 2WD 4DR Trailblazer
Dealer Code:	B05948	Mileage:	14367
Address:	JAY WOLFE CHEVROLET-KANSAS CITY	State:	KS
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER WIPERS INOPERATI

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---

06/18/2002 10:24:25 SBD TEMPLATE - EGGING

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) GARY BOOK- TECH.

CUSTOMER CONCERN - THE WIPERS ARE INOPERATIVE.

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

THE TECH CALLED FOR HELP LOCATING THE WIPER SCHEMATICS IN THE SI2000.

TAG RECOMMENDATION - ADVISED THE TECH TO GO TO DOCUMENT 668006.

06/18/2002 10:24:25 HISTORY - EGGLING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5677944	VIN Number:	1GKES16S126117685
Date Opened:	6/18/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	G50143	 mileage:	2058
Address:	CHRIS MYERS, PONTIAC DAPHNE	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP I000938

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/18/2002 12:15:31 SBD TEMPLATE - REGAN

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)

ROY WILHITE TECH

CUSTOMER CONCERN -

FRONT WIPERS INOP.

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

ROY STS THE WIPERS ARE INOP, FUSE AND RELAY ARE GOOD.

TAG RECOMMENDATION -

ADVISE ON 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 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.

08/18/2002 12:15:31 HISTORY - REGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5679862	VIN Number:	1GNDT13S222195383
Date Opened:	6/19/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B32229	Mileage:	8687
Address:	DOBLES CHEVROLET-BUIMANCHESTER	State:	NH
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS HESITATE AT PARK POSITION IN RAI

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/19/2002 08:15:38 SBD TEMPLATE - SEARS

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)

AARON LAVERGENE TECH

CUSTOMER CONCERN -

WIPERS HESITATE AT PARK POSITION IN RAIN SMOKE SMELLED

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

NO PARTS OR REPAIRS, CAN NOT DUPLICATE.

TAC RECOMMENDATION -

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.**

08/19/2002 08:15:38 HISTORY - SEARS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5684853	VIN Number:	1GNDT13S722271258	
Date Opened:	6/20/2002	Model Year:	2002	
Date Closed:	6/20/2002	Series:	Blazer 4WD 4DR Trailblaz	
Dealer Code:	B03414	Mileage:	8652	
Address:	RON HULETT AUTOMOTIVCAMDENTON		State:	MO
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT

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—

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5684827	VIN Number:	1GKDT13S322114243
Date Opened:	6/20/2002	Model Year:	2002
Date Closed:	6/21/2002	Series:	T1
Dealer Code:	G44659	Mileage:	896
Address:	MAJOR CADILLAC-PONTIAC KANSAS CITY	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP INTERMITTENTLY

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--

08/20/2002 13:11:52 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JEFF DAWSON (TECH)

CUSTOMER CONCERN -

WIPERS INOP INTERMITTENTLY...

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

TECH CAN DUPLICATE THE CONCERN, STATES HE REPLACED THE WIPER SWITCH,
DIDNT FIX THE CONCERN...TECH LOOKING FOR ANY SUGGESTIONS....

TAC RECOMMENDATION -

ADVISED TECH TO CHECK THE CONNECTOR FOR THE WIPER MOTOR FOR WATER
INTRUSION, IF THERE IS CHECK FOR CORRODED TERMINALS, REPAIR AS NEEDED AND
THEN SEAL THE CONNECTOR WITH CLEAR SILICONE.....

08/20/2002 13:11:52 HISTORY - WILSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5685652	VIN Number:	1GNDY13S122306862
Date Opened:	6/20/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B02143	MI/Logo:	12050
Address:	HOFFMAN CHEVROLET INBLOOMFIELD	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER NO WIPER OPERATI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/20/2002 15:35:27 SBD TEMPLATE - LOFFREDI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

GREG TROISI / SERVICE MANAGER

CUSTOMER CONCERN -

CUSTOMER ALLEGES THAT THE WIPERS ARE INOPERATIVE.

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

DEALER STATES THAT HE REPLACED THE WIPER SWITCH WITH NO CHANGE.

DEALER STATES HE DOES NOT KNOW IF THERE WAS WATER IN THE WIPER MOTOR OR
NOT.

DEALER STATES HE WAS NOT GETTING POWER TO THE WIPER MOTOR AFTER THE
SWITCH WAS REPLACED HE THAN GOT POWER, BUT STILL NO WIPERS.

TAC RECOMMENDATION -

TAC ADVISED GREG TO CHECK THE MOTOR FOR WATER INTRUSION PER P1 000838.
IF THERE IS WATER, REPLACE THE MOTOR ASSEMBLY AND SEAL THE BACK OF THE
CONNECTOR WITH CLEAR SILICONE.

08/20/2002 15:35:27 HISTORY - LOFFREDI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5687728	VIN Number:	1GNES16S426111530
Date Opened:	6/21/2002	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 2WD
Dealer Code:	B08117	Mileage:	2391
Address:	STONE MOUNTAIN CHEVRONSTONE MOUNT	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPERS INOP I00093B

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/21/2002 13:26:40 SBD TEMPLATE - SEARS

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)

BILL CANNON TECH

CUSTOMER CONCERN -

WIPER INOP

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

NO PARTS OR REPAIRS, CAN DUPLICATE

TAC RECOMMENDATION -

1) PI 1000838

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.**

06/21/2002 13:26:40 HISTORY - SEARS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5699800	VIN Number:	1GNDT13S322216371	
Date Opened:	6/24/2002	Model Year:	2002	
Date Closed:	6/24/2002	Series:	Blazer 4WD 4DR Trailblaz	
Dealer Code:	G30072	MI/enge:	11304	
Address:	JIM LUPIENT BUICK, PGOLDEN VALLEY		State:	MN
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER

RESOLUTION ABSTRACT- W/S WPR TRANS ASSEMBLY REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/24/2002 14:23:50 SBD TEMPLATE - HOFFMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) KEVIN PETERSON TECH

CUSTOMER CONCERN - WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS - TECH STS THERE IS NO POWER ON CKT 143.

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

TAC RECOMMENDATION - ADVISE NO CASES OF ISSUES WITH CKT 143. ADVISE TO
SEE IF POWER IS COMING OUT OF THE FUSE BLOCK.

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 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.

06/24/2002 14:23:50 HISTORY - HOFFMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5691564	VIN Number:	1GKDS13S322438076	
Date Opened:	6/24/2002	Model Year:	2002	
Date Closed:		Series:	Jimmy Envoy 2WD 4DR	
Dealer Code:	G53286	MI/Region:	3950	
Address:	HURT MOTOR COMPANY, CORDELE		State:	GA
Dealer Phone:				

SYMPTOM ABSTRACT— MOTOR WIPER WATER IN WIPER CONTROLLER PI 10

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/24/2002 16:25:36 SBD TEMPLATE - COWGER

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)

MITCH MATTIR -TECH

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DLR STS HE FOUND WATER IN WIPER MOTOR

TAC RECOMMENDATION -

ADV TECH OF PI 1000938

08/24/2002 16:25:36 HISTORY - COWGER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3691649	VIN Number:	1GNDT13S422159095
Date Opened:	6/24/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B15488	Mileage:	15339
Address:	SCOTT CHEVROLET INC EMMANUS	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER IO

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/24/2002 18:37:07 SBD TEMPLATE - RAUCH

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) JOEL KAHLE

CUSTOMER CONCERN -HE STS THE WINDSHIELD WIPERS INTERMITTENT STOP AT TOP
OR IN THE MIDDLE OF CYCLE.

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

HE STS NO DTC'S PRESENT AT THIS TIME. HE4 IS INQUIRING ON ANY INFORMATION
FOR THIS CONCERN.

TAG RECOMMENDATION -

ADVISED OF PI-1000938- 02 S1 T1 T8 CHEV. GMC OLDS. WINDSHIELD WIPER MOTOR
INOPERATIVE

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.

08/24/2002 18:37:07 HISTORY - RAUCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5693383	VIN Number:	1GNDT13S722485361
Date Opened:	6/25/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B17560	Model:	9
Address:	PERFORMANCE CHEVROLET/CAMDEN	State:	AR
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—

06/25/2002 11:59:43 88D TEMPLATE - COWGER

STRATEGY BASED DIAGNOSTICS

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

STOCK UNIT

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

TOMMY ORR

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DLR STS CONTROLLER IS FULL OF WATER

TAC RECOMMENDATION -

ADV TECH OF PI 1000838 TO REPLACED WIPER MOTOR AND SEAL CONNECTION

06/26/2002 11:58:43 HISTORY - COWGER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3699435	VIN Number	1GNDS13S122108754
Date Opened:	6/27/2002	Model Year:	2002
Date Closed:	6/27/2002	Series:	Blazer 2WD 4DR Trailblaz
Dealer Code:	B26326	Mileage:	7965
Address:	BLAKE CHEVROLET AND HOMESTEAD	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOPERATIVE I000938

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—

08/27/2002 10:03:27 88D TEMPLATE - ORR

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

PETER JONES TECH

CUSTOMER CONCERN -

WIPERS INOPERATIVE,

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

CAN VERIFY, REPLACED WIPER MOTOR TO REPAIR, WAS CHECKING TO SEE IF HE
CALLED TO SET A CASE,

TAC RECOMMENDATION -

THAT DEALER FOLLOW P/I 1000938 READ CONTENT TO

DLR: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.

06/27/2002 10:03:27 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5701527	VIN Number:	1GKDS13S922290206
Date Opened:	6/27/2002	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 2WD 4DR
Dealer Code:	G53027	Mileage:	7078
Address:	KAISER PONTIAC-BUICKDELAND	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— CORROSION INOPERATIVE INTERMITTENT WINDSHIELD

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/27/2002 18:31:50 SBD TEMPLATE - JOHNSON

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MARK ENO TECH

CUSTOMER CONCERN -

THE WINDSHIELD WIPERS ARE INOP INTERMITTENTLY

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

WIPER ASSY REPLACED FOR A CORROSION CONCERN PER K000938, BUT THE VEHICLE
HAS RETURNED

TAC RECOMMENDATION -

RE-PERFORM K000938, EITHER REMOVE ALL OIL RESIDUAL OR REPLACE THE HARNESS
AND ADVISE

06/27/2002 16:31:50 HISTORY - JOHNSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5782362	VIN Number:	1GNDT13S522164732
Date Opened:	6/28/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B25459	Mileage:	17280
Address:	IRVIN WHITAKER CHEV MORGANTOWN	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER I000938

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/28/2002 09:47:58 8BD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

DAVID WHITAKER SM

CUSTOMER CONCERN -

WIPERS INOP.

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

WIPERS INOP. NOTHING HAS BEEN DONE.

TAC RECOMMENDATION -

ADVISED DEALER OF PI 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 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.**

06/28/2002 09:47:58 HISTORY - MILLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5787824	VIN Number:	1GKES16S926108883
Date Opened:	7/2/2002	Model Year:	2002
Date Closed:	7/2/2002	Series:	S1
Dealer Code:	G40020	Mileage:	185
Address:	ORANGE BUICK GMC ORLANDO	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER VME DLR WATER INTO WIPER MOD

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—

07/02/2002 09:30:58 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 7/1/02

FPR ORIGINATOR ORANGE DLR

LOCATION SOUTHEAST

WHO WAS CONTACTED SUE ANDERSON 686-575-8260

MATRIX GROUP GMT350 BQM

ENGINE

TRANS

AXLE

COMPLAINT: WATER INTO WINDSHIELD WIPER MODULE, DELAY WIPER CIRCUIT BOARD.

SEEN 3 OR 4 WITH SAME CONCERN. WASHER SPRAYS BUT WIPER NOT WORKING

CAUSE: NOT STATED

CORRECTION: SWAPPED PARTS BECAUSE PARTS AREN'T AVAILABLE FROM GM

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 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

07/02/2002 09:30:56 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5789750	VIN Number:	1GNET16S926117000
Date Opened:	7/2/2002	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B16003	Mileage:	1470
Address:	ALLISONS INCORPORATESYVA	N	State: NC
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER I000938 FRONT WIPER I

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/02/2002 14:45:31 SBD TEMPLATE - RAUCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -HE STS THE FRONT WIPERS ARE INOPERATIVE.

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

HE STS NO DTC'S PRESENT. HE STS HE HAS SWAPPED THE WIPER SWITCH 1X.

TAC RECOMMENDATION -

**ADVISED OF PI-1000938- 02 S1 T1 T6 CHEV. GMC OLDS. WINDSHIELD WIPER MOTOR
INOPERATIVE**

**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.**

07/02/2002 14:45:31 HISTORY - RAUCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5714903	VIN Number:	1GNDT13SX22378180
Date Opened:	7/5/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B15009	MPeage:	3072
Address:	BLAISE ALEXANDER CHEMONTOURSUIL	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER STOP AT TIMES 100038

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/05/2002 10:15:34 89D TEMPLATE - REGAN

STRATEGY BASED DIAGNOSTICS

___ NUMBER OF TIMES IN FOR THE SAME CONDITION

___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

DAN (BO) KEYTE

CUSTOMER CONCERN -

WIPERS STOP IN THE MIDDLE OF THE WINDSHIELD AT TIMES.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

CAN NOT DUPLICATE.

TAC RECOMMENDATION -

ADVISE ON K00938.

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.

07/05/2002 10:15:34 HISTORY - REGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5716391	VIN Number:	1GNET16S126113202	
Date Opened:	7/5/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B16468	Mileage:	1858	
Address:	REED-LALLIER CHEVROL FAYETTEVILLE		State:	NC
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER ALL MODES INOP N

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/06/2002 15:51:04 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) CHRIS GILES, TECH.

CUSTOMER CONCERN - WINDSHIELD WIPERS INOP IN ALL IN ALL MODES

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, BI SEARCH,
COMPARE TO LIKE VEHICLE?) NEW MULTI-FUNCTION SWITCH. NO DTC'S.

TAG RECOMMENDATION - ADVISED TECH OF PI - 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 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.

07/05/2002 15:51:54 HISTORY - GLEDHILL

08/05/2002 11:38:30 RICKETTS - CASE UPDATE

CALLER'S NAME (FIRST, LAST, AND POSITION) BOBBY ANDERSON TECH

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

PE03-042 / GM644

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

**HAS RETURNED WITH SAME CONCERN. DLR CALLING TO CHECK WHAT WAS RECOMMENDED
LAST TIME.**

**NEW RECOMMENDATIONS- GAVE TECH INFO FROM P/I. HE STS THAT LAST TECH DID
NOT SEAL BACK OF CONNECTOR. DLR TO SEAL CONNECTOR AS NEEDED.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5719368	VIN Number:	1GNDS13S022415994	
Date Opened:	7/8/2002	Model Year:	2002	
Date Closed:	7/8/2002	Series:	S1	
Dealer Code:	B26144	MPackage:	4514	
Address:	DEMETT CHEVROLET INC CLEARWATER		State:	FL
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER VME DLR WIPERS DO NOT OPERATE

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—

07/08/2002 15:39:58 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 7/8/02

FPR ORIGINATOR DEMETT CHEV

LOCATION SOUTHEAST

WHO WAS CONTACTED BUE ANDERSON 606-575-8260

MATRIX GROUP GMT360 BQM

ENGINE

TRANS

AXLE

COMPLAINT: WIPERS DO NOT OPERATE. 3RD VEHICLE SEEN

CAUSE: CONNECTION INTO WIPER MOTOR. LOT OF WATER COMING OUT OF IT AND
CAUSING CORROSION

CORRECTION: NOT STATED

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

(Y/N) UPFITTED VEHICLE

BUILDER

(Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

PE83-042 / GM644

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

07/08/2002 15:39:58 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5728296	VIN Number:	1GNE516S626109990
Date Opened:	7/9/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B26334	Mileage:	3976
Address:	MAIN STREET CHEVROLEGAINESVILLE	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER MOTOR INOPERATIVE P/I 1000

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/09/2002 08:22:12 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CHRIS MUNSON

CUSTOMER CONCERN -

WIPER MOTOR INOPERATIVE

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

**TECHNICIAN STATES WIPER MOTOR INOPERATIVE. STATES THE MOTOR IS FULL OF
WATER.**

TAC RECOMMENDATION -

**TAC ADVISES P/I 1000988 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 QMS OR EQUIVALENT
SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR.**

TECHNICIAN TO CALL BACK.

07/08/2002 08:22:12 HISTORY - MILLER

07/22/2002 16:26:04 MEYERS - DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5721643	VIN Number:	1GNDS13S022105201
Date Opened:	7/9/2002	Model Year:	2002
Date Closed:		Series:	Blazer 2WD 4DR Trailblazer
Dealer Code:	B26200	Mileage:	6500
Address:	MAROONE CHEVROLET OF DELRAY BEA	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER I000838

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/09/2002 11:59:32 SBD TEMPLATE - HOFFMAN

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) MURRAY BRUNER TECH

CUSTOMER CONCERN - WIPERS INOP INT.

DEALER COMMENTS/DIAGNOSIS - TECH SST HE SAW THE WIPERS STOPPEN IN THE MIDDLE OF THE WINDOW.

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

TAG RECOMMENDATION - ADVISE PI K00838.

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.

07/08/2002 11:59:32 HISTORY - HOFFMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5723222	VIN Number:	1GNDS139022281843
Date Opened:	7/9/2002	Model Year:	2002
Date Closed:	7/9/2002	Series:	S1
Dealer Code:	B30443	Mileage:	14109
Address:	VARA CHEVROLET	State:	TX
City:	SAN ANTONIO		
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER VME DLR WIPER MOTOR CORRODE

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—

07/09/2002 18:04:10 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 7/9/02

FPR ORIGINATOR JOSE GONZALES

LOCATION SOUTH CENTRAL

WHO WAS CONTACTED SUE ANDERSON 585-575-8280

MATRIX GROUP GMT380 BQM

ENGINE

TRANS

AXLE

COMPLAINT: WIPERS INOP

CAUSE: WIPER MOTOR TERMINAL CORRODED, WATER INTRUSION AT CONNECTOR

CORRECTION: REPLACE MOTOR

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

(Y/N) UPFITTED VEHICLE

BUILDER

(Y/N) MODIFIED FROM PRODUCTION STANDARDS

SPECIAL GM RPO CODES

FE83-842 / GM644

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

07/09/2002 16:04:10 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5724889	VIN Number:	1GKES16S226122958	
Date Opened:	7/10/2002	Model Year:	2002	
Date Closed:	9/2/2002	Series:	S1	
Dealer Code:	G53563	Mileage:	2192	
Address:	JIM HUDSON PONTIAC-GCOLUMBIA		State:	SC
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS IN-OP IN

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—

07/10/2002 08:47:19 SBD TEMPLATE - RADZWILOWICZ

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME: BENJI RUTLAND TECH

CUSTOMER CONCERN - THE WIPERS ARE IN-OP IN ALL MODES EVEN THE WASH MODE.

DEALER COMMENTS/DIAGNOSIS - THE TECH WENT THROUGH DIAGNOSIS AND HE FOUND THE WIPER MOTOR THE CAUSE OF THE CONCERN, THE TECH SWAPPED A WIPER MOTOR FROM A GOOD KNOWN VEHICLE AND THE MOTOR WORKED ONE TIME AND QUIT AGAIN. THE TECH REPLACED THE MOTOR BACK IN THE DONOR VEHICLE AND THE MOTOR IS STILL IN-OP. THE TECH IS CALLING FOR HELP.

TAC RECOMMENDATION -

- 1) ADVISE THE TECH TO PERFORM A VOLT DROP ON THE GROUND**

- 2) CHECK THE WIPER 9 WAY CONNECTOR FOR WATER INTRUSION.**

07/18/2002 13:09:09 MEYERS - DEALER SURVEY WAS PERFORMED

08/23/2002 12:13:15 COWGER

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

STEVE MONTGOMERY-TECH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

PE83-442 / GM644

Page 292 of 292

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 LOOKING FOR SUGG BTS VEHICLE WAS AT A DIFFERNENT DLR AND HAD 3 MOTORS
REPLACED SINCE JUNE .**

NEW RECOMMENDATIONS

ADV TECH OF PI00413

TO CHECK FOR COWL BEING PLUGGED AND REPLACE WIPER MOTOR.

DLR TO CALL BACK WITH UPDATE .

09/27/2002 16:12:37 SEARS

- DLR VME WAS SEE CASE TEXT AND

NO LABOR OP - CLOSED INVALID

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5724388	VIN Number:	1GKDT13S322384900
Date Opened:	7/10/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G06231	Mileage:	1612
Address:	ROBERTSONS GMC TRUCKWAREHAM	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS AND WASHERS INOP ON VEH.

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/10/2002 09:31:04 8BD TEMPLATE - MASON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION.

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME

MATHEW SILVA (SERVICE)

CUSTOMER CONCERN -

WIPERS AND WASHERS INOP ON VEH.

DEALER COMMENTS/DIAGNOSIS

TECH STATED THAT HE IS LOST AND THAT HE HAS RAN CHARTS BUT THEY POINT TO CHECKING FOR U-CODES AND CHASING THOSE ON VEH TECH STATED HER HAS U1152 IN LIFT GATE MODULE.

TAC RECOMMENDATION -

TECH TO RUN BASIC INOP CHARTS AND FORGET ABOUT U-CODES CAUSING CONCERNS ON VEH TECH TO CHECK FOR POWERS AND GROUNDS TO MOTOR ASSY IF ALL OK THEN REPLACE MOTOR PER OTHER CASES.

07/10/2002 09:31:04 HISTORY - MASON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5727429	VIN Number:	1GKDS138X22384721	
Date Opened:	7/10/2002	Model Year:	2002	
Date Closed:	7/1/2002	Series:	Jimmy Envoy 2WD 4DR	
Dealer Code:	051149	Mileage:	10489	
Address:	DON DAVIS BUI-PON-GMLAKE JACKSON		State:	TX
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER K00838

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—

07/10/2002 16:58:08 SBD TEMPLATE - SHERMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BUD JONES

CUSTOMER CONCERN -

WIPERS ARE INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DEALER HAS REPLACED THE MULTIFUNCTION SWITCH.

TAC RECOMMENDATION -

TAC ADVISED OF PI 1000938

07/10/2002 16:58:06 HISTORY - SHERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5728782	VIN Number:	1GNET18S026117130
Date Opened:	7/11/2002	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B03509	Mileage:	1437
Address:	JOHNNY LONDOFF CHEVRFLORISSANT	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPER INOP 10

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/11/2002 11:04:11 SBD TEMPLATE - BERRY

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TOM - TECH

CUSTOMER CONCERN -

WIPER INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DLR IS TRYING TO LOCATE TERMINALS TO REPLACE IN CONNECTOR AT WIPER MOTOR

TAC RECOMMENDATION -

ADV DLR OF PI# 1000938

ADV DLR TO CONTACT PARTECH FOR PARTS ISSUE CONCERNING TERMINAL

REPLACEMENT.

DLR TO UPDATE CASE.

07/11/2002 11:04:11 HISTORY - BERRY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5731659	VIN Number:	1GNES16S626116454	
Date Opened:	7/12/2002	Model Year:	2002	
Date Closed:		Series:	Trafficblazer Ext 2WD	
Dealer Code:	B26144	Mileage:	2430	
Address:	DIMMITT CHEVROLET INC CLEARWATER		State:	FL
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER REPEAT MOTOR I00

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/12/2002 09:11:35 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

GREG GUINEE TECH.

CUSTOMER CONCERN -

WINDSHIELD WIPER INOP.

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

DUPLICATED. INT AT FIRST THEN ALL TOGETHER JUST STOPPED. WINDSHIELD WIPER MOTOR AND MOISTURE SENSOR. NO CODES. INOP IN ALL MODES. DLR SUSPECTS ANOTHER BAD MOTOR. PLUG AT THE MOTOR IS CAUSING THE CIRCUIT BOARD TO FILL WITH WATER.

TAC RECOMMENDATION -

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 BACKSIDE 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 PERFORMED. PLEASE COMMUNICATE YOUR

RESULTS BACK TO GM TAC BY EITHER CALLING FOR FURTHER ASSISTANCE IF THESE

STEPS DO NOT RESOLVE THE CONDITION, OR BY FAXING THE CLOSING INFORMATION

STEPS DO NOT RESOLVE THE CONDITION, OR BY FAXING THE CLOSING INFORMATION USING THE PRE CALL WORKSHEET FORM TA-89. THIS RECOMMENDED DIAGNOSTIC

APPROACH WAS DEVELOPED FOR THIS VEHICLE BASED ON OUR DISCUSSION OVER THE PHONE. IT SHOULD NOT BE USED FOR OTHER VEHICLES WITH SIMILAR SYMPTOMS.

07/12/2002 09:11:35 HISTORY - BENNETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5731718	VIN Number:	1GNDT13S422375173
Date Opened:	7/12/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B18072	Mileage:	10749
Address:	BERGSTROM CHEVROLET-NEENAH	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER 1000938 CORROSI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/12/2002 09:21:32 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BILL PERKINS TECH.

CUSTOMER CONCERN -

WIPERS INOP.

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

**INOP ALL MODES DUPLICATED. NO CODES. NOTHING REPLACED. DLR STS THAT HE
HAS A MOTOR ON ORDER BECAUSE IT HAS CORROSION INSIDE.**

TAC RECOMMENDATION -

**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 BACKSIDE 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 PERFORMED. PLEASE COMMUNICATE YOUR

RESULTS BACK TO GM TAC BY EITHER CALLING FOR FURTHER ASSISTANCE IF THESE

STEPS DO NOT RESOLVE THE CONDITION, OR BY FAXING THE CLOSING INFORMATION

USING THE PRE CALL WORKSHEET FORM TA-99. THIS RECOMMENDED DIAGNOSTIC

APPROACH WAS DEVELOPED FOR THIS VEHICLE BASED ON OUR DISCUSSION OVER THE

APPROACH WAS DEVELOPED FOR THIS VEHICLE BASED ON OUR DISCUSSION OVER THE PHONE. IT SHOULD NOT BE USED FOR OTHER VEHICLES WITH SIMILAR SYMPTOMS.

07/12/2002 09:21:32 HISTORY - BENNETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5733576	VIN Number:	1GNET16SX26120312
Date Opened:	7/12/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B03690	Mileage:	2409
Address:	RELIABLE CHEVROLET ISPRINGFIELD	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT WIPERS INO

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/12/2002 15:45:02 SBD TEMPLATE - ORR

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)

RICH HIME TECH

CUSTOMER CONCERN -

FRONT WIPERS INOP

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

CAN VERIFY, NOT SURE HOW TO TEST, SI-2000 DIRECTION NOT CLEAR,

TAC RECOMMENDATION -

FOR DEALER TO CHECK POWERS ON PINS A, F, IF OK THEN CHECK GROUND AT PIN

M, IF OK THEN GROUND PIN D AND CHECK FOR VOLTAGE, IF INOP, NEEDS WIPER

MOTOR

07/12/2002 15:46:02 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5737407	VIN Number:	1GNDS13S222245637
Date Opened:	7/15/2002	Model Year:	2002
Date Closed:	8/28/2002	Series:	S1
Dealer Code:	B08431	Mileage:	17931
Address:	WOODSON JONES CHEVROLET PAYNE	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WINDSHIELD WIPER INOP I00063

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—

07/15/2002 16:37:56 SBD TEMPLATE - WARNER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPER INOP

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

WATER INTRUSION.

TAC RECOMMENDATION -

PI 1000938 REPLACE WIPER MOTOR AND SEAL CONNECTOR.

07/16/2002 16:37:56 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5738743	VIN Number:	1GNDT13S922487368
Date Opened:	7/16/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B25072	MPeople:	1140
Address:	BRITTON CHEV-OLDS INBEREA	K	State: KY
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER I000939

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/16/2002 10:33:04 SBD TEMPLATE - WACHTMEISTER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -WIPERS INOP

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

TECH STS WIPERS INOP ON ALL SPEEDS.NO CODES TECH REPLACED SW NO HELP.NO

VOLTAGE ON CKT 477.VOLTAGE IS ON CKT 143

TAC RECOMMENDATION -ADVISED TECH OF P/I 1000935 WIPER CORROSION CONCERN

07/16/2002 10:33:04 HISTORY - WACHTMEISTER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5739294	VIN Number:	1GNDS13S422394874
Date Opened:	7/16/2002	Model Year:	2002
Date Closed:		Series:	Blazer 2WD 4DR Trailblazer
Dealer Code:	B26306	MPBays:	6010
Address:	GRAND PRIZE CHEVROLEMIAMI	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER WAT

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/16/2002 11:59:10 88D TEMPLATE - JOHNSON

STRATEGY BASED DIAGNOSTICS

3__ NUMBER OF TIMES IN FOR THE SAME CONDITION

6__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MIKE JANKE

CUSTOMER CONCERN -

WINDSHIELD WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

THE DLR HAS REPLACED THE ASSY AND RESEALED THE CONNECTOR, BUT THE CONCERN

RETURNED

TAC RECOMMENDATION -

REPLACE THE ASSY AGAIN RESEAL THE CONNECTOR, AND TRY FABRICATING A

SHIELD, AND ADVISE

07/16/2002 11:59:10 HISTORY - JOHNSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3748164	VIN Number:	1GNDS138822370478
Date Opened:	7/16/2002	Model Year:	2002
Date Closed:		Series:	Blazer 2WD 4DR Trailblazer
Dealer Code:	B26463	Mileage:	10244
Address:	BOB STEELE CHEVROLET/COCA	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER 1000698

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/16/2002 14:14:30 88D TEMPLATE - HOFFMAN

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

6 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) MYRON MCCULLOUGH TECH

CUSTOMER CONCERN -WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS - CAN DUPLICATE, MOTOR AND A SWITCH REPLACED.

TECH STS THE MOTOR IS

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

TAC RECOMMENDATION -ADVISE TO CHECK GROUNDS TO THE TO THE WIPER MOTOR
WITH A VOLT DROP TEST.

07/16/2002 14:14:30 HISTORY - HOFFMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5748222	VIN Number:	1GNDS13S422617511
Date Opened:	7/16/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B08386	Mileage:	248
Address:	BILL HEARD CHEVROLETKENNESAW	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER FRONT 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—

07/18/2002 14:37:31 SBD TEMPLATE - BACK

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BRAD RICHARDS TECH

CUSTOMER CONCERN -

WIPERS INOP

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

DLR STS FOLLOWED CHART ID 745193 LEAD TO REPLACE WIPER SWITCH

DLR STS STILL INOP RAN THROUGH CHART AGAIN KEEPS INDICATING SWITCH FAULT

DLR STS HAS REPLACED SWITCH AGAIN WIPERS OPERATED FOR WHILE THEN QUIT

DLR STS NO CODES SETTING AND TEST INDICATES SWITCH FAULT

DLR STS HAS B+ AT TERM F OF WIPER, GROUND CKT 850 GOO, HAS NO POWER

INDICATED ON CKT 477 IN HIGH POSITION

DLR STS APPLIED B+ STILL NO WIPER OPERATION

TAC RECOMMENDATION -

ADVISED OF WIPER MODULE REPLACEMENTS FOR INOP WIPERS

ADVISED IF POWER AND GROUND CKTS TO MOTOR ARE GOOD REPLACED WIPER MODULE

07/16/2002 14:37:31 HISTORY - BACK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5742712	VIN Number:	1GNDT13S622460723
Date Opened:	7/17/2002	Model Year:	2002
Date Closed:	7/1/2002	Series:	T1
Dealer Code:	B32323	Mileage:	5386
Address:	PERFORMANCE MARKET IN LEBANON	State:	NH
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER TERMINAL P/N

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—

07/17/2002 10:58:26 98D TEMPLATE - NICOLETTI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WINDSHIELD WIPERS INOP

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

TECH STATES HE CANNOT LOCATE TERMINALS FOR WIPER CONNECTOR

TAC RECOMMENDATION -

TAC SEARCHED DATA BASE AND FOUND NO PI OR BULLETINS ON TERMINAL P/N. TAC

SUGGEST CALLING PACKARD DIRECT 1-800- PACKARD

07/17/2002 10:58:28 HISTORY - NICOLETTI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5744517	VIN Number:	1GNET16S926119295	
Date Opened:	7/17/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B02256	Model:	2001	
Address:	SANSONE CHEVROLET PERTH AMBOY		State:	NJ
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE 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—

07/17/2002 16:31:49 SBD TEMPLATE - COLE

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BOB , TECH

CUSTOMER CONCERN -

WIPERS INOP

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

TECH WANTING TO KNOW WHAT THE ACCY CKT FEED IS.

TAC RECOMMENDATION -

ADVISED THIS IS THE SWITCHED FEED TO THE MOTOR.

ADVISED TO INSPECT FOR WATER INTRUSION.

07/17/2002 15:31:49 HISTORY - COLE

07/30/2002 08:49:36 NICHOLS -

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

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)

ADVISED THIS IS THE SWITCHED FEED TO THE MOTOR.

ADVISED TO INSPECT FOR WATER INTRUSION.

BOB STS THEY REPLACE THE WIPER MODULE TO CORRECT THE WIPER INOP
CONDITION. BOB STS THE RAIN SENSE IS INOP AND THE WIPER CHADDER WHEN IN
THE DELAY MODE.

NEW RECOMMENDATIONS

1. ADVISE TO CHECK THE WIPER BLADES.
2. WET THE WINDSHIELD GOOD SEE IF CHADDER CHANGES.
3. LIFT THE WIPER BLADE OFF THE WINDSHIELD SEE IF THEY STILL CHADDER
CHANGE LINKAGE, REPLACE THE LINKAGE IF STILL CHADDER CONDITION.
4. ADVISE PER OTHER CASES FOR RAIN SENSE INOP THE WIPER MODULE WAS
REPLACED.
5. CALL BACK WITH RESULTS. NICHOLS 40744

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5747437	VIN Number:	1GNES16S120110510
Date Opened:	7/18/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B17396	Mileage:	2241
Address:	CARL HOGAN CHEVROLET COLUMBUS	State:	MS
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER 1000938 RESEAL T

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/18/2002 14:02:09 9BD TEMPLATE - JOHNSON

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

ANTHONY WEBBER TECH

CUSTOMER CONCERN -

THE WINDSHIELD WIPERS ARE INOP

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

THE WIPER CKT BOARD HAS CORROSION

TAC RECOMMENDATION -

REPLACE THE WIPER MOTOR ASSY (PER I000638), REPAIR THE CONNECTOR

TERMINALS, SEAL THE CONNECTOR AND ADVISE

07/18/2002 14:02:09 HISTORY - JOHNSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3748152	VIN Number:	1GKES16S326124298
Date Opened:	7/18/2002	Model Year:	2002
Date Closed:	7/1/2002	Series:	S1
Dealer Code:	G50170	Mileage:	2213
Address:	MCCONNELL AUTOMOTIVEMOBILE	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER VME RSE TZQQQG WINDSHIELD WIPER MOTOR H

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—

07/18/2002 15:34:14 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 7/18/02

FPR ORIGINATOR JEFF HENRY RSE 872075 8379

LOCATION SOUTH CENTRAL

WHO WAS CONTACTED BUE ANDERSON 585-575-8280

MATRIX GROUP GMT370 BQM

ENGINE

TRANS

AXLE

COMPLAINT: INOPERATIVE WINDSHIELD WIPER

CAUSE: WATER PAST ORIGINAL SEAL ON MOTOR CASE AND CAUSED CONTAMINATION

CORRECTION: REPLACE WIPER MOTOR ASSY. SEALED MOTOR CASE WITH SILICON
SEAL

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)

1GKES16S426118501 AT 742 MILES

1GKDS13S822249252 AT 25160 MILES

PART NUMBER 12487687 AND 12487689

PART DISPOSITION

PART DATE CODES

(Y/N) PHOTO TAKEN

LABOR OPERATION

(Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

ENGINEERING

SERVICE

PLANT

SUPPLIER

07/18/2002 15:34:14 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5749149	VIN Number:	1GNDS13S022520907	
Date Opened:	7/19/2002	Model Year:	2002	
Date Closed:	7/1/2002	Series:	Blazer 2WD 4DR TrsRblaz	
Dealer Code:	B26339	Mileage:	63	
Address:	COURTESY CHEVROLET OORLANDO		State:	FL
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER INOPERATIVE WIPER MOTOR SITTING IN WATE

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—

07/19/2002 09:03:04 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 MARK FAXSON

CUSTOMER CONCERN - DEALER STOCK, WIPER NOT WORKING

DEALER COMMENTS/DIAGNOSIS - TECH STATES HE FOUND THE WIPER MOTOR SITTING IN A 1 INCH OF WATER. TECH STATES THE POCKET THE MOTOR SITS IN HAS NO DRAIN. TECH STATES HE IS GOING TO DRILL A DRAIN HOLE.

TAC RECOMMENDATION - ADVISED TECH PER PI 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 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.

07/19/2002 09:03:04 HISTORY - RADZIOCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5751639	VIN Number:	1GNDS13S822248879
Date Opened:	7/19/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B14096	Mileage:	15105
Address:	CASEY CHEVROLET BUICNEWPORT NEW	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE 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—

07/19/2002 16:08:02 SBD TEMPLATE - HOFFMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) WILL JORDAN TECH

CUSTOMER CONCERN - WIPERS INOP ALL SPEEDS.

DEALER COMMENTS/DIAGNOSIS - TRIED A WIPER SWITCH, CLEANED CORROSION.

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

TAC RECOMMENDATION - X00038

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.

07/19/2002 16:06:02 HISTORY - HOFFMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5752753	VIN Number:	1GHDT13S322110781	
Date Opened:	7/22/2002	Model Year:	2002	
Date Closed:		Series:	Brevets 4WD 4DR	
Dealer Code:	013839	Mileage:	20624	
Address:	WATTERS AUTOLAND, INDIANOLA		State:	IA
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER FRONT WIPER IS INOP I000838

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/22/2002 10:38:38 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

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

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

CUSTOMER CONCERN -

WIPERS ARE INOP

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

**DEALER STATES THAT THE WINDSHIELD WIPERS ARE INOP. TECH CANT FIND THE
WIRING DIAGRAMS.**

TAC RECOMMENDATION -

TAC ADVISED OF PI 1000838

DOCUMENT ID # 688008

DOCUMENT ID # 688009

07/22/2002 10:36:38 HISTORY - SHERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5754128	VIN Number:	1GNES16S928121268
Date Opened:	7/22/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B08270	Mileage:	7266
Address:	MILTON RUBEN CHEVROLAUGUSTA	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER K000938 P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/22/2002 14:41:58 SBD TEMPLATE - JOHNSON

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

PAT NEWTON TECH

CUSTOMER CONCERN -

THE WINDSHIELD WIPERS ARE INOP

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

THE DLR REPLACED THE MULTIFUNCTION SWITCH (NO VOLTAGE ON CKT 477)

TAC RECOMMENDATION -

CHECK THE WIPER CIRCUIT BOARD FOR CORROSION (1000838), REPLACE THE MOTOR
ASSY AND SEAT THE CONNECTOR IF CORROSION IS FOUND, AND ADVISE

07/22/2002 14:41:58 HISTORY - JOHNSON

08/27/2002 13:19:43 ORR -CALLER'S NAME (FIRST, LAST, AND
POSITION)

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 REPLACED MOTOR AND SEALED CONNECTOR WITH GMS, NOW HAS FAILURE AGAIN,
HAS SPRAYED WATER ONTO 9-WAY CONNECTOR, AND HAS WATER IN SIDE OF
CONNECTOR.

NEW RECOMMENDATIONS

ADVISED DLR TO FOLLOW PI00413 FOR THIS CONCERN, READ DLR CONTENT:

WINDSHIELD WIPER MOTOR INOPERATIVE

CONDITION/CONCERN:

WINDSHIELD WIPER MOTOR INOPERATIVE OR OPERATES ERRATICALLY

RECOMMENDATION/INSTRUCTIONS:

- 1. REPLACE THE WIPER MOTOR**
- 2. CLEAN TERMINAL ENDS.**
- 3. VERIFY CONNECTOR TERMINALS ARE IN GOOD CONDITION.**
- 4. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA.**

IF THE MOTOR FAILS AGAIN, REPEAT THE ABOVE STEPS AND FILE A FIELD PRODUCT REPORT WITH TRUCK BRAND QUALITY.

ADDITIONAL DETAILS:

WATER COULD BE ENTERING THE MOTOR THROUGH A FLOODED PLENUM DURING PLANT

WATER TESTING AT FINAL ASSEMBLY. INVESTIGATION IS TAKING PLACE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5757144	VIN Number:	1GNES16S628131231	
Date Opened:	7/23/2002	Model Year:	2002	
Date Closed:		Series:	Trailblazer Ext 2WD	
Dealer Code:	B16780	Mileage:	1488	
Address:	BOBBY MURRAY CHEVROLRALEIGH		State:	NC
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT 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—

07/23/2002 12:36:29 SBD TEMPLATE - GARBARINO

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)

SHAWN MCLEANN TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WINDSHIELD WIPERS ARE INOP.

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

DLR. STS. THAT CIRCUIT 477 DOES NOT HAVE A GROUND INPUT AT THE WIPER
MOTOR. DLR. IS LOOKING FOR DIRECTION.

TAC RECOMMENDATION -

REVIEWED 1000938 (CONNECTOR AND WIPER MOTOR REPLACE) WITH DLR. FAXED DLR.
DOCUMENT ID # 889009 (WIRING DIAG.) DUE TO DLR. NOT KNOWING HOW TO PULL
UP WIRING DIAG. ON SI2000. DLR. TO CHECK FOR GROUND SIGNAL FROM SWITCH ON
CIRCUIT 477. DLR. TO CHECK GROUND AT SWITCH.

07/23/2002 12:38:29 HISTORY - GARBARINO

07/23/2002 13:47:51 LEIBENGOOD

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

TECH SHAWN

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH FOLLOWED DIAG CHART SI DOC 745183. TECH REPLACED MULTI-FUNCTION
SWITCH CONDITION STILL PRESENT. WIPERS STILL INOP.

NEW RECOMMENDATIONS

REC: TECH REPLACE WIPER MOTOR & SEAL 9-WAY CONNECTOR AS PER PM 1000838
NO FURTHER DIAGNOSIS IS NEEDED.

TECH TO ADVISE

07/23/2002 13:48:31 LEIBENGOOD

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 S1

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 . |

RECOMMEND THE FOLLOWING DIAGNOSIS BE FOLLOWED:

PE83-842 / GM644

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 PERFORMED. PLEASE COMMUNICATE YOUR

RESULTS BACK TO GM TAC BY EITHER CALLING FOR FURTHER ASSISTANCE IF THESE

STEPS DO NOT RESOLVE THE CONDITION, OR BY FAXING THE CLOSING INFORMATION

USING THE PRECALL WORKSHEET FORM TA-89. THIS RECOMMENDED DIAGNOSTIC

APPROACH WAS DEVELOPED FOR THIS VEHICLE BASED ON OUR DISCUSSION OVER THE

PHONE. IT SHOULD NOT BE USED FOR OTHER VEHI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5759798	VIN Number:	1GNDT13S122374837
Date Opened:	7/24/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B03022	Mileage:	9292
Address:	W K CHEVROLET-BUICK SEDALIA	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— REPEAT WATER WIPER REPEAT WIPER FAILURE 10009

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/24/2002 09:54:33 SBD TEMPLATE - HAJJ

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS INOP.

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

DLR STS HAS A REPEAT PROBLEM WITH WATER INTRUSION IN CONNECTOR CAUSING
REPEAT FAILURE.

TAG RECOMMENDATION - ADVISED DLR OF PI # 1000938. HAJJ 40772

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.

07/24/2002 09:54:33 HISTORY - HAJJ

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5768213	VIN Number:	1GNET16S728112927	
Date Opened:	7/24/2002	Model Year:	2002	
Date Closed:		Series:	Trailblazer Ext 4WD	
Dealer Code:	B02566	Mileage:	731	
Address:	ROCKLAND COUNTY CHRVWEST HAVERS		State:	NY
Dealer Phone:				

SYMPTOM ABSTRACT--- WINDSHIELD WIPER WIPER INOP I00036

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/24/2002 10:53:41 SBD TEMPLATE - WARNER

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)CARLO MARGUGLIO

CUSTOMER CONCERN - WIPERS INOP

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

NONE!!!!!!!!!!!!

TAC RECOMMENDATION -

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER
MOTOR AT THE 8 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 8 WAY CONNECTOR, SEAL
TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE, PREFERABLY A SILICONE
THAT DRIES CLEAR.

07/24/2002 10:53:41 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5762031	VIN Number:	1GKET16S028104715
Date Opened:	7/24/2002	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	B24316	Mileage:	5459
Address:	ALFORD MOTORS, INC. LEEVILLE	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE 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—

07/24/2002 16:20:18 SBD TEMPLATE - HOFFMAN

STRATEGY BASED DIAGNOSTICS

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 MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

REMOTE START

CALLER'S NAME (FIRST, LAST, AND POSITION) JUSTIN HEBERT TECH

CUSTOMER CONCERN - WIPERS INOP

DEALER COMMENTS/DIAGNOSIS - CAN DUPLICATE AND U1041 CODE IS HISTORY.

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

TAC RECOMMENDATION - ADVISE TO CHECK FOR WATER INTO THE WIPER CONNECTOR

PER PI 1000938. ADVISE TO SEE DOCUMENT ID # 868008 AND 868009 FOR WIRES.

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.

07/24/2002 18:20:18 HISTORY - HOFFMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5762649	VIN Number:	1GNET16S926116058	
Date Opened:	7/24/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B32386	Mileage:	1986	
Address:	PATIRE CHEVROLET-OLDHOOSICK FALL		State:	NY
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—

07/24/2002 15:21:38 SBD TEMPLATE - COWGER

STRATEGY BASED DIAGNOSTICS

 2 NUMBER OF TIMES IN FOR THE SAME CONDITION

 2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BARRY BECKER-TECH

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DLR STS WIPER WAS REPLACED ON LAST VISIT FOR WIPER STAYING ON , VEHICLE

HAS RETURNED WITH WIPERS INOP

TAC RECOMMENDATION -

ADV TECH TO REPLACE WIPER MOTOR AGAIN AND SEAL CONNECTOR END WITH

SILICONE .

DLR TO CALL BACK WITH UPDATE .

07/24/2002 15:21:38 HISTORY - COWGER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5763096	VIN Number:	1GNES165220113177
Date Opened:	7/25/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B26268	Mileage:	2404
Address:	CREST CHEVROLET JACKSONVILLE	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOPERATIVE K000938

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/25/2002 08:14:47 SBD TEMPLATE - ROAT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TIM CLARK- TECH

CUSTOMER CONCERN -

WIPERS INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECH IS FOLLOWING CHART ,UNABLE TO LOCATE SOURCE OF CONCERN.

TAC RECOMMENDATION -

INSPECT WIPER FOR WATER.

07/25/2002 08:14:47 HISTORY - ROAT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5765423	VIN Number:	1GNDT13S222164733
Date Opened:	7/25/2002	Model Year:	2002
Date Closed:	10/10/2002	Series:	T1
Dealer Code:	B28615	Mileage:	16090
Address:	GREENWOOD'S HUBBARD HUBBARD	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— OPERATION WINDSHIELD WIPER WIPER ERRATIC 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—

07/25/2002 14:35:47 SBD TEMPLATE - EGGLING

STRATEGY BASED DIAGNOSTICS

3__ NUMBER OF TIMES IN FOR THE SAME CONDITION

3__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) LEE GRAY, TECH.

CUSTOMER CONCERN - ERRATIC WIPER OPERATION.

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

THE TECH FOUND WATER IN THE WIPER MOTOR.

TAC RECOMMENDATION - READ P# 1000938 TO THE TECH.

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.

07/25/2002 14:35:47 HISTORY - EGGLEING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3765638	VIN Number:	1GNET18S928117935
Date Opened:	7/25/2002	Model Year:	2002
Date Closed:		Series:	TrafficBlazer Ext 4WD
Dealer Code:	B02556	Mileage:	1228
Address:	CHAMPAGNE CHEVROLET WILLIMANTIC	State:	GT
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WINDSHIEL WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/26/2002 15:05:11 SBD TEMPLATE - GARBARINO

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)

RAY LAROSE TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WINDSHIELD WIPER IS INOP.

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

**DLR. HAS FOUND THE CONNECTOR TO THE WIPER MOTOR FULL OF WATER. DLR. IS
LOOKING FOR LIKE CASES.**

TAC RECOMMENDATION -

REVIEWED 1000938 (WIPER MOTOR WATER INTRUSION) WITH DLR.

07/26/2002 15:05:11 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5766428	VIN Number:	1GKES16S026120609
Date Opened:	7/25/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B24025	Mileage:	1704
Address:	WALT MASSEY AUTOMOTILUCEDALE	State:	MS
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER PI 1000938

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/25/2002 17:28:58 SBD TEMPLATE - SCOTT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

GREG SYKES TECH

CUSTOMER CONCERN -

WIPERS INOP

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

**TECH STATES THAT HE IS FOLLOWING THE CHART AND IT DOES NOT LINE UP WITH
THE WIRES HE IS CHECKING. TECH STATES THAT THE WIRE HE IS CHECKING POWER
FOR IS A GROUND.**

TAC RECOMMENDATION -

ADVISED TECH

1 OF PI 1000938 WIPER MOTOR INOP

07/25/2002 17:28:58 HISTORY - SCOTT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5767126	VIN Number:	1GNET16S726138077
Date Opened:	7/26/2002	Model Year:	2002
Date Closed:	10/8/2002	Series:	T1
Dealer Code:	B25218	Mileage:	1098
Address:	W. HARE AND SON, INC NOBLESVILLE	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WINDSHIELD 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—

07/26/2002 09:45:11 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH STATES HE HAS FOUND CORROSION IN THE CONNECTOR TO THE WIPER MOTOR.

TAC RECOMMENDATION - ADVISED TECH OF PI - 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 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.

07/26/2002 09:45:11 HISTORY - GLEDHILL

08/06/2002 11:33:09 VAN DYKE - DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5767246	VIN Number:	1GHDT13S62228461	
Date Opened:	7/26/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B15126	Mileage:	13984	
Address:	GRAY CHEV OLDS CAD I STROUDSBURG		State:	PA
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER STOPS AND RESTARTS

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/28/2002 10:08:15 SBD TEMPLATE - COLE

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TOM , TECH

CUSTOMER CONCERN -

WIPERS STOP AND RESTART ON WINDSHIELD.

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

TECH SEEKING DIRECTION.

TAC RECOMMENDATION -

ADVISED TO INSPECT MOTOR AND COVER FOR WATER INTRUSION.

07/28/2002 10:08:15 HISTORY - COLE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5767586	VIN Number:	1GNES16S526123542	
Date Opened:	7/26/2002	Model Year:	2002	
Date Closed:		Series:	Traillblazer Ext ZWD	
Dealer Code:	B16118	Mileage:	2248	
Address:	CARTER CHEVROLET-OLDSHELBY		State:	NC
Dealer Phone:				

SYMPTOM ABSTRACT--- WINDSHIELD 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---

07/26/2002 11:02:12 SBD TEMPLATE - ORR

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MARK CAVANAUGH TECH

CUSTOMER CONCERN -

WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

CAN VERIFY, NO OPERATION, HAS POWER AND GROUND.

TAC RECOMMENDATION -

THAT DLR FOLLOW P/I 100093B, READ CONTENT TO DLR:

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.

07/26/2002 11:02:12 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5769586	VIN Number:	1GNDT13S222488652
Date Opened:	7/29/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B47145	Mileage:	176
Address:	EWALD CHEVROLET BUICKOCONOMOWO	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT WIPER OPERATION WIPER CYCLE THEN

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/29/2002 10:01:53 SBD TEMPLATE - MORALES

STRATEGY BASED DIAGNOSTICS

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 MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

FUZZ BUSTER

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

JOHN EMMER TECH

CUSTOMER CONCERN -

CUSTOMER ALLEGED WIPER OPERATE INTERMITTENTLY OR WON'T PARK CORRECTLY

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

**TECH JOHN STATED HE CAN NOT DUPLICATE THE CONDITION AND HAS LOOKED AT
WIRING AND CONNECTOR AS PER THE BULLETIN.**

TAC RECOMMENDATION -

**ADVISED JOHN OF PI 1000638 WATER INTRUSION THROUGH THE WINDSHIELD WIPER
MOTOR AT THE 9 WAYS CONNECTOR.**

07/29/2002 10:01:53 HISTORY - MORALES

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5773175	VIN Number:	1GNDS168326115160
Date Opened:	7/30/2002	Model Year:	2002
Date Closed:	7/3/2002	Series:	S1
Dealer Code:	B08520	Mileage:	4085
Address:	DAN VADEN CHEVROLET-SAVANNAH	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WATER INTRUSION AT WIPER MO

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—

07/30/2002 09:36:59 SBD TEMPLATE - JACOB

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)

WILLIAM CLIFTON-SF

CUSTOMER CONCERN -

CUSTOMER STS THE WIPERS ARE INOP

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

**SF STS THE WIPER MOTOR IS GETTING WATER IN IT THROUGH THE CONNECTOR AND
WANTS TO KNOW IF WE HAVE ANY INFO ON THIS**

TAC RECOMMENDATION -

**TAC ADVISES TECH TO REPLACE THE WIPER MOTOR, CLEAN CONNECTOR AND USE GMS
TO SEAL BACKSIDE OF CONNECTOR AS PER P# 1000938**

07/30/2002 09:35:59 HISTORY - JACOB

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5773576	VIN Number:	1GKDS13S822235157	
Date Opened:	7/30/2002	Model Year:	2002	
Date Closed:		Series:	S1	
Dealer Code:	G53387	Millage:	14052	
Address:	BROWN & WOOD, INC. GREENVILLE		State:	NC
Dealer Phone:				

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER FRONT WIPER INOP WAT

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/30/2002 10:21:45 SBD TEMPLATE - RADZWILOWICZ

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: JEROLD SINGLETON TECH

CUSTOMER CONCERN -WIPER MOTOR IN-OP

DEALER COMMENTS/DIAGNOSIS -THE WIPER MOTOR IS IN-OP AND THE TECH FOUND WATER IN THE CONNECTOR. THE TECH HAS SEEN THIS BEFORE IN ENVOYS AND HE WANTS TO KNOW HOW TO REPAIR THE CONNECTOR FOR THE WATER CONCERN.

TAC RECOMMENDATION -

1) ADVISE THE TECH ON P/I: I000838

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:	5773996	VIN Number:	1GKES168326104988
Date Opened:	7/30/2002	Model Year:	2002
Date Closed:	7/30/2002	Series:	Envoy XL 2WD
Dealer Code:	G47554	Mileage:	3188
Address:	FRANK BROWN PONTIAC LUBBOCK	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE MOUNT WINDSHIELD WIPER FRONT WIPE

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---

07/30/2002 11:20:02 SBD TEMPLATE - HALLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS INOP

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

**DLR STS HE HAS VERIFIED THE CONCERN AND HAS TRIED A MULT-FUNCTION SW
WITH NO CHANGE. DLR STS WHEN HE REMOVED THE CONNECTOR IT WAS FULL OF
WATER. DLR SEEKING SUGGESTIONS.**

**TAC RECOMMENDATION - ADV DLR TO REPL WIPER MOTOR AND SEAL THE CONNECTOR
WITH RTV SILICONE.**

07/30/2002 11:20:02 HISTORY - HALLER

08/14/2002 10:24:12 MEYERS - DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5776969	VIN Number:	1GNDT13S222100904
Date Opened:	7/31/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B25568	Mileage:	21404
Address:	SHELBY MOTOR CO INC SHELBYVILLE	State:	KY
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—

07/31/2002 09:31:28 SBD TEMPLATE - KAY

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

QUENTIN QUIRE

CUSTOMER CONCERN -

WINDSHIELD WIPERS INOPERATIVE,

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

**TECH HAS DUPLICATED THE CONCERN, TECH STS VEHICLE DOES HAVE RAIN SENSE
WIPERS, TECH IS PERFORMING PUBLISHED DIAG AND IS UNABLE TO LOCATE CKT'S
AS OUTLINED IN FLOW CHART, NO PARTS, NO CODES, TECH SWAPPED SWITCH WITH
NO CHANGE, TECH IS CALLING FOR REPAIR SUGGESTIONS**

**TECH STS WIPER MOTOR TERMINAL M HAS A GOOD GROUND AND TERMINAL F HAS
POWER,**

TAG RECOMMENDATION -

**ADVISED TECH TO SPRAY WINDSHIELD WITH WATER AND NOTE OPERATION, ADVISED
TECH IF STILL INOP TO TEST MOTOR TERMINAL D CKT 477 FOR SHORT TO GROUND
WHEN WIPER SWITCH IS TURNED TO HIGH, TECH TO REPLACE WIPER MOTOR ASSY IF
NO CKT FAULT IS NOTED AND SEAL CONNECTOR PER PI 1000938(MOTOR INOP)**

**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**

PE83-042 / GM644

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.

07/31/2002 09:31:26 HISTORY - KAY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5777716	VIN Number:	1GNES16S226103331
Date Opened:	7/31/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B26528	Mileage:	4082
Address:	ROGER WHITLEY CHEVROTAMPA	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE INTERMITTENT I00936 WILL NOT TU

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/31/2002 11:21:27 SBD TEMPLATE - POULOS

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - CUSTOMER ALLEGES THAT WIPERS WILL NOT TURN OFF OR WORK AT TIMES.

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

- MATT CALLED AND STS THAT PREVIOUS VISIT, HE HAD WATER COME OUT OF CONNECTOR. HE STS THAT HE STS THAT TIME, HE REPLACED MOTOR, MODULE AND DRIED OUT CONNECTOR. HE STS THIS VISIT, HE HAS THE SAME CONCERN.

TAC RECOMMENDATION -

- TAG ADVISED DLR OF P/I 1000938. ADVISED DLR TO REPAIR TERMINALS, SEAL CONNECTOR BACK WERE WIRES ENTER WITH CLEAR SILICONE AND PUT DIELECTRIC GREASE ON TERMINALS. ADVISED DLR TO THEN REPLACE MOTOR PER P/I 1000938.

07/31/2002 11:21:27 HISTORY - POULOS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5777954	VIN Number:	1GNDT13S822313145	
Date Opened:	7/31/2002	Model Year:	2002	
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz	
Dealer Code:	B16189	Mileage:	18528	
Address:	PARKS CHEVROLET HUNTERSVILLE		State:	NC
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER WIPERS ARE INOP INT ON VEH WASHER PUMP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/31/2002 11:46:58 SBD TEMPLATE - MASON

STRATEGY BASED DIAGNOSTICS

_2 NUMBER OF TIMES IN FOR THE SAME CONDITION

_2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME

BRYAN CORNWELL (SERVICE)

CUSTOMER CONCERN -

WIPERS ARE INOP ON VEH INTERMITTENTLY.

DEALER COMMENTS/DIAGNOSIS

TECH STATED THAT HE HAS WIPERS INOP INTERMITTENTLY AND THAT WASHERS ARE ALSO ON ALL THE TIME HE HAS REPLACED WIPER MOTOR LAST TIME IN AND NOW CONNECTOR IS FULL OF WATER.

TAC RECOMMENDATION -

I READ P/I K000838 TO TECH AND TECH TO RESEAL CONNECTOR AND ALSO REPLACE MOTOR ASSY.

07/31/2002 11:46:58 HISTORY - MASON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5778017	VIN Number:	1GHDT13SX22185445
Date Opened:	7/31/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	007981	Mileage:	25165
Address:	YOUNG CHEVROLET-OLDSMOBILE	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER MOTOR INOPERATIVE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/31/2002 12:05:55 SBD TEMPLATE - LESZCZYNSKI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS INOPERATIVE

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DEALER REPLACED THE MOTOR AND NOW ALL IT DOES
IS BUZZ**

**ADVISED DEALER THAT THE CRANK ARM OF THE NEW MOTOR IS PARKED IN A
DIFFERENT POSITION DEALER ORDERED ANOTHER MOTOR AND IT WAS PARKED IN
A DIFFERENT POSITION DEALER STATES THAT BOTH NEW MOTORS WILL ONLY
BUZZ DEALER IS ASKING FOR BULLETIN OR PI INFORMATION**

TAC RECOMMENDATION -

ADVISED DEALER OF NO BULLETIN OR PI INFORMATION

**ADVISED DEALER TO CALL PARTECH AND HAVE THEM OPEN STOCK AND SEE WHERE THE
CRANK ARMS ARE PARKED**

**ADVISED DEALER TO DISASSEMBLE ONE OF THE NEW MOTORS AND SEE WHAT IS
BINDING IT**

07/31/2002 12:06:55 HISTORY - LESZCZYNSKI

08/14/2002 08:48:27 MEYERS - DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5788468	VIN Number:	1GKDB13S322263741
Date Opened:	8/1/2002	Model Year:	2002
Date Closed:	8/1/2002	Series:	Jimmy Envoy 2WD 4DR
Dealer Code:	G31147	Mileage:	12839
Address:	COURTESY GMC TRUCK LAFAYETTE	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- FRONT FRONT WIPER INOP I000838

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--

08/01/2002 09:02:11 SBD TEMPLATE - SEARS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

KIP LANDRY TECH

CUSTOMER CONCERN -

FRONT WIPER INOP

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

**NO CODES, PARTS OR REPAIRS, CAN DUPLICATE, WIPER MOTOR HAS WATER IN IT
AND REMEMBERS A BULLETIN FOR THE CONCERN**

TAC RECOMMENDATION -

1) I000938

08/01/2002 09:02:11 HISTORY - SEARS

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:	5781838	VIN Number:	1GNES16S826129657
Date Opened:	8/1/2002	Model Year:	2002
Date Closed:		Series:	TrafficBlazer Ext 2WD
Dealer Code:	B17544	MBadge:	1211
Address:	EDD ROGERS CHEVROLETS PARTA	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FOUND WATER IN T

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 12:14:38 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

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

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

CUSTOMER CONCERN - WIPERS INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DEALER WENT TO DIAGNOSE AND FOUND WATER IN THE
WIPER CONNECTOR DEALER IS ASKING FOR BULLETIN OR PI INFORMATION

TAG RECOMMENDATION -

ADVISED DEALER ON PI 1000938 SEAL CONNECTOR

06/01/2002 12:14:39 HISTORY - LESZCZYNSKI

06/05/2002 10:46:30 MILLER - CALLER'S NAME (FIRST, LAST,
AND POSITION)

JEFF ANDERSON

1 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)

TECHNICIAN STATES REPLACED THE MOTOR AND CONNECTOR WITH NO CHANGE.

NEW RECOMMENDATIONS

TAG ADVISES TO DO A LOADED VOLTAGE DROP ON THE POWERS AND GROUNDS AT THE

PE03-042 / GM644

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

TECHNICIAN TO CALL BACK.

11/14/2002 12:28:54 RICHARDSON -

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

TIM HICKS TECH

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

5? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STS WIPER MOTOR IS INOP AGAIN AND CONNECTOR HAS EXCESSIVE CORROSION.

TECH WAS UNAWARE OF PREVIOUS VISIT FOR SAME CONCERN.

NEW RECOMMENDATIONS

ADVISE TECH OF PI00413.

PI00413

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE BEFORE THE END OF THE MONTH (OF NOVEMBER). ANY ORDERS PLACED WILL GO ON NATIONAL BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.
2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).
3. CLEAN THE TERMINAL ENDS.
4. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO THE PLATFORM LIAISON.

PIGTAIL PART INFORMATION:

16306415 2002 MODEL YEAR

88886271 2003 MODEL YEAR

PE03-042 / GM644

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5787429	VIN Number:	1GKET16S326129708
Date Opened:	8/5/2002	Model Year:	2002
Date Closed:	10/21/2002	Series:	T1
Dealer Code:	G10691	Mileage:	217
Address:	CHARLIE OBAUGH PONTIAC/AUNTON	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD 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—

08/05/2002 10:27:18 SBD TEMPLATE - WARNER

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)GARY CUTLIP

CUSTOMER CONCERN -WIPERS INOP

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

NONE!!!!!!

TAC RECOMMENDATION -

TECH TO CHECK FOR WATER INTRUSION INTO WIPER MOTOR.

08/06/2002 10:27:18 HISTORY - WARNER

10/21/2002 15:08:29 SEARS - DLR REPLACED THE WIPER - VME

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5788284	VIN Number:	1GNES16S728117967
Date Opened:	8/5/2002	Model Year:	2002
Date Closed:	8/5/2002	Series:	Trafficblazer Ext 2WD
Dealer Code:	B07324	Mileage:	4347
Address:	HOLIDAY CHEVROLET INWHITESBORO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER I000938

RESOLUTION ABSTRACT- PULS WPR MODULE RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/05/2002 12:14:20 SBD TEMPLATE - VAVRA

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)

HARVEY PANKRATZ SM

CUSTOMER CONCERN -

YES DUPLICATE - WINDSHIELD WIPERS INOP.

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

- WIPERS INOP.

- PLU CORRODED LOOKINGFOR INFO.

TAC 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
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.

08/05/2002 12:14:20 HISTORY - VAVRA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5788395	VIN Number:	1GNES16S526116437
Date Opened:	8/5/2002	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B24008	Mileage:	541
Address:	SANDY SANSING CHEVROPENSACOLA	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPER INOPERATIV

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/05/2002 12:30:44 SBD TEMPLATE - EGGING

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) DALE PHILLIPS, SF.

CUSTOMER CONCERN - WIPERS INOPERATIVE.

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

THE TECH CALED FOR LIKE CASES. NO DIAGNOSTICS PERFORMED.

TAG RECOMMENDATION - ADVISED THE TECH OF 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 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.

08/05/2002 12:30:44 HISTORY - EGGLING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5789992	VIN Number:	1GNDS13S322200068
Date Opened:	8/5/2002	Model Year:	2002
Date Closed:	8/5/2002	Series:	Blazer 2WD 4DR Trailblaz
Dealer Code:	B17424	Mileage:	2757
Address:	MILLSAPS CHEVROLET-PSTARKVILLE	State:	MS
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER INOP K00038

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—

08/08/2002 17:50:31 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)

BRAD BRADFORD

CUSTOMER CONCERN -

WIPER IS INOP

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

DEALER STATES THAT HE HAS POWER TO THE WIPER MODULE. TECH STATES THAT HE
HAS NO POWER TO THE MULTIFUNCTION SWITCH

TAC RECOMMENDATION -

TAC ADVISED OF PI 1000938

08/05/2002 17:50:31 HISTORY - SHERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3798913	VIN Number:	1GKDT13S322284585
Date Opened:	8/6/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G06093	Mileage:	9021
Address:	VARNEY PONTIAC GMC BANGOR	State:	ME
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER 1000838

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/08/2002 10:20:09 SBD TEMPLATE - ELLIOTT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME - RICK FIELD - TECH

CUSTOMER CONCERN - WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS - RICK STS HE HAS POWER ON CIRCUIT 143.

TAC RECOMMENDATION - TAC ADV RICK OF INFO FROM PI# 1000938.

08/08/2002 10:20:09 HISTORY - ELLIOTT

PI# 1000938 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 TERMINAL CAVITIES WITH QMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5793829	VIN Number:	1GNET16S226121549
Date Opened:	8/6/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B03142	Mileage:	3285
Address:	GASTORF-SCHRUMPF MOTWARRENTON	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WINDSHIELD WIPERS ARE INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/06/2002 17:44:56 89D TEMPLATE - WROBEL

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)

CHAD RHODES

CUSTOMER CONCERN -

DLR STATES TEH WIPERS ARE INOP.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

THE DLR REQUESTING PI 1000938.

TAC RECOMMENDATION -

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.

06/06/2002 17:44:55 HISTORY - WROBEL

06/26/2002 17:16:53 ROSS - UPDATE

FE03-042 / GM644

08/28/2002 17:16:53 ROSS - UPDATE
CALLER'S NAME (FIRST, LAST, AND POSITION)

JASON CARTER (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)

ANOTHER TECH WORKED ON VEH AND REPLACED THE WIPER MOTOR BUT DID NOT
SERVICE THE HARNESS CONNECTOR. VEH IS BACK WITH THE SAME CONCERN.

NEW RECOMMENDATIONS- P/I

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.

REPORT

PS93-642 / GM644

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TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5794853	VIN Number:	1GKET16S528120294
Date Opened:	8/7/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	D51593	Mileage:	1152
Address:	STAPLETON BUICK & GM NEW CARLISLE	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— HVAC WINDSHIELD WIPER P100273 WIPER INOP AC

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/07/2002 08:30:16 SBD TEMPLATE - COLE

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CHRIS,TECH

CUSTOMER CONCERN -

WIPERS STOPPED ON THE WINDSHIELD, WASHER PUMPED THE RESERVIOR DRY,HVAC
BLOWS WARM INTERMITTANTLY.

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

TECH STATES WIPER MOTOR RUSTED INSIDE, HAS NOT DUPLICATED HVAC CONCERN.

TAC RECOMMENDATION -

REPLACE WIPER MOTOR ASSY, SPAC IF NECESSARY.

ADVISED OF PI00273 FOR HVAC CONCERN.

08/07/2002 08:30:16 HISTORY - COLE

08/14/2002 14:01:11 MEYERS - DEALER SURVEY WAS PERFORMED

08/22/2002 11:45:00 LEITHAUSER -CALLER'S NAME (FIRST, LAST, AND
POSITION)

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

17__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH HAS JUST RECEIVED THE REPLACEMENT WIPER MOTOR, TECH HAS SEALED THE
NEW MOTOR WITH A SPRAY SEALANT & REPAIRED TERMINALS & THE WIPERS ARE
PE83-842 / GM644

NEW MOTOR WITH A SPRAY SEALANT & REPAIRED TERMINALS & THE WIPERS ARE OPERATING CORRECTLY.

TECH SEEKS ANY UPDATED INFORMATION ON THE HVAC CONCERN.

TECH SAYS THERE ARE COMMUNICATION CODES STORED IN THE VEHICLE, INCLUDING A CODE IN THE LGM INDICATING LOSS OF HVAC DATA.

NEW RECOMMENDATIONS

ADVISED TECH THERE IS NO NEW INFORMATION ON THE HVAC CONCERN AT IDLE AS DESCRIBED IN PI P100273.

ADVISED A LOSS OF COMMUNICATION COULD CAUSE A LOSS OF AC OPERATION.

ADVISED TECH THAT A LGM WITH DTC U1152 OFTEN IS AN INDICATION OF A FAILING LGM.

ADVISED TECH TO DISCONNECT THE LGM, IF U CODES DO NOT RESET & THE AC COMPRESSOR DOES NOT CUT OUT WHILE DRIVING, REPLACE THE LGM.

CASE MARKED PENDING PER P100273.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5795861	VIN Number:	1GNDT13S322198828	
Date Opened:	8/7/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B44466	Mileage:	20342	
Address:	YANOVER CHEVROLET, FORT GRATIOT		State:	MI
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER ERRATIC 1000938

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/07/2002 13:20:23 SBD TEMPLATE - STEVENS

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) JASON VRANISH -TECH

CUSTOMER CONCERN - WIPERS ERRATIC

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECH IS LOOKING FOR LIKE CASES BEFORE HE STARTS DIAG

TAC RECOMMENDATION -

CHECK FOR COROSION IN WIPER MOTOR OR CIRCUIT BOARD AND IF SO REPLACE PART

AND SEAL THE CONNECTOR

08/07/2002 13:20:23 HISTORY - STEVENS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5863883	VIN Number:	1GNES16SX26128817
Date Opened:	8/9/2002	Model Year:	2002
Date Closed:		Series:	TrafficBlazer Ext 2WD
Dealer Code:	B14377	MRange:	1825
Address:	JIM PRICE CHEVROLET CHARLOTTESVIL	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— WASHER WIPER WIPER MOTOR WASHER INOP 1000936

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/09/2002 12:22:37 SBD TEMPLATE - CIAVERELLA

STRATEGY BASED DIAGNOSTICS

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 MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

ALARM

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

CHRIS HINKLE TECH

CUSTOMER CONCERN -

DLR STS WIPERS INOP

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

DLR STS WIPER SW . WAS REPLACED, CAN DUP. CONCERN

STS NO POWER ON CKT B4

TAC RECOMMENDATION -

ADV DLR TO CHECK POWER FROM WIPER MOTOR ON CKT 47B.

AND OF PI 1000938 TO RESEAL CONNECTOR , REPLACE MOTOR FOR WATER INTRUSION

08/08/2002 12:22:37 HISTORY - CIAVERELLA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5884836	VIN Number:	1GNDDT13S722963616	
Date Opened:	8/12/2002	Model Year:	2002	
Date Closed:		Series:	Blazer 4WD 4DR TrailBlazer	
Dealer Code:	B25436	Mileage:	8000	
Address:	MIKE ANDERSON CHEV IGAS CITY		State:	IN
Dealer Phone:				

SYMPTOM ABSTRACT--- WIPER I000938 WIPERS INOP P100413 NCP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/12/2002 11:52:17 8BD TEMPLATE - CIARKOWSKI

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

- ZACK DILLON- SM

CUSTOMER CONCERN

- WIPERS INOP

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

- VEHICLE IS NOT AT THE DEALER BUT THE CUSTOMER HAS CALLED

- DEALER HAS REPLACED THE WIPER MOTOR BEFORE FOR WATER INTRUSION

TAC RECOMMENDATION

- 1000638- 02 S1 T1 T6 CHEV. GMC OLDS. WINDSHIELD WIPER MOTOR INOPERATIVE

**"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 QUIVALENT SILICONE. PREFERABLY A SILICONE
THAT DRIES CLEAR."**

08/12/2002 11:52:17 HISTORY - CIARKOWSKI

10/17/2002 10:51:12 HALLER -CALLER'S NAME (FIRST, LAST, AND
POSITION) KEVIN ROYAL - TECH.

4 ?? NUMBER OF TIMES IN FOR THE SAME CONDITION

8 ?? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

REPEAT WIPER MOTOR INOP DUE TO WATER INTRUSION. DLR STS HE REPL THE WIPER
MOTOR THREE PREVIOUS TIMES DUE TO WATER INTRUSION, HE CLAIMS ON THE LAST
VISIT HE REPL THE WIPER MOTOR CONNECTOR P/N 15308415, SEALED WITH
SILICONE AND REROUTED HARNESS TO CREATE A DRIP LOOP AND WATER IS IN THE
MOTOR AGAIN. DLR FEELS THE WATER IS NOT GETTING IN AT THE CONNECTOR. DLR
SEEKING SUGGESTIONS AS VEHICLE OWNER MAY SEEK A BUY BACK.

NEW RECOMMENDATIONS - TAC ADV DLR OF PI00413 TO CK FOR WATER BACKING UP
IN THE COWL AREA.

TAC ADV DLR WE WILL FWD CASE TO M.G. & HE POSS WILL FWD TO LIAISON DUE TO
TIMES IN. T/L NOT AVAILABLE TODAY.

10/22/2002 16:40:23 PIZZINO - I CONTACTED THE DLR AND SPOKE WITH TECH KEVIN. KEVIN STATES HE INSTALLED ANOTHER WIPER MOTOR AND SEALED THE MODULE AND THE CONNECTOR. KEVIN STATES HE ALSO PUT 3 DRAIN HOLES NEAR THE BRAKE BOOSTER TO AID IN WATER DRAINAGE. I GAVE TECH MY NAME AND EXT AND ADVISED HIM TO CONTACT ME IF FURTHER ASSISTANCE IS NEEDED. I ADVISED TECH IF VEH DOES NOT COME BACK WITHIN A PERIOD OF TIME TO CALL BACK AND CLOSE THIS CASE. TECH TO COMPLY.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5806463	VIN Number:	1GNDT13S72444339
Date Opened:	8/12/2002	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B02038	Mileage:	5056
Address:	B K CHEVROLET INC BROOKLYN	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER WIPERS INOP CORROSION 1000938

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/12/2002 16:18:42 SBD TEMPLATE - CIAVERELLA

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JOE ZITO

CUSTOMER CONCERN -

DLR STS WIPERS ARE INOP

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

DLR STS NO REPAIRS MADE, TSB SEARCH DONE, NO PARTS REPLACED.

STS THERE IS CORROSION AT 9 WAY CONNECTOR TO MOTOR

TAC RECOMMENDATION -

ADV DLR TO RESEAL CONNECTOR AND REPLACE MOTOR AS PER PI 1000938

08/12/2002 16:15:42 HISTORY - CIAVERELLA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5887545	VIN Number:	1GNDT13S722288120	
Date Opened:	8/13/2002	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B32493	Mileage:	17034	
Address:	O'KEEFE CHEVROLET, IPSWICH		State:	MA
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER K000938 WIPER SWEEP STOP HALF WAY INTE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/13/2002 09:54:08 SBD TEMPLATE - NICHOLS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - THE WIPER INTERMITTENT STOP HALF WAY UP ON THE SWEEP
THEN FINISH THE SWEEP.

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

BRIAN STS HAS NOT DUPLICATE THE CONDITION, CALLING FOR LIKE CASES.

TAC RECOMMENDATION -

1. ADVISE OF PI 1000838.

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.

2. CALL BACK WITH RESULTS. NICHOLS 40744

08/13/2002 09:54:06 HISTORY - NICHOLS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5815859	VIN Number:	1GNES16SX26118766
Date Opened:	8/15/2002	Model Year:	2002
Date Closed:		Series:	Traillblazer Ext 2WD
Dealer Code:	B24027	Mileage:	2385
Address:	BARBERA CHEVROLET INNAPOLEONVILL	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT— PERFORMANCE FRONT WINDSHIELD WIPER INOP REPEA

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/16/2002 12:36:39 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) LARRY SAMANIE, TECHNICIAN.

CUSTOMER CONCERN - FRONT WINDSHIELD WIPER INOPERATIVE.

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

DLR STS HE CAN DUPLICATE THE CONCERN, TRIED PLUGGING IN ANOTHER MULTIFUNCTION SWITCH, BUT THE SWITCH HE TRIED IS A PART OUT OF ANOTHER VEHICLE THAT HAD WIPER PROBLEMS.

WHEN ASKED, DLR STS TERMINALS AT THE WIPER MOTOR CONNECTOR HAS SIGNS OF CORROSION.

TAC RECOMMENDATION -

PI 1000938 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 TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR. R.K.

08/15/2002 12:35:39 HISTORY - KOPAH

08/23/2002 15:44:30 ZAJECHOWSKI -

PE93-642 / GM644

08/23/2002 15:44:30 ZAJECHOWSKI
CALLER'S NAME (FIRST, LAST, AND POSITION)

BRAIN THIBODAUX 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)

CUSTOMER STATES WIPERS STILL ERRATIC AT TIMES AND NOW HVAC WILL GO INOP
AT TIMES ALSO.

NEW RECOMMENDATIONS

ADVISED TECH TO INSPECT GROUNDS AND INFORMED TECH OF CASES WITH IGNITION
SWITCH CONCERN.

08/27/2002 16:59:58 GLEDHILL

-CALLER'S NAME (FIRST, LAST, AND POSITION) BRAIN THIBODAUX

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) TECH REPLACED THE MOTOR IN THIS VEHICLE LAST WEEK FOR BEING INOP AND SEALED THE CONNECTOR WITH DIELECTRIC GREASE. THE VEHICLE HAS RETURNED WITH THE WIPERS INOP AGAIN.

NEW RECOMMENDATIONS: ADVISED TECH TO INSPECT CAVITY F, YELLOW WIRE AT THE WIPER MOTOR FOR 12V. IF PRESENT, SUGGEST REPLACE THE MOTOR AND SEAL THE CONNECTOR WITH RTV AS DIRECTED IN LAST CASE TEXT. IF NO POWER AT TERM F OF THE WIPER MOTOR, INSPECT REAR BUSSED ELECTRICAL CENTER.

10/02/2002 09:33:03 JACOB

CALLER'S NAME (FIRST, LAST, AND POSITION) BRAIN THIBODAUX TECH

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

PE03-042 / GM644

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

**TECH STS THAT THE VEHICLE IS BACK WITH THE WIPER MOTOR INOP AGAIN, HE STS
THAT THE WIPER MOTOR IS FULL OF RUSTY WATER AGAIN. TECH STS THAT HE HAS
PERFORMED PI 1000938 AND IS STILL HAVING THE CONCERN.**

**TECH STS THAT THEY GET A LOT OF RAIN IN HIS AREA AND HE STS THAT THE
WIPER MOTOR HAS BEEN REPLACED 2 TIMES ALREADY.**

**TECH STS THAT THE WIPER MOTOR IS GOING TO FAIL AGAIN UNTIL THERE IS SOME
SORT OF A RAIN SHIELD MADE FOR THE MOTOR**

NEW RECOMMENDATIONS

TAC ADVISES TECH OF PI00413

WINDSHIELD WIPER MOTOR INOPERATIVE

TAC ADVISES TECH TO FILE A FIELD PRODUCT REPORT AS PER BULLETIN

02-00-89-002

INFORMATION FOR DEALERS ON HOW TO SUBMIT A FIELD PRODUCT REPORT

10/30/2002 12:03:50 HAJJ

-CALLER'S NAME (FIRST, LAST, AND

POSITION) LARRY SAMANIE

PE03-042 / GM644

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5 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

**DLR HAS REPLACED WIPER MOTOR ON LAST VISIT AND NOW HAS VEHICLE RETURNED
WITH WATER INTRUSION WIPER MOTOR CAUSING ISSUES. DLR STS WIPER WILL NOT
TURN OFF. DLR STS COWL IS DRAINING CORRECTLY.**

**NEW RECOMMENDATIONS ADVISED DLR TO REPLACE WIPER MOTOR AS NEEDED, CONTACT
AVM. HAJJ 40772**

11/04/2002 16:10:17 ERMAN

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

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

PE03-042 / GM644

DETAILS OF THE CONCERN)

**DALE SAID HE DID MAKE A WATER DEFLECTOR FOR THE WIPER MOTOR OUT OF A
PIECE OF PLASTIC. DALE WILL HAVE THE CUSTOMER EVALUATE THIS TRUCK.**

NEW RECOMMENDATIONS

NONE

01/13/2003 17:14:06 CIARKOWSKI -

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

- DALE DESORMAUX SF

__?_ NUMBER OF TIMES IN FOR THE SAME CONDITION

__?_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

DETAILS OF THE CONCERN)

- DEALER STATES VEHICLE IS NOT IN YET BUT WAS INSTRUCTED TO FIND TSB FOR

THIS CONCERN BY THEIR AVM

-DEALER CANNOT LOCATE TSB FOR THIS CONCERN

NEW RECOMMENDATIONS

- ADVISED DEALER THAT THERE IS A PI FOR THIS CONDITION

- PI00413: WINDSHIELD WIPER MOTOR INOPERATIVE, ERRATIC OPERATION

***CHECK DRAINS USING GARDEN HOSE, AND REPLACE MOTOR W/O RAIN SENSE NEW**

PART #15084704*

03/05/2003 11:11:19 BRIGGS

- RCCAVM TINA MARIE CARTER

972541/5172 LEFT VME ADVISING OF CASE. VEH HAS 12500 MLS & STILL HAS

CONCERN WITH WIPER INOP. CUST IS REFUSING TO BRING VEH IN & SEEKS

REPURCHASE. DLR ADVISED CUST NO FIX FOR THIS VEH... AVM LOCATED TSB ON

A COVER BUT SEEKS MORE INFO.

SYMPTOM ABSTRACT— PERFORMANCE FRONT WINDSHIELD WIPER INOP REPEA

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

PE03-042 / GM644

UCC CODE 3 _____
UCC-3 DESCRIPTION _____

08/15/2002 12:35:39 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) LARRY SAMANIE, TECHNICIAN.

CUSTOMER CONCERN - FRONT WINDSHIELD WIPER INOPERATIVE.

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

DLR STS HE CAN DUPLICATE THE CONCERN, TRIED PLUGGING IN ANOTHER

MULTIFUNCTION SWITCH, BUT THE SWITCH HE TRIED IS A PART OUT OF ANOTHER
VEHICLE THAT HAD WIPER PROBLEMS.

WHEN ASKED, DLR STS TERMINALS AT THE WIPER MOTOR CONNECTOR HAS SIGNS OF
CORROSION.

TAC RECOMMENDATION -

PI 000938 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 TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR. R.K.

08/16/2002 12:36:39 HISTORY - KOPAH

08/23/2002 16:44:30 ZAJECHOWSKI -

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

BRAIN THIBODAUX 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)

CUSTOMER STATES WIPERS STILL ERRATIC AT TIMES AND NOW HVAC WILL GO INOP AT TIMES ALSO.

NEW RECOMMENDATIONS

ADVISED TECH TO INSPECT GROUNDS AND INFORMED TECH OF CASES WITH IGNITION SWITCH CONCERN.

08/27/2002 16:58:56 GLEDHILL

-CALLER'S NAME (FIRST, LAST, AND POSITION) BRAIN THIBODAU

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) TECH REPLACED THE MOTOR IN THIS VEHICLE LAST WEEK FOR BEING INOP AND SEALED THE CONNECTOR WITH DIELECTRIC GREASE. THE VEHICLE HAS RETURNED WITH THE WIPERS INOP AGAIN.

NEW RECOMMENDATIONS: ADVISED TECH TO INSPECT CAVITY F, YELLOW WIRE AT THE WIPER MOTOR FOR 12V. IF PRESENT, SUGGEST REPLACE THE MOTOR AND SEAL THE CONNECTOR WITH RTV AS DIRECTED IN LAST CASE TEXT. IF NO POWER AT TERM F

OF THE WIPER MOTOR, INSPECT REAR BUSSED ELECTRICAL CENTER.

10/02/2002 08:33:03 JACOB

CALLER'S NAME (FIRST, LAST, AND POSITION) BRAIN THIBODAUX TECH

4 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 TAC (INCLUDE ADDITIONAL
DETAILS OF THE CONCERN)

TECH STS THAT THE VEHICLE IS BACK WITH THE WIPER MOTOR INOP AGAIN, HE STS
THAT THE WIPER MOTOR IS FULL OF RUSTY WATER AGAIN. TECH STS THAT HE HAS
PERFORMED PI 1000838 AND IS STILL HAVING THE CONCERN.

TECH STS THAT THEY GET A LOT OF RAIN IN HIS AREA AND HE STS THAT THE
WIPER MOTOR HAS BEEN REPLACED 2 TIMES ALREADY.

TECH STS THAT THE WIPER MOTOR IS GOING TO FAIL AGAIN UNTIL THERE IS SOME
SORT OF A RAIN SHIELD MADE FOR THE MOTOR

NEW RECOMMENDATIONS

PE03-042 / GM644

**NEW RECOMMENDATIONS
TAC ADVISES TECH OF PID0413**

WINDSHIELD WIPER MOTOR INOPERATIVE

TAC ADVISES TECH TO FILE A FIELD PRODUCT REPORT AS PER BULLETIN

02-00-89-002

INFORMATION FOR DEALERS ON HOW TO SUBMIT A FIELD PRODUCT REPORT

**10/30/2002 12:03:50 HAJJ -CALLER'S NAME (FIRST, LAST, AND
POSITION) LARRY SAMANIE**

5 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

**DLR HAS REPLACED WIPER MOTOR ON LAST VISIT AND NOW HAS VEHICLE RETURNED
WITH WATER INTRUSION WIPER MOTOR CAUSING ISSUES. DLR STS WIPER WILL NOT
TURN OFF. DLR STS COWL IS DRAINING CORRECTLY.**

**NEW RECOMMENDATIONS ADVISED DLR TO REPLACE WIPER MOTOR AS NEEDED, CONTACT
AVM. HAJJ 40772**

11/04/2002 15:10:17 ERMAN

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

___ NUMBER OF TIMES IN FOR THE SAME CONDITION

___ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DALE SAID HE DID MAKE A WATER DEFLECTOR FOR THE WIPER MOTOR OUT OF A
PIECE OF PLASTIC. DALE WILL HAVE THE CUSTOMER EVALUATE THIS TRUCK.

NEW RECOMMENDATIONS

NONE

01/13/2003 17:14:06 CIARKOWSKI

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

PE03-042 / GM644

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

- DALE DESORMAUX 8F

__?_ NUMBER OF TIMES IN FOR THE SAME CONDITION

__?_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

**- DEALER STATES VEHICLE IS NOT IN YET BUT WAS INSTRUCTED TO FIND TSB FOR
THIS CONCERN BY THEIR AVM**

-DEALER CANNOT LOCATE TSB FOR THIS CONCERN

NEW RECOMMENDATIONS

- ADVISED DEALER THAT THERE IS A PI FOR THIS CONDITION

- P100413: WINDSHIELD WIPER MOTOR INOPERATIVE, ERRATIC OPERATION

***CHECK DRAINS USING GARDEN HOSE, AND REPLACE MOTOR W/O RAIN SENSE NEW
PART #15094704***

03/05/2003 11:11:19 BRIGGS

- RCCAVM TINA MARIE CARTER

972641/8172 LEFT VME ADVISING OF CASE. VEH HAS 12500 MLS & STILL HAS
CONCERN WITH WIPER INOP. CUST IS REFUSING TO BRING VEH IN & SEEKS
REPURCHASE. DLR ADVISED CUST NO FIX FOR THIS VEH... AVM LOCATED TSB ON
A COVER BUT SEEKS MORE INFO.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5816384	VIN Number:	1GKET168426128149	
Date Opened:	8/15/2002	Model Year:	2002	
Date Closed:		Series:	Envoy XL 4WD	
Dealer Code:	G06057	Model:	1784	
Address:	MILEA PONTIAC BUICK BRONX	N	State:	NY
Dealer 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—

08/15/2002 14:41:30 SBD TEMPLATE - LOFFREDI

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)

CHARLIE MAURIELLO / TECH

CUSTOMER CONCERN -

CUSTOMER ALLEGES THE FRONT WIPERS ARE INOPERATIVE.

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

DEALER DOES NOT SEEM FAMILIAR WITH READING SCHEMATICS.

DEALER STATES HE DOES NOT HAVE POWER AT THE WIPER MOTOR TO GO TO THE
SWITCH.

TAC RECOMMENDATION -

TAC ADVISED TECH THAT THE SWITCH GIVES THE POWER TO THE MOTOR.

ADVISED TECH TO GO TO THE BASE OF THE COLUMN AND CHECK FOR POWER AT THE
END OF THE WIPER SWITCH CONNECTOR.

ADVISED TECH TO CHECK BEHIND THE KNEE BOLSTER FOR WIRE DAMAGE.

ADVISED TO CHECK INSIDE THE WIPER MOTOR/ MODULE FOR WATER DAMAGE, SEAL
THE CONNECTOR.

08/15/2002 14:41:30 HISTORY - LOFFREDI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5817428	VIN Number:	1GNDT13S622223170
Date Opened:	8/15/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B32043	MI Range:	21873
Address:	CURRIER CHEV-GEO-BURLINGAME	State:	NH
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER ERRATIC 1000638

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/15/2002 16:27:24 SBD TEMPLATE - STEVENS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS ERRATIC

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

TECH IS LOOKING FOR LIKE CASES

TAG RECOMMENDATION - DISCUSSED PI 1000938 AND TECH IS TO CHECK FOR

WATER INTRUSION AT CONNECTOR OF WIPER MOTOR DRIPING IN MOTOR

08/16/2002 18:27:24 HISTORY - STEVENS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5817612	VIN Number:	1GKES16S326117509
Date Opened:	8/15/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	G08112	Mileage:	998
Address:	DOBBS BROTHERS PONTIAC MEMPHIS	State:	TN
Dealer 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—

08/15/2002 16:59:21 SBD TEMPLATE - EGGLING

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JOHN TIERNEY, TECH.

CUSTOMER CONCERN - WIPERS ARE INOPERATIVE.

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

THE TECH STATES THAT THE WIPER MOTOR IS WET INSIDE.

TAG RECOMMENDATION -

READ P/I 1000938 TO THE TECH.

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.

08/15/2002 18:59:21 HISTORY - EGGLEING

08/21/2002 14:44:31 MEYERS -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3818926	VIN Number:	1GNES168626112971
Date Opened:	8/16/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B07023	Mileage:	367
Address:	MADISONVILLE AUTO MAMADISONVILLE	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT-- WIPER 1000938 WIPER ERRATIC

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/18/2002 11:24:38 SBD TEMPLATE - DALEY

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JEFF HOSKINS (TECH)

CUSTOMER CONCERN -

ERRATIC WIPER OPERATION

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

DLR STS THAT WIPERS AER ERRATIC.

DLR STS THAT HE HAS WATER INTRUSION IN THE WIPER MOTOR.

DLR LOOKING FOR DAIG.

TAC RECOMMENDATION -

TAC ADV OF PI 000838:

**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.**

08/16/2002 11:24:36 HISTORY - DALEY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5821896	VIN Number:	1GNDT13S922302626	
Date Opened:	8/19/2002	Model Year:	2002	
Date Closed:	10/21/2002	Series:	T1	
Dealer Code:	B28631	Mileage:	9289	
Address:	RALPH THAYER CHEVROLBOWLING GRE		State:	OH
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER WIPER INT 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—

08/19/2002 09:19:08 SBD TEMPLATE - JACOB

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)

BART BLAKE TECH

CUSTOMER CONCERN -

CUSTOMER WHO IS THE SERVICE MANAGER STS THAT THE WIPERS WILL STOP MID TRAVEL AND JUMP AROUND INT . SOMETIMES THEY ARE INOP

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

TECH STS HE CAN DUPLICATE THE CONCERN AND THINKS IT IS GOING TO BE A WIPER MOTOR CONCERN BUT IS CALLING TO SEE IF WE HAVE ANYTHING ON THIS CONCERN

TAC RECOMMENDATION -

TAC ADVISES TECH OF PI# 1000938

02 S1 T1 T6 CHEV. GMC OLDS, WINDSHIELD WIPER MOTOR INOPERATIVE

08/19/2002 09:19:08 HISTORY - JACOB

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5821289	VIN Number:	1GKDT13S422384940
Date Opened:	8/19/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G06003	Mileage:	4750
Address:	KNIGHT CADILLAC PONTPLATTSBURGH	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— REPEAT WINDSHIELD WIPER INOPERATIVE I000838

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/19/2002 09:50:29 SBD TEMPLATE - HAJJ

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS INOP

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

DLR STS WIPER MOTOR IS FULL OF WATER. WIPERS ARE INOP.

TAG RECOMMENDATION - ADVISED DLR TO REPLACE MOTOR AND SEAL CONNECTOR WITH
SILICONE. HAJJ 40772

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.

08/19/2002 09:50:28 HISTORY - HAJJ

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5821874	VIN Number:	1GNDT138922142731	
Date Opened:	8/19/2002	Model Year:	2002	
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer	
Dealer Code:	B11984	Mileage:	23834	
Address:	JERRY HAGGERTY CHEV GLEN ELLYN		State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT--- WINDSHIELD WIPER WIPERS STOP THEN START AGAIN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/19/2002 11:19:03 SBD TEMPLATE - SEARS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TOM MACYCOOK TECH

CUSTOMER CONCERN -

WIPERS STOP THEN START AGAIN

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

NO PARTS OR REPAIRS, CAN DUPLICATE

TAC RECOMMENDATION -

1) PI 1000938

06/19/2002 11:19:03 HISTORY - BEARS

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
PE83-642 / GM644

TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3823548	VIN Number:	1GNES16S228138452
Date Opened:	8/19/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B30190	MI Range:	1275
Address:	NORMAN FREDR CHEVROLHOUSTON	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE REPEAT WINDSHIELD WIPER WATER IN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/19/2002 15:45:13 SBD TEMPLATE - HAJJ

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) TOMMY MASON TECH

CUSTOMER CONCERN - WIPER MOTOR INOP.

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

DLR STS 2ND TIME IN FOR WATER INTRUSION INTO WIPER CONNECTOR CORRODING
WIPER MOTOR.

TAC RECOMMENDATION - ADVISED DLR TO SEAL BACK OF CONNECTOR AS PER PI #
K00636.

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.

08/19/2002 16:45:13 HISTORY - HAJJ

09/27/2002 15:03:41 BEERE -

CALLER'S NAME (FIRST, LAST, AND POSITION) TOMMY MASON TECH

PE83-962 / GM644

CALLER'S NAME (FIRST, LAST, AND POSITION) TOMMY MASON TECH

3__ NUMBER OF TIMES IN FOR THE SAME CONDITION

3__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

**DEALER SAYS THE VEHICLE CAME BACK WITH THE SAME CONCERN. DEALER SEALED
THE WIPER MOTOR CONNECTOR LAST TIME.**

NEW RECOMMENDATIONS

ADVISED DEALER TO SEAL THE WIPER MOTOR CONNECTOR AND COVER WITH SILICONE.

**DEALER TO CHECK FOR DRAINAGE PROBLEM IN COWL. DEALER TO COMPARE COWL TO A
LIKE NEWER UNIT. DEALER TO WATER TEST THE COWL. DEALER TO CALL BACK WITH
UPDATE.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5824821	VIN Number:	1GNET18S528119214
Date Opened:	8/20/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B44049	Mileage:	6814
Address:	GRAFF CHEVROLET, PONDURAND	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER I000938

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/20/2002 09:38:52 BBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

BELOW)

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

SHOP FOREMAN RICK BALABON

CUSTOMER CONCERN -

WIPERS INOP.

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

**REPLACED THE MOTOR THE LAST TIME IN AND NOW BACK WITH CORROSION IN MOTOR
AND CONNECTOR.**

TAC RECOMMENDATION -

ADVISED DEALER OF PI 1000838.

**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.**

08/20/2002 09:36:52 HISTORY - MILLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3826973	VIN Number:	1GKDT13SXC22489030
Date Opened:	8/20/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G08193	Mileage:	3715
Address:	KARI MORRIS CHEVROLETCOLUMBUS	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER I000838

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/20/2002 14:48:03 88D TEMPLATE - ELLIOTT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME - EDWARD BUSBY - TECH

CUSTOMER CONCERN - WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS - EDWARD STS HE DID NOT HAVE POWER AT THE MOTOR AND REPLACED THE MULTIFUNCTION SWITCH. NOW HE HAS POWER BUT THE MOTOR IS STILL INOP.

TAC RECOMMENDATION - TAC ADV EDWARD OF INFO FROM PH# 1000938.

08/20/2002 14:48:03 HISTORY - ELLIOTT

PH# 1000938 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 TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5827311	VIN Number:	1GNDT13SX22141913
Date Opened:	8/20/2002	Model Year:	2002
Date Closed:	9/2/2002	Series:	T1
Dealer Code:	B11071	Mileage:	19355
Address:	MENDENHALL-ROY CHEV GRABILL	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT-- STALL WIPER 1000938

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--

08/20/2002 15:31:41 SBD TEMPLATE - DIEHL

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 CRAIG LONG TECH

CUSTOMER CONCERN - THE WIPERS MAY STOP IN THE MIDDLE OF A SWEEP THEN
RESUME A SWEEP.

DOES IT ON ANY SPEED SETTING.

DEALER COMMENTS/DIAGNOSIS - HAVE DUPLICATED THE CONCERN.

NOTED THAT THERE IS NO
FLOW CHART FOR THIS CONCERN.

CHECKED POWER AND GROUND TO
THE WIPER, NTF.

STS THAT LOCAL CLIMATE
HAS BEEN VERY WET LATELY

TAC RECOMMENDATION - 1000838 REPLACE THE WIPER MOTOR , CLEAN AND DRY
CONNECTOR THEN INSTALL GMS SILICONE
TO WATERPROOF THE CONNECTOR AND MOTOR.

08/20/2002 15:31:41 HISTORY - DIEHL

09/17/2002 15:15:45 MEYERS -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5831497	VIN Number:	1GNDS13S222484265
Date Opened:	8/21/2002	Model Year:	2002
Date Closed:		Series:	Blazer 2WD 4DR Trailblazer
Dealer Code:	B26600	Mileage:	5256
Address:	MAROONE CHEVROLET OF MIAMI	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER 1000998

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/21/2002 15:18:40 SBD TEMPLATE - VAVRA

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -

YES DUPLICATE - WIPER INOP.

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

- HAS WATER IN WIPER MOTOR.

- HAVE REPLACED ASSY.

- NOW IS BACK WITH SAME ISSUE.

TAC RECOMMENDATION -

- ADVISED OF PI 1000930

06/21/2002 15:18:40 HISTORY - VAVRA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5834869	VIN Number:	1GHDT13S422203088
Date Opened:	8/22/2002	Model Year:	2002
Date Closed:		Series:	Breveche 4WD 4DR
Dealer Code:	023550	Mileage:	8010
Address:	METRO BUICK OLDS VANCOUVER	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER 1000636 WIPER INTERMITTENTLY STOPS IN M

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/22/2002 16:37:34 SBD TEMPLATE - EPLIN II

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION)SCOTT PIERRO TECH

CUSTOMER CONCERN -WIPER INTERMITTENTLY STOPS IN MIDDLE OF WINDSHIELD

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

**TECH STS THAT HE CAN NOT DUPLICATE AND THINKS WATER MAY BE GETTING INTO
CONNECTOR OF WIPER MOTOR.**

TAG RECOMMENDATION -TAG ADVISED TECH:

- 1) I000938 WHICH TALKS ABOUT WATER INTRUSION TO THE WIPER MOTOR**
- 2) REPLACE MOTOR IF CORROSION PRESENT AND CLEAN TERMINALS SILICONE WITH
CLEAR**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5836084	VIN Number:	1GNDS13S922510974
Date Opened:	8/23/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B24265	Mileage:	1443
Address:	IBERVILLE MOTORS INC PLAQUEMINE	State:	LA
Dealer 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—

08/23/2002 09:39:36 BBD TEMPLATE - EGGING

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JEFF LOUQUE, TECH.

CUSTOMER CONCERN - THE WIPERS ARE INOPERATIVE.

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

THE TECH STATED THAT HE SEALED THE MOTOR CONNECTOR AS PER THE PI, BUT WATER STILL ENTERED THE MOTOR.

HE STATED THAT HE USED A KENT-MORE PRODUCT TO SEAL THE CONNECTOR.

TAG RECOMMENDATION - READ THE PI TO THE TECH, ADVISED HE USE WHAT WAS STATED IN THE PI.

CORRECTION/RECOMMENDATION: WATER INTRUSION THROUGH THE WINDSHIELD WIPER MOTOR AT THE 8 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 8 WAY CONNECTOR, SEAL TERMINAL CAVITIES WITH GMS OR EQUIVALENT SILICONE. PREFERABLY A SILICONE THAT DRIES CLEAR.

08/23/2002 09:39:38 HISTORY - EGGLING

01/07/2003 10:02:40 WILSON UPDATE;

PE03-042 / GM644

01/07/2003 10:02:40 WILSON UPDATE;
CALLER'S NAME (FIRST, LAST, AND POSITION)

JEFF LOUQUE (TECH)

3_ NUMBER OF TIMES IN FOR THE SAME CONDITION

3_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

VEHICLE BACK WITH WIPERS INOP, WIPER MOTOR FULL OF WATER...TECH STATES
THE MOTOR WAS REPLACED ON THE LAST VISIT AND THE CONENCTOR WAS SEALED
WITH SILICONE...TECH LOOKING FOR ANY SUGGESTIONS....

NEW RECOMMENDATIONS

ADVISED TECH OF PI00413

01/07/2003 10:04:51 WILSON

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO
THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487686

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705 OLD

12487687

PIGTAIL

16306416 2002 MODEL YEAR

8866271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5838489	VIN Number:	1GNDT13S022249878
Date Opened:	8/23/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B05374	MI/Range:	11355
Address:	BEARDMORE CHEVROLET BELLEVUE	State:	NE
Dealer Phone:			

SYMPTOM ABSTRACT— WINDOW WINDSHIELD WIPER WIPERS INOP OR COME O

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/23/2002 16:52:20 SBD TEMPLATE - RICHARDSON

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JERRY LEWIS TECH

CUSTOMER CONCERN -

FRONT WIPERS INOP OR COME ON AT TIMES.

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

REPLACED WIPER MODULE WITH NO CHANGE. TECH HAS DUPLICATED COMPLAINT AND
SAW NO COMMAND FROM SWITCHES.

TAC RECOMMENDATION -

ADVISE TECH TO REPLACE WIPER MOTOR ASSEMBLY AND SEAL CONNECTOR PER 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
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.

08/23/2002 16:52:20 HISTORY - RICHARDSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5839119	VIN Number:	1GKDS13S822395801	
Date Opened:	8/26/2002	Model Year:	2002	
Date Closed:		Series:	Jimmy Envoy 2WD 4DR	
Dealer Code:	G47033	Mileage:	10000	
Address:	MIKE SMITH AUTOPLEX, BEAUMONT		State:	TX
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER WIPER MOTOR INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/26/2002 09:59:03 SBD TEMPLATE - NICOLETTI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - ALLEGES WIPER INOP

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

TECH HAS VERIFIED AND LOOKING FOR INFO ON ACCESSORY VOLTAGE TO WIPER
MOTOR .

TAC RECOMMENDATION -

- ACCESSORY VOLTAGE IS YELLOW WIRE TO MOTOR

- TECH WAS ALSO INFORMED TO CHECK FOR WATER INTRUSION AT WIPER MOTOR

CONNECTOR

08/26/2002 09:58:03 HISTORY - NICOLETTI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5839909	VIN Number:	1GKES168326120507
Date Opened:	8/26/2002	Model Year:	2002
Date Closed:		Series:	Envoy XL 2WD
Dealer Code:	G53060	Mileage:	2441
Address:	JEFF FENDER PONTIAC TIFTON	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER 1000938

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/28/2002 11:47:45 SBD TEMPLATE - EGGLING

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - THE WIPERS ARE INOPERATIVE.

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

THE TECH STATES CALLED FOR LIKE CASES.

TAC RECOMMENDATION - READ P/I 1000938 TO THE CALLER.

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.

06/28/2002 11:47:45 HISTORY - EGGLING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3848107	VIN Number:	1GNET16S526117009
Date Opened:	8/26/2002	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B04538	Mileage:	2587
Address:	MAIN MOTOR SALES COMANOKA	State:	MN
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP PI00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/28/2002 12:25:29 SBO TEMPLATE - HAJJ

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) CHARLIE SMITH TECH

CUSTOMER CONCERN - WIPERS INOP.

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

DLR STS HAS CORROSION IN WIPER MODULE.

**TAG RECOMMENDATION - ADVISED DLR TO REPLACE WIPER MOTOR AND SEAL REAR OF
CONNECTOR. HAJJ 40772**

SI 2000 SUBJECT: WINDSHIELD WIPER MOTOR INOPERATIVE

**WHEN SERVICING THE VEHICLE WITH THE VIN YOU ENTERED, THE FOLLOWING
DIAGNOSIS MIGHT BE HELPFUL IF THE VEHICLE EXHIBITS THE DESCRIBED
SYMPTOMS.**

CONDITION/CONCERN:

WINDSHIELD WIPER MOTOR INOPERATIVE OR OPERATES ERRATICALLY

RECOMMENDATION/INSTRUCTIONS:

PE83-842 / GM644

RECOMMENDATION/INSTRUCTIONS:

- 1. REPLACE THE WIPER MOTOR**
- 2. CLEAN TERMINAL ENDS.**
- 3. VERIFY CONNECTOR TERMINALS ARE IN GOOD CONDITION.**
- 4. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA.**

IF THE MOTOR FAILS AGAIN, REPEAT THE ABOVE STEPS AND FILE A FIELD PRODUCT REPORT WITH TRUCK BRAND QUALITY.

08/26/2002 12:25:29 HISTORY - HAJJ

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5843484	VIN Number:	1GNES168426124407
Date Opened:	8/27/2002	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B30243	MTLenger:	3555
Address:	HARMON CHEVROLET INCORANGE	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER FRONT WIPER INOP AFTE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/27/2002 11:38:32 SBD TEMPLATE - SEARS

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)

TOMMY WATKINS TECH

CUSTOMER CONCERN -

FRONT WIPER INOP AFTER HEAVY RAIN

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

DID NOT DO ANYTHING SINCE CUSTOMER IS WAITING AND IS LOOKING FOR BUGG

FIRST

TAC RECOMMENDATION -

1) P100413

08/27/2002 11:38:32 HISTORY - SEARS

CONDITION/CONCERN:

WINDSHIELD WIPER MOTOR INOPERATIVE OR OPERATES ERRATICALLY

RECOMMENDATION/INSTRUCTIONS:

- 1. REPLACE THE WIPER MOTOR**
- 2. CLEAN TERMINAL ENDS.**
- 3. VERIFY CONNECTOR TERMINALS ARE IN GOOD CONDITION.**
- 4. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA.**

IF THE MOTOR FAILS AGAIN, REPEAT THE ABOVE STEPS AND FILE A FIELD PRODUCT

REPORT WITH TRUCK BRAND QUALITY.

.....

.....

BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 8-23-02 SUPERSEDES I000938 1-23-02

ADDITIONAL DETAILS:

WATER COULD BE ENTERING THE MOTOR THROUGH A FLOODED PLENUM DURING PLANT

WATER TESTING AT FINAL ASSEMBLY. INVESTIGATION IS TAKING PLACE TO

DETERMINE IF THIS IS THE CAUSE OF THE FAILURE. PREVIOUSLY, IT WAS

THOUGHT THAT THE 8-WAY CONNECTOR SEAL WAS LEAKING INTO MOTOR AND NEEDED

TO BE SEALED.

09/06/2002 10:02:17 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5846818	VIN Number:	1GKET16S236104786
Date Opened:	8/28/2002	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G06100	Millage:	678
Address:	REGAN PONTIAC-BUICK-LONG ISLAND C	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER P100413 WIPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/28/2002 10:39:02 SBD TEMPLATE - NICHOLS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) JOHN CROWNIN (TECH)

CUSTOMER CONCERN - THE FRONT WIPER ARE INOP INTERMITTENT

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

JOHN STS HAS NOT DUPLICATE THE CONDITION CALLING TO SE IF WE HAD LIKE
CASES.

TAG RECOMMENDATION -

1. ADVISE OF PI00413.

1. REPLACE THE WIPER MOTOR

2. CLEAN TERMINAL ENDS.

3. VERIFY CONNECTOR TERMINALS ARE IN GOOD CONDITION.

4. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA.

2. CALL BACK WITH RESULTS. NICHOLS 40744

06/26/2002 10:39:02 HISTORY - NICHOLS

10/30/2002 08:18:30 POULOS -CALLER'S NAME (FIRST, LAST, AND
POSITION) PHILLIP AUGUSTINE TECH

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

8 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

**- PHILIP CALLED AND STS HE CAN VERIFY CONCERN. HE STS THAT MOTOR WAS
REPLACED 2 TIMES IN VEHICLE. HE STS HE CAN INSTALL A NEW MOTOR TODAY AND
IT WILL WORK FINE.**

NEW RECOMMENDATIONS

**- TAC ADVISED DLR OF P/I P100413. ADVISED DLR TO INSPECT FOR WATER
INTRUSION TO WIPER MOTOR. ADVISED DLR TO REPLACE AS NEC. TAC WAS ADVISED
BY VME FROM LIAISON DALE BRIGGS THAT A NEW MOTOR IS FORTH COMING. THE
ONLY REPAIR IS TO REPLACE MOTOR UNTIL NEW UNIT IS AVAILABLE.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5847147	VIN Number:	1GN0T13S122470158
Date Opened:	8/28/2002	Model Year:	2002
Date Closed:	8/28/2002	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B16133	Mileage:	5356
Address:	SMITH STOKES CHEVROLREIDSVILLE	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER P100413

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—

08/28/2002 11:23:52 SBD TEMPLATE - BENNETT

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)

THURMAN SMITH TECH.

CUSTOMER CONCERN -

WIPERS INOP.

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

**DUPLICATED. HISTORY B3811. HAVE NOT CLEARED THE CODE YET. NOTHING
REPLACED.**

TAC RECOMMENDATION -

CONDITION/CONCERN:

WINDSHIELD WIPERS INOPERATIVE OR ERRATIC OPERATION.

RECOMMENDATION/INSTRUCTIONS:

ADVISE THE TECHNICIAN OF THE FOLLOWING:

- 1. REPLACE THE WIPER MOTOR**
- 2. CLEAN THE TERMINAL ENDS.**
- 3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF**

REPLACEMENT IS NECESSARY, A PIGTAIL IS

AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

- 4. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA.**

AREA.

**IF THE MOTOR FAILS AGAIN, REPEAT THE ABOVE STEPS AND FILE A FIELD PRODUCT
REPORT WITH TRUCK BRAND QUALITY.**

08/28/2002 11:23:52 HISTORY - BENNETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3854536	VIN Number:	1GNDT13S82248063
Date Opened:	8/30/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B28831	Mileage:	12054
Address:	BUCKMAN CHEVROLET-BUEAST LIVERP	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER INOP PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/30/2002 12:35:16 8BD TEMPLATE - STEVENS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS INOP

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

DEALER IS LOOKING FOR LIKE CASES

TAG RECOMMENDATION -

DISCUSSED P100413

CONDITION/CONCERN:

WINDSHIELD WIPERS INOPERATIVE OR ERRATIC OPERATION.

RECOMMENDATION/INSTRUCTIONS:

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. REPLACE THE WIPER MOTOR
2. CLEAN THE TERMINAL ENDS.
3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A PIGTAIL IS

AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

4. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA.

IF THE MOTOR FAILS AGAIN, REPEAT THE ABOVE STEPS AND FILE A FIELD PRODUCT
REPORT WITH TRUCK BRAND QUALITY.

08/30/2002 12:35:15 HISTORY - STEVENS

08/30/2002 13:15:48 LAWSON -

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS INOP DLR REPLACED MULTIFUNCTION SWITCH

TAC ADV

DLR TO CHECK CIRCUITS BETWEEN MULTIFUNCTION SWITCH AND MOTOR

IF OK DLR TO REPLACE MOTOR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5855299	VIN Number:	1GNDT13S72289004
Date Opened:	8/30/2002	Model Year:	2002
Date Closed:	10/7/2002	Series:	T1
Dealer Code:	B11530	Mileage:	15858
Address:	BILL STASEK CHEVROLEWHEELING	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOPERATIVE

RESOLUTION ABSTRACT- R/F ABS WIR HARN RP

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/30/2002 16:07:45 SBD TEMPLATE - MILLER

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)

TOD MUELLER TECH

CUSTOMER CONCERN -

WIPERS INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,

COMPARE TO LIKE VEHICLE?)

TECHNICIAN STATES WIPERS INOPERATIVE. STATES REPLACED THE SWITCH AND

MOTOR. STATES NOW ON INTERMITTENT THEY ONLY SWEEP ONE TIME.

TAC RECOMMENDATION -

TAC ADVISES THE TRUCK HAS THE CE1 - RAIN SENSING WIPERS. OPERATING AS

DESIGNED.

08/30/2002 16:07:45 HISTORY - MILLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5855355	VIN Number:	1GNES16S426110098
Date Opened:	8/30/2002	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B08323	Mileage:	3436
Address:	IVAN LEONARD CHEVROLHOVER	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— MOTOR WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/30/2002 15:32:17 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BILL PINEGAR SM.

CUSTOMER CONCERN -

WIPER INOP.

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

DUPLICATED. DID NOT CHECK. THE WIPER HAS FAILED 2X.

TAC RECOMMENDATION -

CONDITION/CONCERN:

WINDSHIELD WIPERS INOPERATIVE OR ERRATIC OPERATION.

RECOMMENDATION/INSTRUCTIONS:

ADVISE THE TECHNICIAN OF THE FOLLOWING:

- 1. REPLACE THE WIPER MOTOR**
- 2. CLEAN THE TERMINAL ENDS.**
- 3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF**

REPLACEMENT IS NECESSARY, A PIGTAIL IS

AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

- 4. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA.**

IF THE MOTOR FAILS AGAIN, REPEAT THE ABOVE STEPS AND FILE A FIELD PRODUCT

REPORT WITH TRUCK BRAND QUALITY.

DEALER DID NOT WANT CASE.

DEALER ONLY WANTED TO LET US KNOW ABOUT THE CONCERN.

08/30/2002 15:32:17 HISTORY - BENNETT

09/24/2002 15:12:07 KOPAH -DLR CALLED BACK, CASE

RE-OPENED.

CALLER'S NAME (FIRST, LAST, AND POSITION) BILL PINEGAR, SM.

? NUMBER OF TIMES IN FOR THE SAME CONDITION

? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR STS THE VEHICLE HAS RETURNED WITH THE WIPER MOTOR RUNNING WITH SWITCH
TURNED OFF, AND THE MOTOR ASSY WAS PREVIOUSLY REPLACED FOR AN INOPERATIVE
CONCERN.

NEW RECOMMENDATIONS

1)UNPLUG THE MOTOR, AND VERIFY SWITCH INPUTS ARE AT 0 VOLTS.

2)IF OK, REPLACE THE MOTOR AGAIN, AND REPLACE THE PIGTAIL HARNESS END

WITH PART NUMBER 15306415, FROM P100413.

R.K.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	3855419	VIN Number:	1GNET16S026112767
Date Opened:	8/30/2002	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B16650	MBays:	1610
Address:	ROWLAND MOTOR COMPANROWLAND	State:	NC
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—

06/30/2002 15:39:25 SBD TEMPLATE - DARR

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) MIKE HUNT (SERVICE MANAGER)

CUSTOMER CONCERN -DLR STS THE WIPERS ARE INOP.

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

DLR LOOKING FOR INFO.

TAC RECOMMENDATION -ADV DLR TO CHECK FOR POSS WATER INTRUSION AT THE
WIPER MOTOR PER PI00413.

DLR TO ADV TAC.

08/30/2002 15:39:25 HISTORY - DARR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5856655	VIN Number:	1GNET16SX28112438
Date Opened:	9/3/2002	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B02313	Mileage:	4200
Address:	SURF CHEVROLET	State:	NJ
Point Pleasant B			
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER W/W INOP P100413

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—

09/03/2002 10:29:26 SBD TEMPLATE - RICHARDSON

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JOHN K TECH

CUSTOMER CONCERN -

FRONT WIPERS INOP

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

**NO CODES. TECH HAS INSPECTED WIPER MOTOR CONNECTOR AND DOES NOT SEE ANY
SIGNS OF WATER INTRUSION/DAMAGE.**

TAC RECOMMENDATION -

PI00413

CONDITION/CONCERN:

WINDSHIELD WIPERS INOPERATIVE OR ERRATIC OPERATION.

RECOMMENDATION/INSTRUCTIONS:

ADVISE THE TECHNICIAN OF THE FOLLOWING:

- 1. REPLACE THE WIPER MOTOR**
- 2. CLEAN THE TERMINAL ENDS.**
- 3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF**

REPLACEMENT IS NECESSARY, A PIGTAIL IS

AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

- 4. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA.**

**IF THE MOTOR FAILS AGAIN, REPEAT THE ABOVE STEPS AND FILE A FIELD PRODUCT
REPORT WITH TRUCK BRAND QUALITY.**

PE03-042 / GM644

REPORT WITH TRUCK BRAND QUALITY.
09/03/2002 10:29:29 HISTORY - RICHARDSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5857685	VIN Number:	1GKE816S626120257
Date Opened:	9/3/2002	Model Year:	2002
Date Closed:		Series:	Envoy XL 2WD
Dealer Code:	G48339	Mileage:	5822
Address:	HYATT BUICK-GMC MYRTLE BEACH	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER REPEAT 2X WATER IN CONNECOT

RESOLUTION ABSTRACT-

UGC CODE 1—

UGC-1 DESCRIPTION— BODY AND ACCESSORIES

UGC CODE 2—

UGC-2 DESCRIPTION—

UGC CODE 3—

UGC-3 DESCRIPTION—

09/03/2002 15:20:45 SBD TEMPLATE - SCOTT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

ROY DOYLE TECH

CUSTOMER CONCERN -

FRONT WIPER INOP.

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

**TECH STATES THAT HE REPLACED THE WIPER MOTOR ASSEMBLY AND NOW VEH IS BACK
WITH THE SAME CONCERN. TECH STATES THAT THIS TIME HE NOTICED THAT THERE
WAS WATER IN THE CONNECTOR FOR THE WIPER MOTOR.**

TAC RECOMMENDATION -

ADVISED TECH

1 OF PI00413.

09/03/2002 18:20:45 HISTORY - SCOTT