

G M  
11-12-03

**ATTACHMENT "2B" Continued**

Part 1 of 2

Book 5 of 7

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5859612</b>	<b>VIN Number:</b>	<b>1GKET16S426124112</b>
<b>Date Opened:</b>	<b>9/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Envoy XL 4WD</b>
<b>Dealer Code:</b>	<b>G21171</b>	<b>Mileage:</b>	<b>4509</b>
<b>Address:</b>	<b>MIDWAY MOTOR SALES, NEW WATERFOR</b>	<b>State:</b>	<b>OH</b>
<b>Dealer Phone:</b>			

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## RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/04/2002 08:47:23 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)

**TOM SUTHERLAND-TECH**

**CUSTOMER CONCERN -**

**WIPER INOP**

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

**DLR STS WHINDSHIELD WIPER INOP ,2ND TIME IN**

**DLR STS HE HAS CHECKED COWL/PLENUM FOR WATER OVER FLOW .**

**DLR STS WIPER MOTOR IS FULL OF WATER AGAIN .**

**TAC RECOMMENDATION -**

**ADV TECH TO DOUBLE CHECK COWL/PLENUM DARINS FOR BEING CLEAR , ALSO DOUBLE  
CHECK CONNECTIONS FOR WIPER MOTOR FOR DAMAGE . REPLACE IF NECESSARY ,  
DLR TO CALL BACKK WITH UPDATE .**

**08/04/2002 08:47:23 HISTORY - COWGER**

**08/17/2002 10:41:21 MEYERS -DEALER SURVEY WAS PERFORMED**

**SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPER INOP DUE D**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5859679</b>	<b>VIN Number:</b>	<b>1GNET16S226113267</b>
<b>Date Opened:</b>	<b>9/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Traillblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B16306</b>	<b>Mileage:</b>	<b>2888</b>
<b>Address:</b>	<b>MARINE CHEVROLET OLDJACKSONVILLE</b>	<b>State:</b>	<b>NC</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413 REPEAT F

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/04/2002 09:02:40 SBD TEMPLATE - MILLER

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)**

**SERVICE MANAGER MIKE MORAN**

**CUSTOMER CONCERN -**

**WIPERS INOP.**

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

**REPLACED MOTOR THE LAST TIME IN AND SEALED THE CONNECTOR. VEHICLE IS BACK  
WITH THE SAME CONDITION, THE CIRCUIT BOARD IS CORRODED FROM WATER. THE  
COWL DRAIN AND COVER ARE FINE.**

**TAG RECOMMENDATION -**

**ADVISED DEALER OF PI PI00413.**

**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.**

**09/04/2002 09:02:40 HISTORY - MILLER**

**PE85-042 / GM644**



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5859934</b>	<b>VIN Number:</b>	<b>1GNDT13S222178668</b>
<b>Date Opened:</b>	<b>9/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B15488</b>	<b>Mileage:</b>	<b>25548</b>
<b>Address:</b>	<b>SCOTT CHEVROLET INC EMMAUS</b>	<b>State:</b>	<b>PA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WINDSHIELD WIPER 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—

08/04/2002 09:45:57 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

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

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

CUSTOMER CONCERN -WIPER ERRATIC

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.

SEAL CONNECTOR END IF WATER INTRUSION IS FOUND.

09/04/2002 09:45:57 HISTORY - WARNER



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5860135</b>	<b>VIN Number:</b>	<b>1GNET16S328119194</b>
<b>Date Opened:</b>	<b>9/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trafficblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B32516</b>	<b>Mileage:</b>	<b>1480</b>
<b>Address:</b>	<b>MORRISON CHEVROLET OELLSWORTH</b>	<b>State:</b>	<b>ME</b>
<b>Dealer Phone:</b>			

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**SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP P100413**

**RESOLUTION ABSTRACT-**

**UCC CODE 1—**

**UCC-1 DESCRIPTION— BODY AND ACCESSORIES**

**UCC CODE 2—**

**UCC-2 DESCRIPTION—**

**UCC CODE 3—**

**UCC-3 DESCRIPTION—**

**09/04/2002 10:10:58 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)**

**TROY WARMAN TECH**

**CUSTOMER CONCERN -**

**CUSTOMER STS THE WIPERS ARE INOP**

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

**COMPARE TO LIKE VEHICLE?)**

**TECH STS HE CAN DUPLCIATE THE WIPERS INOP**

**TAC RECOMMENDATION -**

**TAC ADVISES TECH OF PI# PI00413**

**WINDSHIELD WIPER MOTOR INOPERATIVE**

**09/04/2002 10:10:58 HISTORY - JACOB**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5861454</b>	<b>VIN Number:</b>	<b>1GNES16S426110149</b>
<b>Date Opened:</b>	<b>9/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>B24558</b>	<b>Mileage:</b>	<b>3938</b>
<b>Address:</b>	<b>DON SHETLER BUICK CHCROWLEY</b>	<b>State:</b>	<b>LA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS QUIT

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/04/2002 13:17:22 SBD TEMPLATE - LOFFREDI

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)

JOE CLEMENT / TECH

**CUSTOMER CONCERN -**

**CUSTOMER ALLEGES THAT THE WIPERS WILL QUIT.**

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

**DEALER STATES THAT HE HAS FOUND WATER INSIDE THE WIPER MOTOR AND MODULE.**

**DEALER STATES THE LAST TIME IT WAS IN HE USED GMS TO SEAL THE BACK OF THE  
CONNECTOR.**

**DEALER STATES IS WONDERING IF THERE IS ANY OTHER WAY THE WATER COULD BE  
GETTING INTO THE MOTOR.**

**DEALER STATES THAT THE VEHICLE IS EXTREMELY CLEAN AND THE COWL DRAINAGE  
SYSTEM IS WORKING GREAT.**

**TAC RECOMMENDATION -**

**TAG ADVISED TECH TO CLEAN OUT THE GMS AND USE A CLEAR SILICONE THAT MAY  
BE A LITTLE MORE RUNNY TO BE ABLE TO FLOW INTO THE HOLES IN THE  
CONNECTOR.**

**09/04/2002 13:17:22 HISTORY - LOFFREDI**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5861828</b>	<b>VIN Number:</b>	<b>1GNES16S826137225</b>
<b>Date Opened:</b>	<b>9/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Traiblazer Ext 2WD</b>
<b>Dealer Code:</b>	<b>B08134</b>	<b>Mileage:</b>	<b>1949</b>
<b>Address:</b>	<b>NESMITH CHEVROLET OLHINESVILLE</b>	<b>State:</b>	<b>GA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT---- INOPERATIVE 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--

09/04/2002 14:12:55 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)

JIM SABOLEK TECH.

**CUSTOMER CONCERN -**

**WIPER STUCK IN MIDDLE OF THE WINDOW.**

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

**WASHER MOTOR STAYS ON ALL THE TIME. DEALER STATES THAT THE CHART LEADS TO  
THE MOTOR.**

**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.**

**09/04/2002 14:12:55 HISTORY - BENNETT**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5663199</b>	<b>VIN Number:</b>	<b>1GNET16S826113342</b>
<b>Date Opened:</b>	<b>9/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B13468</b>	<b>Mileage:</b>	<b>5958</b>
<b>Address:</b>	<b>MC LOUTH CHEVROLET IMACEDON</b>	<b>State:</b>	<b>NY</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413 FULL OF

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

09/04/2002 16:46:54 SBD TEMPLATE - STEVENS

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 ODIT**

**CUSTOMER CONCERN - WIPERS INOP**

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

**FIRST TIME IN THE WIPER MOTOR WAS REPLACED FOR FULL OF WATER AND CORRODED**

**AND VEHICLE IS BACK WITH THE SAME CONCERN**

**TAC RECOMMENDATION -**

- 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.**

- 5. SEAL THE CONNECTOR TO THE WIRES WITH CLEAR SILICONE**

**09/04/2002 16:45:54 HISTORY - STEVENS**

**09/11/2002 13:04:47 SNYDER - FAXED CASE CLOSING**

**10/08/2002 10:35:26 RAUCH -CALLER'S NAME (FIRST, LAST, AND  
POSITION) CAM ZULLER TECH**

**PE03-042 / GM644**

POSITION) CAM ZULLER 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 TAG (INCLUDE ADDITIONAL  
DETAILS OF THE CONCERN)

HE STS THE WIPERS ARE INOPERATIVE WATER IS IN THE WIPER MOTOR AND THE  
CONNECTOR HAS CORROSION PRESENT.

HE STS HE HAS REPLACED THE WIPER MOTOR ON LAST CONTACT WITH TAG. HE STS  
THIS VEHICLE MAY BE A BUY BACK.

NEW RECOMMENDATIONS

-ADVISED OF PI-PI00413-WINDSHIELD WIPER MOTOR INOPERATIVE

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.

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. VEHICLES BUILT AFTER  
AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES  
ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON.

PREVIOUSLY, IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BEING  
COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

PIGTAIL PART INFORMATION:

15306415 2002 MODEL YEAR

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5863988</b>	<b>VIN Number:</b>	<b>1GKET16S726104341</b>	
<b>Date Opened:</b>	<b>9/5/2002</b>	<b>Model Year:</b>	<b>2002</b>	
<b>Date Closed:</b>		<b>Series:</b>	<b>Envoy XL 4WD</b>	
<b>Dealer Code:</b>	<b>B40803</b>	<b>Mileage:</b>	<b>4635</b>	
<b>Address:</b>	<b>BENTEZ BUICK, PONTIACAGUAS</b>	<b>P</b>	<b>State:</b>	<b>PR</b>
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT-- INOPERATIVE WIPER WIPER INOP P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/05/2002 09:40:42 SBD TEMPLATE - THOMPSON

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_4\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**HECTOR- TECH**

**CUSTOMER CONCERN -**

**TECH STS WIPER INOP;**

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

**COMPARE TO LIKE VEHICLE?)**

**TECH STS CONNECTOR LOOKS RUSTY, BURNT;**

**TAC RECOMMENDATION -**

**TAC DISCUSSED PI00413 WHICH STS IN PART**

**\*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.**

AVAILABLE FROM GMSPC. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.  
4. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA..\*

TECH TO COMPLY, ADVISE...

08/06/2002 08:40:42 HISTORY - THOMPSON

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5866384</b>	<b>VIN Number:</b>	<b>1GKDT13S82235537</b>
<b>Date Opened:</b>	<b>9/5/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>G06108</b>	<b>Mileage:</b>	<b>15981</b>
<b>Address:</b>	<b>FARRISH PONTIAC-GMC-FAIRFAX</b>	<b>State:</b>	<b>VA</b>
<b>Dealer Phone:</b>			

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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---

09/06/2002 15:33:17 SBD TEMPLATE - KAY

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**MIKE MCCONELL**

**CUSTOMER CONCERN -**

**FRONT WIPER INOP**

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

**TECH HAS DUPLICATED THE CONCERN, TECH IS PERFORMING PUBLISHED DIAG AND IS  
UNABLE TO RESOLVE ISSUE, TECH IS CALLING FOR REPAIR SUGGESTIONS,**

**TAC RECOMMENDATION -**

**ADVISED TECH PER PI P100413(WIPER INOP)**

**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.**

**PIGTAIL PART INFORMATION:**

**PE03-842 / GM644**



**PIGTAIL PART INFORMATION:**

**15306415 2002 MODEL YEAR**

**88666271 2003 MODEL YEAR**

**09/05/2002 15:33:17 HISTORY - KAY**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5869434</b>	<b>VIN Number:</b>	<b>1GNDT13SX22258357</b>
<b>Date Opened:</b>	<b>9/6/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>	<b>3/19/2003</b>	<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B19362</b>	<b>Mileage:</b>	<b>16233</b>
<b>Address:</b>	<b>CHUCK OLSON CHEVROLESEATTLE</b>	<b>State:</b>	<b>WA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— OPERATION WIPER ERRATIC - PI00413

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—

09/06/2002 14:31:37 SBD 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 - RON JACKSON - TECH**

**CUSTOMER CONCERN - ERRATIC WIPER OPERATION.**

**DEALER COMMENTS/DIAGNOSIS - RON STS NO CODES AND THE WIPERS WILL NOT WORK  
AT TIMES.**

**TAC RECOMMENDATION - TAC ADV RON OF INFO FROM PI# PI00413.**

**09/08/2002 14:31:37 HISTORY - ELLIOTT**

**PI# PI00413 STS:**

**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**

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.

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BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND 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. VEHICLES BUILT AFTER AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON.

PREVIOUSLY, IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BEING COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

FIGTAL PART INFORMATION:

15306415 2002 MODEL YEAR

85886271 2003 MODEL YEAR

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5873877	<b>VIN Number:</b>	1GHDT13S222430111
<b>Date Opened:</b>	9/9/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	T1
<b>Dealer Code:</b>	006545	<b>Mileage:</b>	128
<b>Address:</b>	FRED MARTIN MOTOR CONORTON	<b>State:</b>	OH
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT 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--

09/09/2002 15:28:33 SBD TEMPLATE - ZAJECHOWSKI

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)**

**SCOTT EBERLY TECH**

**CUSTOMER CONCERN -**

**CUSTOMER STATES WIPERS INOP.**

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

**COMPARE TO LIKE VEHICLE?)**

**TECH STATES WIPERS INOP AND WILL PARK IN THE MIDDLE OF WINDSHIELD AT**

**TIMES.**

**TAC RECOMMENDATION -**

**ADVISED TECH OF PI PI00413 FOR THIS CONCERN.**

**09/09/2002 15:26:33 HISTORY - ZAJECHOWSKI**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5873819</b>	<b>VIN Number:</b>	<b>1GKDT13S922398980</b>
<b>Date Opened:</b>	<b>9/9/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Jimmy Envoy 4WD 4DR</b>
<b>Dealer Code:</b>	<b>G26681</b>	<b>Mileage:</b>	<b>4995</b>
<b>Address:</b>	<b>JOE MITCHELL BUICK-GMOUNT PROSPE</b>	<b>State:</b>	<b>IL</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- INOPERATIVE WIPER FRONT WIPERS INOP I00419

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/09/2002 17:22:45 SBD TEMPLATE - ROSS

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)DON BERG (TECH)**

**CUSTOMER CONCERN - FRONT WIPERS INOP**

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

**WIPER MOTOR ASSEMBLY REPLACED 2000MI AGO CONNECTOR AND TERMINALS  
CORRODED.**

**TAC RECOMMENDATION - P/I K0413**

**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.**

**PIGTAIL PART INFORMATION:**

**15306415 2002 MODEL YEAR**



REPORT

08/08/2002 17:22:45 HISTORY - ROSS

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5874318</b>	<b>VIN Number:</b>	<b>1GNDT13S222403304</b>
<b>Date Opened:</b>	<b>9/10/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Blazer 4WD 4DR Trailblaz</b>
<b>Dealer Code:</b>	<b>B11349</b>	<b>Mileage:</b>	<b>4520</b>
<b>Address:</b>	<b>ADVANTAGE CHEVROLET HODGKINS</b>	<b>State:</b>	<b>IL</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- WIPER WIPER INOP INT. P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/10/2002 09:17:26 SBD TEMPLATE - JACOB

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)**

**BOB BOCCHIERE TECH**

**CUSTOMER CONCERN -**

**CUSTOMER STS THE WIPERS SWIPE BY THEMSELVES, AND SOMETIMES INOP**

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

**COMPARE TO LIKE VEHICLE?)**

**TECH STS HE FOUND A LOT OF CORROSION AT THE WIPER MOTOR CONNECTOR**

**TAC RECOMMENDATION -**

**TAC ADVISES TECH OF PH# PI00413**

**WINDSHIELD WIPER MOTOR INOPERATIVE**

**09/10/2002 09:17:25 HISTORY - JACOB**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5876788</b>	<b>VIN Number:</b>	<b>1GNET16S526119259</b>
<b>Date Opened:</b>	<b>9/10/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B16292</b>	<b>Mileage:</b>	<b>2079</b>
<b>Address:</b>	<b>LEE CHEVROLET-OLDSMOWASHINGTON</b>	<b>State:</b>	<b>NC</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- CORROSION WINDSHIELD WIPER PI00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/10/2002 13:06:28 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)**

**TECHNICIAN JIM BULLOCK**

**CUSTOMER CONCERN -**

**WIPERS INOP.**

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

**WIPER MOTOR AND CONNECTOR CORRODED.**

**TAC RECOMMENDATION -**

**ADVISED DEALER OF PI P100413.**

**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.**

**09/10/2002 15:06:28 HISTORY - MILLER**

**09/18/2002 10:42:21 MEYERS -DEALER SURVEY WAS PERFORMED**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5883289</b>	<b>VIN Number:</b>	<b>1GNDS13S822394912</b>	
<b>Date Opened:</b>	<b>9/12/2002</b>	<b>Model Year:</b>	<b>2002</b>	
<b>Date Closed:</b>		<b>Series:</b>	<b>Blazer ZWD 4DR Trailblaz</b>	
<b>Dealer Code:</b>	<b>B30301</b>	<b>Mileage:</b>	<b>18059</b>	
<b>Address:</b>	<b>J K CHEVROLET</b>	<b>NEDERLAND TX</b>	<b>State:</b>	<b>TX</b>
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— WATER PI00413 CORROSION IN WIPER MOTOR, 4 TIM

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/12/2002 12:38:14 SBD TEMPLATE - LEITHAUSER

STRATEGY BASED DIAGNOSTICS

\_4\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_5\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - THE WIPERS DO NOT OPERATE AGAIN.

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

TECH SAYS THIS IS THE 4TH TIME THE VEHICLE HAS BEEN REPAIRED FOR WATER IN  
THE WIPER MOTOR.

TAC RECOMMENDATION -

ADVISED TECH TO MAKE SURE THE PLENUM DRAINS ARE CLEAR, NO DEBRIS OR  
EXCESS SEALANT.

REPLACE THE WIPER MOTOR CONNECTOR & SEAL, PER PI PI00413.

SEAL OVER THE NEW CONNECTOR WITH SILICONE SEALANT.

TRY TO CREATE A DRIP LOOP IN THE WIPER HARNESS.

MAKE SURE THE COWL SCREEN IS SEALED TO THE WINDSHIELD SO WATER GOES DOWN  
THE WINDSHIELD & ON TOP OF THE SCREEN, WATER SHOULD NOT GO DOWN THE  
WINDSHIELD & UNDER THE COWL SCREEN.

09/12/2002 12:38:14 HISTORY - LEITHAUSER

10/01/2002 14:27:39 PRUSINOWSKI - AS OF 10/1 DEALER HAS NOT

CALLED IN TO UPDATE OR CLOSE THE CASE.

PER GM VEHICLE INQUIRY SYSTEM CLAIM HISTORY W/S WIPER MOTOR PART #

12487689 WAS REPLACED.

**PE03-042 / GM644**

12487689 WAS REPLACED.

MIKE PRUSINOWSKI TEAM LEADER ELECTRICAL & POWERTRAIN GROUP @ EXT 40769

01/08/2003 17:52:46 PRUSINOWSKI - AS OF THIS DATE, THERE IS NO

INDICATION THE DEALER HAS CALLED BACK IN TO TAC FOR ADDITIONAL

ASSISTANCE.

GM VEHICLE INQUIRY SYSTEM CLAIM HISTORY W/S WIPER MOTOR PART # 12487689

AND WIPER MOTOR CONNECTOR WAS REPLACED.

MIKE PRUSINOWSKI TEAM LEADER ELECTRICAL & POWERTRAIN GROUP



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>3898364</b>	<b>VIN Number:</b>	<b>1GNET16S826122009</b>
<b>Date Opened:</b>	<b>9/16/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B28398</b>	<b>Mileage:</b>	<b>4000</b>
<b>Address:</b>	<b>SPARTAN CHEVROLET YOUNGSTOWN</b>	<b>State:</b>	<b>OH</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER PI00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

09/16/2002 14:12:52 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_4\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MIKE ROBLES TECH.

PE83-842 / GM644

**CUSTOMER CONCERN -**

**WIPERS INOP.**

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

**DUPLICATED. NO POWER TO THE MOTOR. REARS WORK. WASH FOR THE FRONT IS INOP  
AS WELL. REPLACED THE WIPER SWITCH. HAD A SIR CODE. DEALER DID NOT HAVE  
IT WITH HIM.**

**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**

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.

PIGTAIL PART INFORMATION:

16308415 2002 MODEL YEAR.

09/16/2002 14:12:52 HISTORY - BENNETT

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5890835</b>	<b>VIN Number:</b>	<b>1GNDT13S622297013</b>
<b>Date Opened:</b>	<b>9/16/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B15147</b>	<b>Mileage:</b>	<b>7834</b>
<b>Address:</b>	<b>DAVID PENSKE CHEVROLET OF PRUS</b>	<b>State:</b>	<b>PA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— AC HVAC WINDOW WIPER LIGHTER INOP IPC BAT 12

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

09/16/2002 15:11:49 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)**

**JOHN WOOD TECH**

**CUSTOMER CONCERN -**

**STS POWER WINDOWS, AC , WIPERS AND CIG. LIGHTER INOP**

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

**COMPARE TO LIKE VEHICLE?)**

**STS 125 AMP MEGA FUSE BLOWN IN UBEC BLOWN, NO DTC, NO REPAIRS MADE.**

**NO SHORT FOUND IN CKT IP/BAT 125 AMP UBEC MEGA FUSE 48**

**TAC RECOMMENDATION -**

**ADV DLR OF NO CLOSED CASES, CONTINUE TO DUP. CONCERN AND TEST.**

**09/16/2002 15:11:49 HISTORY - CIAVERELLA**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5900313</b>	<b>VIN Number:</b>	<b>1GKES16S936107875</b>
<b>Date Opened:</b>	<b>9/19/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>G08176</b>	<b>Mileage:</b>	<b>933</b>
<b>Address:</b>	<b>EDDIE WIGGINS BUICK-WARNER ROBINS</b>	<b>State:</b>	<b>GA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- 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--

09/19/2002 10:40:40 SBD TEMPLATE - STEVENS

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_4\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) CHARLES GRIFFIN(CHIP)

CUSTOMER CONCERN - WIPERS INOP

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

TECH REPLACED THE MULTIFUNCTION SWITCH WITH NO CHANGE

TECH THEN PULLED COVER OFF MOTOR AND IT IS FULL OF WATER

TAC RECOMMENDATION - DISCUSSED PI00419 TECH TO REPLACE CORRODED  
COMPONENTS AND SEAL CONNECTOR TO WIRES

09/19/2002 10:40:40 HISTORY - STEVENS

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5983861</b>	<b>VIN Number:</b>	<b>1GNDS13S522408178</b>
<b>Date Opened:</b>	<b>9/20/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Blazer 2WD 4DR Trailblazer</b>
<b>Dealer Code:</b>	<b>B16244</b>	<b>Mileage:</b>	<b>6597</b>
<b>Address:</b>	<b>CENTRAL CHEVROLET-BUSANFORD</b>	<b>State:</b>	<b>NC</b>
<b>Dealer Phone:</b>			

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WIPERS INOPERATIVE

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

TECH HAS FOUND WATER IN WIPER BOARD.

TAG RECOMMENDATION -

ADVISED 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.

09/20/2002 08:13:19 HISTORY - ROAT

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER INOPERATIVE P100413



**RESOLUTION ABSTRACT-**

**UCC CODE 1-----**

**UCC-1 DESCRIPTION-- BODY AND ACCESSORIES**

**UCC CODE 2-----**

**UCC-2 DESCRIPTION--**

**UCC CODE 3-----**

**UCC-3 DESCRIPTION--**

**08/20/2002 08:13:19 SBD TEMPLATE - ROAT**

**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)**

**CHARLIE SPIVEY TECH**

**CUSTOMER CONCERN -**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5983161	<b>VIN Number:</b>	1GNDT13S422257768
<b>Date Opened:</b>	9/20/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Blazer 4WD 4DR Trailblazer
<b>Dealer Code:</b>	B15090	<b>Mileage:</b>	24000
<b>Address:</b>	PRINCETON CHEVROLET LAWRENCEVILLE	<b>State:</b>	NJ
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP P00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

09/20/2002 08:47:58 SBD TEMPLATE - MURRAY

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPER'S INOP.

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

FLOYD STS THAT HE HAS PERFORMED NORMAL WIPER INOP DIAGNOSTICS TO NO  
AVAIL.

TAC RECOMMENDATION - ADVISED FLOYD TO REPLACE THE WIPER MOTOR PER PI00413  
AND REPORT THE RESULTS TO TAC.

08/20/2002 08:47:58 HISTORY - MURRAY

08/20/2002 18:16:08 BRIGGS - RECEIVED CASE FROM CONSULTANT

WITH FOLLOWING COMMENTS:

DALE, THIS IS AN 02 GMT360 BUILT AFTER 8/1 THAT MAY HAVE THE WIPER INOP  
CONCERN PER PI00413.

THANKS, DOUG.

GMVIS SHOWS VEH WAS BUILT SEPT 2001. PI IS ASKING FOR VEH'S BUILT AFTER  
8-1-02.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	3985628	<b>VIN Number:</b>	1GNET16S726133695		
<b>Date Opened:</b>	9/20/2002	<b>Model Year:</b>	2002		
<b>Date Closed:</b>	4/4/2003	<b>Series:</b>	Trafficblazer Ext 4WD		
<b>Dealer Code:</b>	B25034	<b>Mileage:</b>	2623		
<b>Address:</b>	BOLES CHEV INC	PENDLETON	IN	<b>State:</b>	IN
<b>Dealer Phone:</b>					

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SYMPTOM ABSTRACT---- INOPERATIVE WINDSHIELD WIPER WIPERS INOPERATI

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--

04/04/2003 17:59:11 HAWKINS - VME CASE CLOSING - REPLACE

WIPER MODULE

09/20/2002 18:04:49 SBD TEMPLATE - YELLAND

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 STONER TECH**

**CUSTOMER CONCERN -**

**WINDSHIELD WIPERS INOPERATIVE.**

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

**COMPARE TO LIKE VEHICLE?)**

**TECH IS CALLING FOR CLARIFICATION OF THE DIAGNOSTICS FOR THE SYSTEM.**

**TAC RECOMMENDATION -**

**ANSWERED TECHNICIAN'S QUESTIONS REGARDING THE SCHEMATIC AND DIAGNOSTICS**

**FOR WIPERS INOPERATIVE**

**09/20/2002 18:04:49 HISTORY - YELLAND**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5906678	<b>VIN Number:</b>	1GKET16S326112291	
<b>Date Opened:</b>	9/23/2002	<b>Model Year:</b>	2002	
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 4WD	
<b>Dealer Code:</b>	G10193	<b>Mileage:</b>	2799	
<b>Address:</b>	VANN YORK PONTIAC, BHIGH POINT		<b>State:</b>	NC
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP OR C

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

09/23/2002 10:28:51 SBD TEMPLATE - RICHARDSON

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_4\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**TERRY HARVEY TECH**

**CUSTOMER CONCERN -**

**WIPERS INOP OR COME ON BY THEMSELVES.**

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

**TECH FOUND BY UNPLUGGING CONNECTOR OF WIPER MOTOR THAT WATER POURED OUT  
OF THE MOTOR.**

**TAC RECOMMENDATION -**

**ADVISE TECH OF PI #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.**

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**BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR EMAIL**

**PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND 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. VEHICLES BUILT AFTER**

**AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES**

**ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON. PREVIOUSLY,**

**IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BEING COMPROMISED,**

**ALLOWING WATER TO ENTER THE MOTOR. PIGTAIL PART INFORMATION:**

**15306415 2002 MODEL YEAR**

**88986271 2003 MODEL YEAR**



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5986782	<b>VIN Number:</b>	1GKES16S038100118	
<b>Date Opened:</b>	9/23/2002	<b>Model Year:</b>	2003	
<b>Date Closed:</b>		<b>Series:</b>	S1	
<b>Dealer Code:</b>	G33395	<b>Mileage:</b>	1059	
<b>Address:</b>	KING CADILLAC BUICK FLORENCE		<b>State:</b>	SC
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT-- WASHER WINDSHIELD WIPER WIPER INOP WASHER PUM

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/23/2002 10:41:52 SBD 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) GARY PETERSON TECH**

**CUSTOMER CONCERN - WIPERS INOP AND WASHER PUMP ALWAYS ON.**

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

**DLR STS HAS UNPLUGGED WIPER MOTOR AND CONNECTOR IS VERY CORRODED.**

**TAC RECOMMENDATION - ADVISED DLR TO REPLACE WIPER MOTOR AND SEAL BACK OF  
CONNECTOR WITH SILICONE. HAJJ 40772**

**09/23/2002 10:41:52 HISTORY - HAJJ**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5986962	<b>VIN Number:</b>	1GKDT13S132106026
<b>Date Opened:</b>	9/23/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	Jimmy Envoy 4WD 4DR
<b>Dealer Code:</b>	G14047	<b>Mileage:</b>	351
<b>Address:</b>	THE WALLINGFORD AUTOWALLINGFOR	<b>State:</b>	CT
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- WIPER FRONT WIPER IS INOP WATER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/23/2002 11:11:40 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)**

**JOE COMO TECH**

**CUSTOMER CONCERN -**

**WIPERS ARE INOP**

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

**COMPARE TO LIKE VEHICLE?)**

**TECH FOUND THAT THE WIPER MOTOR SHOWED SIGNS OF WATER INTRUSION.**

**TAC RECOMMENDATION -**

**TAC ADVISED TO INSPECT THE COWL DRAINS.**

**TAC ADVISED TO REPLACE THE WIPER MOTOR**

**08/23/2002 11:11:40 HISTORY - SHERMAN**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5987293	<b>VIN Number:</b>	1GNES16S726108718
<b>Date Opened:</b>	9/23/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	S1
<b>Dealer Code:</b>	B08431	<b>Mileage:</b>	8548
<b>Address:</b>	WOODSON JONES CHEVROFORT PAYNE	<b>State:</b>	AL
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER INOPERATIVE P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/23/2002 11:54:47 SBD TEMPLATE - EGGING

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) STEVE HELTON SM.**

**CUSTOMER CONCERN - THE WIPERS ARE INOPERATIVE.**

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

**THE WIPER HAS BEEN REPLACED - 3 TIMES.**

**TAC RECOMMENDATION - ADVISED THE CALLER OF P/I PI00413.**

- 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.**

**09/23/2002 11:54:47 HISTORY - EGGLEING**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5988525</b>	<b>VIN Number:</b>	<b>1GNES16S026119091</b>
<b>Date Opened:</b>	<b>9/23/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trafficblazer Ext 2WD</b>
<b>Dealer Code:</b>	<b>B24006</b>	<b>Mileage:</b>	<b>4967</b>
<b>Address:</b>	<b>PETE MOORE CHEVROLET PENSACOLA</b>	<b>State:</b>	<b>FL</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413 WIPER IN

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

09/23/2002 15:26:20 SBD TEMPLATE - CIARKOWSKI

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)**

- SAM SMITH, TECHNICIAN

**CUSTOMER CONCERN**

- WIPERS INOP

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

- DEALER REPLACED THE WIPER MOTOR/MODULE DURING PREVIOUS VISIT

**TAC RECOMMENDATION**

- P100413: WINDSHIELD WIPER MOTOR INOPERATIVE

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."

09/23/2002 15:26:20 HISTORY - CIARKOWSKI



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5910587	<b>VDN Number:</b>	1GKE816S426138306
<b>Date Opened:</b>	9/24/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 2WD
<b>Dealer Code:</b>	G51073	<b>Mileage:</b>	1670
<b>Address:</b>	MARTIN AUTOMOTIVE GRLAKE CHARLES	<b>State:</b>	LA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WIPER WIPERS INOP ON VEH P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/24/2002 11:10:07 SBD TEMPLATE - MASON

STRATEGY BASED DIAGNOSTICS

\_ 1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_ 1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_ N\_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST

BELOW)

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

JOHN OXLEY (SERVICE)

CUSTOMER CONCERN -

WIPERS ARE INOP ON VEH.

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

TECH STATED WIPERS ARE INOP AND HAVE WATER INTO WIPER MOTOR ASSY TECH  
STATED HE HAS SEEN MANY OF THESE VEHS AND NOW LOOKING FOR NEW PARTS.

TAC RECOMMENDATION -

I READ P/I PI00413 TO TECH AND HE IS TO REPLACE CONNECTOR ON MOTOR ASSY  
WITH THE ONE APPLY FOR THIS VEH.

09/24/2002 11:10:07 HISTORY - MASON

09/26/2002 10:39:06 RICHARDSON -

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

PE83-842 / GM644

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

**JOHN OXLEY TECH**

**\_1\_ 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 CALLING FOR CORRECT REPAIR PROCEDURE. UNABLE TO PULL UP THE PI  
NUMBER P100413 IN SI.**

**NEW RECOMMENDATIONS**

**P100413 IS NOT IN SI.**

**THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY**

**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.

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BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND I000936 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. VEHICLES BUILT AFTER AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON. PREVIOUSLY, IT WAS THOUGHT THAT THE 8-WAY CONNECTOR SEAL WAS BEING COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

PIGTAIL PART INFORMATION:

15306415 2002 MODEL YEAR

88966271 2003 MODEL YEAR

12/08/2002 14:55:01 WILSON UPDATE:

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

JOHN OXLEY (TECH)

**2\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION**

**4\_\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION**

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

**TECH STATES HE CARRIED OUT THE REPAIRS FROM PI00413 WHICH FIXED THE  
CONCERN AT THAT TIME.....VEHICLE NOW BACK WITH THE WIPER MOTOR AND  
CONNECTOR FULL OF WATER AGAIN AND THE WIPERS INOP.....TECH LOOKING FOR  
ANY SUGGESTIONS... (TECH STATES HE PACKED THE CONNECTOR WITH DI-ELECTRIC  
GREASE)**

**NEW RECOMMENDATIONS**

**ADVISED TECH OF THE CONTENTS OF THE PI AGAIN....THIS TIME EMPHASIZED  
CHECKING FOR A COWL DRAINAGE ISSUE AND ALSO SEAL THE CONNECTOR WITH  
SILICONE NOT GREASE.....**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5914428	<b>VIN Number:</b>	1GNES16S26117739	
<b>Date Opened:</b>	9/25/2002	<b>Model Year:</b>	2002	
<b>Date Closed:</b>		<b>Series:</b>	S1	
<b>Dealer Code:</b>	B24447	<b>MI Range:</b>	8509	
<b>Address:</b>	GERRY LANE CHEVROLETBATON ROUGE		<b>State:</b>	LA
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— INOPERATIVE 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—

09/25/2002 11:38:54 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

\_4\_ 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)

KIRK KEESSLER TECH.

**CUSTOMER CONCERN -**

**WIPERS INOP.**

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

**DUPLICATED. REPEAT CONCERN. DID NOT CHECK FOR CODES. MOTOR REPLACED 4X.**

**DEALER HAS SEALED THE CONNECTOR. DEALER STATES THAT HE HAS USED**

**DIELECTRIC GREASE TO NO AVAIL**

**TAG 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**

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.

08/25/2002 11:38:54 HISTORY - BENNETT

11/05/2002 14:42:20 SHERMAN -

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

KIRK KEESSLER 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)

DEALER STATES THAT THE WIPER MOTOR IS INOP AGAIN. TECH HAS REPLACED THE WIPER MOTOR 4X NOW.

NEW RECOMMENDATIONS

TAC ADVISED THAT A NEW UPDATED WIPER WILL BE AVAILABLY SOON. PER PLATFORM



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5928084</b>	<b>VIN Number:</b>	<b>1GNDS13S222366298</b>
<b>Date Opened:</b>	<b>9/26/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>B17361</b>	<b>Mileage:</b>	<b>13437</b>
<b>Address:</b>	<b>ALEXANDER CHEVROLET,MURFREESBO</b>	<b>State:</b>	<b>TN</b>
<b>Dealer Phone:</b>			

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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---

09/28/2002 17:28:37 SBD TEMPLATE - HOOPER

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)**

**TONY COOPER**

**CUSTOMER CONCERN -**

**WIPERS INOP**

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

**COMPARE TO LIKE VEHICLE?)**

**WATER IN WIPER MOTOR**

**TAC RECOMMENDATION -**

**ADVISED OF PI 00413**

**08/26/2002 17:28:37 HISTORY - HOOPER**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5928389	<b>VIN Number:</b>	1GKDS13S532142906	
<b>Date Opened:</b>	9/27/2002	<b>Model Year:</b>	2003	
<b>Date Closed:</b>	10/1/2002	<b>Series:</b>	S1	
<b>Dealer Code:</b>	G53030	<b>Mileage:</b>	477	
<b>Address:</b>	MASTER PONTIAC BUICK/AUGUSTA		<b>State:</b>	GA
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP P100

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/27/2002 08:41:27 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)

MICHAEL KOLODZIEJCZYK TECH

CUSTOMER CONCERN -

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

TECH UNABLE TO DUPLICATE COMPLAINT. HAS WATER/MOISTURE INTRUSION AT

CONNECTOR. TECH STS THAT APPROXIMATELY A TABLESPOON OF WATER CAME OUT OF

WIPER MOTOR WHEN CONNECTOR WAS REMOVED.

TAC RECOMMENDATION -

ADVISE TECH TO REPLACE WIPER MOTOR PER PI00413

08/27/2002 08:41:27 HISTORY - RICHARDSON

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 GMBPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

PE03-042 / GM644

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.

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BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND 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. VEHICLES BUILT AFTER  
AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES  
ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON.  
PREVIOUSLY, IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BEING  
COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

**PIGTAIL PART INFORMATION:**

15308416 2002 MODEL YEAR

88986271 2003 MODEL YEAR

10/01/2002 13:39:57 BRIGGS

- SENT VME TO BQMS ADVISING OF

CASE.

10/01/2002 18:52:02 HALLER

- VME CLOSING

DLR STS HE REPL THE WIPER MOTOR ASMY AND SEALED CONN.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5921484</b>	<b>VIN Number:</b>	<b>1GNET16S726108487</b>
<b>Date Opened:</b>	<b>9/27/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B28692</b>	<b>Mileage:</b>	<b>9701</b>
<b>Address:</b>	<b>WALKER BROS. BUICK-CEDINBORO</b>	<b>State:</b>	<b>PA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— MOTOR WATER 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—

09/27/2002 11:39:06 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) RICK WALKER**

**CUSTOMER CONCERN -WIPERS INOP**

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

**TECH STS WIPER MOTOR AND BEALED CONNECTOR FIRST VISIT VEH IS BACK**

**TAC RECOMMENDATION -ADVISED TECH OF PI 00413.**

**08/27/2002 11:38:05 HISTORY - WACHTMEISTER**



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5922220	<b>VIN Number:</b>	1GKES16S436104933
<b>Date Opened:</b>	9/27/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 2WD
<b>Dealer Code:</b>	G08116	<b>MBrange:</b>	1055
<b>Address:</b>	KIRK BROTHERS, INC. GREENWOOD	<b>State:</b>	MS
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— LEAK MOTOR WATER 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--

09/27/2002 14:24:38 SBD TEMPLATE - WACHTMEISTER

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 LONG

CUSTOMER CONCERN -WIPERS INOP

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

TECH STS WIPER MOTOR FULL OF WATER.TECH REPLACED MOTOR A REROUTED WIRE  
HARNESS.

TAC RECOMMENDATION -ADVISED TECH OF PI 00413 AND INFO IN THAT PI

09/27/2002 14:24:38 HISTORY - WACHTMEISTER

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5922336	<b>VIN Number:</b>	1GNES16S726136339
<b>Date Opened:</b>	9/27/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>	9/27/2002	<b>Series:</b>	S1
<b>Dealer Code:</b>	B08027	<b>Mileage:</b>	4907
<b>Address:</b>	HAYES CHEVROLET CORNELIA	<b>G</b>	<b>State:</b> GA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WIPER P100413 WIPER INOP

RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - ABNORMAL CONDITION - UNPUBLIS

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION—

09/27/2002 14:41:37 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) CHRIS WEHUNT**

**CUSTOMER CONCERN - FRONT WIPER INOP**

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

**TECH STATES WIPER CONNECTOR FULL OF WATER AND MUD , AND MOTOR SHORTED  
INTERNALLY .**

**TAC RECOMMENDATION -**

**- PI00413**

**- TECH TO FABRICATE COVER OVER CONNECTOR IF NEED BE**

**09/27/2002 14:41:37 HISTORY - NICOLETTI**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5923962	<b>VIN Number:</b>	1GNDS13S022218372
<b>Date Opened:</b>	9/27/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	S1
<b>Dealer Code:</b>	B08097	<b>Mileage:</b>	34058
<b>Address:</b>	MASSEY AUTOMOTIVE, IANDALUSIA	<b>State:</b>	AL
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WINDSHIELD 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—

09/27/2002 16:55:48 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)**

**ED JESELINK**

**CUSTOMER CONCERN -**

**WIPER QUIT IN THE RAIN.**

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

**COMPARE TO LIKE VEHICLE?)**

**WIPERS ARE WORKING NOW.**

**TAC RECOMMENDATION -**

**ADVISE ON PI00413.**

**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.**

**09/27/2002 16:55:48 HISTORY - REGAN**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5924091</b>	<b>VIN Number:</b>	<b>1GNES16S836102656</b>
<b>Date Opened:</b>	<b>9/30/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>B24467</b>	<b>Mileage:</b>	<b>694</b>
<b>Address:</b>	<b>ROGERS-USRY CHEVROLEBRANDON</b>	<b>State:</b>	<b>MS</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WATER WINDSHIELD WIP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

09/30/2002 10:50:47 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) PAUL GOODMAN TECH

CUSTOMER CONCERN - CUSTOMER ALLEGES THAT WIPERS ARE INOP OR SWEEPING UNWANTED.

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

- PAUL CALLED AND STS THAT HE CAN VERIFY CONCERN. HE STS THAT HAS BEEN REPAIRING IN THE PAST AND ADDING A WATER SHIELD TO VEHICLE. HE WAS LOOKING FOR UPDATE.

TAG RECOMMENDATION -

- TAG ADVISED DLR OF P/I PI00413. ADVISED DLR TO REPLACE TERM OR CONNECTOR AS NEC. ADVISED DLR TO REPLACE MOTOR AS NEC. DEALER TO FILL CONNECTOR WITH DIELECTRIC GREASE AND SEAL BACK OF CONNECTOR WITH RTV.

09/30/2002 10:50:47 HISTORY - POULOS

11/06/2002 13:52:12 ZAJECHOWSKI -

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

PAUL GOODMAN 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 STATES CONNECTOR WAS SEALED AND VEHICLE IS BACK FOR ITS FOURTH WIPER  
MOTOR FOR WATER INTRUSION.**

**NEW RECOMMENDATIONS**

**ADVISED TECH TO REPLACE WIPER MOTOR AT THIS TIME NO OTHER SUGGESTIONS AT  
THIS POINT.**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5925896	<b>VIN Number:</b>	1GKET16SX26110442
<b>Date Opened:</b>	9/30/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 4WD
<b>Dealer Code:</b>	G48599	<b>Mileage:</b>	10589
<b>Address:</b>	AUFFENBERG OF CARBONCARBONDALE	<b>State:</b>	IL
<b>Dealer Phone:</b>			

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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—

09/30/2002 16:34:33 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)

JEFF BLAIR (TECH).

PE03-042 / GM644

Page 588 of 2341

**CUSTOMER CONCERN -**

**REPEAT WIPER INOP.**

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

**MOTOR REPLACED FOR WATER INTRUSION 3K MILES AGO. DEALER STATES THAT THE  
WASHER APPEARS TO BE ON ALL THE TIME. WHILE DIAGNOSIS THE MOTOR HE FOUND  
WATER RUNNING OUT.**

**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**

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.

09/30/2002 16:34:33 HISTORY - BENNETT

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No.:</b>	<b>5926418</b>	<b>VIN Number:</b>	<b>1GNET18S336110814</b>
<b>Date Opened:</b>	<b>9/30/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trailblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B02238</b>	<b>Mileage:</b>	<b>401</b>
<b>Address:</b>	<b>SOUTHINGTON CHEVROLESOUTHINGTO</b>	<b>State:</b>	<b>CT</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WIPER WATER INTRUSION IN THE FRONT WIPER MOTO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

09/30/2002 16:48:34 SBD TEMPLATE - SHERMAN

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)**

**HERB STEVENS TECH**

**CUSTOMER CONCERN -**

**WIPERS INOP AGAIN**

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

**DEALER HAS REPLACED THE WIPER MOTOR 1X ALREADY FOR WATER INTRUSION IN  
THE WIPER MOTOR.**

**TAC RECOMMENDATION -**

**TAC ADVISED TO CHECK THE FUNCTION OF THE COWL.**

**09/30/2002 16:48:34 HISTORY - SHERMAN**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5926974	<b>VIN Number:</b>	1GNDT13S922387888
<b>Date Opened:</b>	10/1/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Blazer 4WD 4DR Trailblaz
<b>Dealer Code:</b>	B09501	<b>Mileage:</b>	10967
<b>Address:</b>	METRO CHEVROLET COLUMBUS	<b>State:</b>	OH
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— LEAK MOTOR WATER WIPER WIPER MOTOR INOP FROM

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/01/2002 08:58:31 SBD TEMPLATE - DIDOMINICIS

STRATEGY BASED DIAGNOSTICS

\_3\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_3\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**CHUCK METTS**

**CUSTOMER CONCERN -**

**CUSTOMER STATES WINDSHIELD WIPERS ARE INOP.**

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

**TECH STATES THAT WATER INTRUSION INTO THE WIPER MOTOR AND MODULE ASSY ARE  
THE CAUSE. TECH STATES HE IS LOOKING FOR OTHER LIKE CASES OR BULLETIN.**

**TAC RECOMMENDATION -**

**RECOMMENDED TECH TO CHECK COWL FOR PLUGGED DRAIN AND REPAIR THIS AS  
NECESSARY.**

**RECOMMENDED TECH TO SEAL THE WIPER COVER WHEN INSTALLING THE WIPER MODULE  
TO THE MOTOR.**

**10/01/2002 08:58:31 HISTORY - DIDOMINICIS**



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5927058</b>	<b>VIN Number:</b>	<b>1GNET16S526109248</b>
<b>Date Opened:</b>	<b>10/1/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Traiblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B18148</b>	<b>Mileage:</b>	<b>6540</b>
<b>Address:</b>	<b>RIVERSIDE CHEVROLET ESCANABA</b>	<b>State:</b>	<b>MI</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE 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—

10/01/2002 09:11:50 SBD TEMPLATE - DIDOMINICIS

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)**

**JASON ARNOLD (TECH)**

**CUSTOMER CONCERN -**

**CUSTOMER STATES WIPERS ARE INOP.**

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

**TECH STATES HE HAS REPLACED THE WIPER ASSY ONCE ALREADY FOR WATER INTRUSION. HE IS CALLING AS THE SAME CONCERN IS BACK.**

**TAC RECOMMENDATION -**

**RECOMMENDED TECH TO FILL COWL WITH WATER AND SEE IF THE WATER DRAINS. IF NOT THEN MAKE OR CLEAR THE DRAIN. IF IT DOES THEN REPLACE AND REPAIR THE PIGTAIL FOR THE WIPER MOTOR ASSY.**

**ALSO RECOMMENDED TECH TO SEAL THE WIPER MODULE WHEN ASSEMBLING IT TO THE WIPER**

**MOTOR.**

**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**

**PE83-842 / GM644**

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.

REFERRED PER PI00413

10/01/2002 09:11:50 HISTORY - DIDOMINICIS

10/07/2002 15:31:18 WILSON UPDATE;

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

CHRIS BERG (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)

TECH STATES ANOTHER TECH REPLACED THE WIPER MOTOR AND THE HARNESS ON THE  
LAST VISIT BUT NOW THE VEHICLE IS BACK AGAIN WITH THE SAME  
CONCERN....TECH STATES HE CAN SEE THERE IS WATER GETTING INTO THE  
CONNECTOR AND CAUSING THE CONCERN.....TECH IS WONDERING IF HE SHOULD SEAL  
UP THE CONNECTOR AND THE LITTLE DRAIN JUST ABOVE THE CONNECTOR TO STOP  
THE WATER INTRUSION....

**NEW RECOMMENDATIONS**

**ADVISED TECH TO GO AHEAD AND SEAL IT UP, AS THERE IS A PI ON SEALING UP**

**THE CONNECTOR WHICH THE PREVIOUS TECH WAS ADVISED OF....**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5928138	<b>VIN Number:</b>	1GNES16S728113112
<b>Date Opened:</b>	10/1/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Trailblazer Ext 2WD
<b>Dealer Code:</b>	B08055	<b>Mileage:</b>	1203
<b>Address:</b>	LINK CHEVROLET-OLDSMWAYNESBORO	<b>State:</b>	GA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— LEAK WATER WINDSHIELD 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—

10/01/2002 11:34:34 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) ANTONIO BUSH TECH

CUSTOMER CONCERN - CUSTOMER ALLEGES THAT WIPERS ARE INOP.

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

- ANTONIO CALLED AND STS THAT FIRST VISIT, HE WAS UNABLE TO VERIFY  
CONCERN. HE STS THAT THIS VISIT, WIPERS ARE INOP EXCEPT IN WASHER MODE.  
HE STS THAT ALL FUSES ARE FINE AND WAS LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -

- TAC ADVISED DLR OF P/I P100413 FOR WATER INTRUSION CONCERNS. DEALER TO  
REPLACE MOTOR, REPLACE CONNECTOR AND APPLY DIELECTRIC GREASE TO  
CONNECTOR.

10/01/2002 11:34:34 HISTORY -POULOS

10/07/2002 12:54:55 EPLIN II -CALLER'S NAME (FIRST, LAST, AND  
POSITION)

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)

**PE03-042 / GM644**

**DETAILS OF THE CONCERN)**

**TECH STS THAT HE ORDERED PART NUMBER AND GOT A PIGTAIL. TECH WAS LOOKING**

**FOR PART NUMBER FOR WASHER WIPER MODULE.**

**NEW RECOMMENDATIONS-TAC ADVISED TECH:**

- 1) DO NOT HAVE PART INFO CHECK WITH PARTS DEPT**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5928389	<b>VIN Number:</b>	1GNES16S626121055
<b>Date Opened:</b>	10/1/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Trafficblazer Ext 2WD
<b>Dealer Code:</b>	B24023	<b>Mileage:</b>	8401
<b>Address:</b>	BANNER CHEVROLET NEW ORLEANS	<b>State:</b>	LA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- INOPERATIVE INTERMITTENT WINDSHIELD WIPER FRO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/01/2002 12:06:18 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

\_3\_ 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)**

**DALE BOONE TECH.**

**CUSTOMER CONCERN -**

**CUST. STS. THAT THE WIPERS ARE INOP.**

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

**DLR. STS. THAT THE WIPER MOTOR DOES HAVE PWR. DLR. IS LOOKING FOR  
DIRECTION.**

**TAG RECOMMENDATION -**

**REVIEWED PI00413 (WIPER MOTOR AND CONNECTOR WATER INTRUSION) WITH DLR.**

**10/01/2002 12:08:18 HISTORY - GARBARINO**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5939866	<b>VIN Number:</b>	1GNET16S0261357B7
<b>Date Opened:</b>	10/1/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Trafficazer Ext 4WD
<b>Dealer Code:</b>	B04131	<b>Mileage:</b>	4849
<b>Address:</b>	CERNOHOUS CHEVROLET PRESCOTT	<b>State:</b>	VA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WATER WATER IN THE WIPER MOTOR P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/01/2002 16:25:35 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)RALPH ECKHOFF**

**CUSTOMER CONCERN -WATER IN THE WIPER MOTOR**

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

**TECH STS THAT CONCERN WAS THAT WIPERS INOP. TECH STS THAT THIS IS THE  
SECOND WIPER MOTOR ON THIS VEHICLE THAT HE FOUND WATER IN.**

**TAC RECOMMENDATION -TAC ADVISED TECH:**

**1) PID0413 WHICH TALKS ABOUT REPLACING MOTOR AND CHECKING FOR PROPER**

**DRAINAGE**

**2) REPLACE MOTOR AND RUN WATER INTO THE COWL AREA AND SEE IF IT DRAINS**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5930949</b>	<b>VIN Number:</b>	<b>1GNDT13S622237456</b>
<b>Date Opened:</b>	<b>10/2/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B44388</b>	<b>Mileage:</b>	<b>11007</b>
<b>Address:</b>	<b>MARTIN CHEVROLET SALSAGINAW</b>	<b>State:</b>	<b>MI</b>
<b>Dealer Phone:</b>			

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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—

10/02/2002 09:27:13 SBD TEMPLATE - WROBEL

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)**

**SCOTT ARTHUR**

**CUSTOMER CONCERN -**

**DLR STATES THE WIPERS ARE INOP.**

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

**COMPARE TO LIKE VEHICLE?)**

**DLR STATES:**

**THIS IS A FIRE DEPT VEHICLE.**

**THERE IS A U1000 IN THE PCM.**

**TAC RECOMMENDATION -**

**ADVISED DLR:**

**TO CHECK FOR WATER INTRUSION AT THE WIPER MOTOR PER PI00413.**

**THE U1000 MIGHT NOT BE RELATED TO THIS CONCERN.**

**10/02/2002 09:27:13 HISTORY - WROBEL**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5933987	<b>VIN Number:</b>	1GNDS13S222306307
<b>Date Opened:</b>	10/2/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	S1
<b>Dealer Code:</b>	B16172	<b>Mileage:</b>	17492
<b>Address:</b>	JOHN DONOGHUE AUTOMOWHITEVILL	<b>State:</b>	NC
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WIPER WIPER MOTOR IS FULL OF WATER

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

10/02/2002 14:58:20 SBD TEMPLATE - SHERMAN

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 -**

**WIPERS ARE INOP AGAIN**

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

**TECH REPLACED THE WIPER MOTOR 1X ALREADY. TECH STATES THAT THE WIPER  
MOTOR WAS FULL OF WATER**

**TAC RECOMMENDATION -**

**TAC ADVISED TO BACK FILL THE WIPER MOTOR CONNECTOR WITH GM SPS.**

**TAC ADVISED TO CHECK THE FUNCTION OF THE COWL DRAINS**

**10/02/2002 14:58:20 HISTORY - SHERMAN**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5934498	<b>VIN Number:</b>	1GNET16S626137835
<b>Date Opened:</b>	10/3/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Trafficblazer Ext 4WD
<b>Dealer Code:</b>	B03447	<b>Mileage:</b>	1500
<b>Address:</b>	GEORGE WEBER CHEVROL COLUMBIA	<b>State:</b>	IL
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- WATER UNWANTED WIPER WIPER ERRATIC OPERATION

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/03/2002 09:18:52 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) CARL JANSEN SM

CUSTOMER CONCERN - WIPER MOTOR

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

WIPER MOTOR UNWANTED ERRATIC OPERATION WAS DUPLICATED. DLR STS HAS FOUND  
CONNECTOR FULL OF WATER DLR WAS LOOKING FOR ANY INFO

TAC RECOMMENDATION - ADVISED DLR OF PI # PI00413. DLR CAN SEAL CONNECTOR  
END ALSO. HAJJ 40772

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

**PE03-042 / GM644**

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

10/03/2002 09:16:52 HISTORY - HAJJ

11/08/2002 10:21:08 MEISSNER -CALLER'S NAME (FIRST, LAST, AND POSITION) DAVE SMITH 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)

TECH STATED WATER STILL GETTING INTO THE WIPER MOTOR. PHATOM WIPE ON HARD RIGHT TURNS. TECH STATED HE HAS DONE THE P100413 ON THE WIPER ASSY.

NEW RECOMMENDATIONS

TAC ADVISED TECH THAT HE WOULD GET A GM LAISON TO CHECK IN TO THIS FOR HOM AND CALL HIM BACK.

02/19/2003 15:57:45 MILLER

-CALLER'S NAME (FIRST, LAST, AND

POSITION)

\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

DETAILS OF THE CONCERN)

LOOKING FOR UPDATED PART NUMBER FOR WIPER MOTOR.

NEW RECOMMENDATIONS

ADVISED DEALER AS FOLLOWS:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15094704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705

OLD

12487687

PIGTAIL

16306415 2002 MODEL YEAR

**PE83-842 / GM644**

15308415 2002 MODEL YEAR  
88686271 2003 MODEL YEAR

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5935241</b>	<b>VIN Number:</b>	<b>1GKDT13S722204320</b>
<b>Date Opened:</b>	<b>10/3/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>G10298</b>	<b>Mileage:</b>	<b>11889</b>
<b>Address:</b>	<b>DICK HASKINS OLDS-GM NORTH SYRACU</b>	<b>State:</b>	<b>NY</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WINDSHIELD WIPER WINSHIELD WIPER INOP P1004

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/03/2002 11:09:07 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**CUSTOMER CONCERN - WINDSHIELD WIPERS INOP**

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH HAS DUPLICATED. NO DTC'S. TECH STATES THAT THEY HAVE A WIPER MOTOR MODULE ASSEMBLY THAT THEY ARE GOING TO INSTALL BUT WANT TO MAKE SURE THERE IS NOTHING ELSE THAT MAY NEED ATTENTION PRIOR TO INSTALLING.**

**TAG RECOMMENDATION - ADVISED TECH OF 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.**

AREA.

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

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BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND 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. VEHICLES BUILT AFTER

AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES

ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON.

PREVIOUSLY, IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BE

10/03/2002 11:09:07 HISTORY - GLEDHILL

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5935699</b>	<b>VIN Number:</b>	<b>1GNET16S826130495</b>
<b>Date Opened:</b>	<b>10/3/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trafficblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B15082</b>	<b>Mileage:</b>	<b>5415</b>
<b>Address:</b>	<b>MAUREEN ALEXANDER CHWILKES BARR</b>	<b>State:</b>	<b>PA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- WINDSHIELD WIPER WIPERS INOPERATIVE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/03/2002 12:09:22 SBD 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\_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)



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

**PETE SELLANI**

**CUSTOMER CONCERN -**

**WIPERS INOPERATIVE**

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

**TECHNICIAN STATES WIPERS INOPERATIVE. STATES ALL DIAGNOSTICS LEADS TO A  
BAD MOTOR.**

**TAC RECOMMENDATION -**

**TAC ADVISES P100413 WINDSHIELD WIPER MOTOR INOPERATIVE.**

**10/03/2002 12:09:22 HISTORY - MILLER**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5935956	<b>VIN Number:</b>	1GNET16S826111897
<b>Date Opened:</b>	10/3/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Trailblazer Ext 4WD
<b>Dealer Code:</b>	B11575	<b>Mileage:</b>	9581
<b>Address:</b>	O'CONNOR CHEVROLET, ALSIP	<b>IL</b>	<b>State:</b> IL
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER P100413 WIPER IN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/03/2002 13:02:13 SBD TEMPLATE - HALLER

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) DENNIS PETTIT (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 THE WIPER SWITCH HAS NO SUPPLY  
VOLTAGE. DLR SEEKING SUGGESTIONS. DLR STS THE CONNECTOR IS HEAVILY  
CORRODED.

TAC RECOMMENDATION - TAC ADV DLR TO REPL THE WIPER MOTOR AND CONNECTOR  
PER PI00413.

10/03/2002 13:02:13 HISTORY - HALLER

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5935971</b>	<b>VIN Number:</b>	<b>1GNDS13S822375968</b>
<b>Date Opened:</b>	<b>10/3/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Blazer 2WD 4DR Trailblaz</b>
<b>Dealer Code:</b>	<b>B08497</b>	<b>Mileage:</b>	<b>6791</b>
<b>Address:</b>	<b>UNIVERSAL CHEVROLET CLEVELAND</b>	<b>State:</b>	<b>GA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— GAUGE INOPERATIVE INTERMITTENT WINDSHIELD WIP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/03/2002 13:04:49 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)**

**LARRY MOORE TECH.**

**CUSTOMER CONCERN -**

**CUST. STS. THAT THE WIPERS ARE INOP., GAUGES ARE INOP. AT TIMES, AND THE SIR LIGHT FLASHES AT TIMES.**

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

**DLR. STS. THAT NO CODES ARE PRESENT. DLR. HAS NOT VERIFIED THE SIR LIGHT OR GAUGES. DLR. IS LOOKING FOR LIKE CASES.**

**TAC RECOMMENDATION -**

**REVIEWED 02-08-49-004 ( IPC REPLACEMENT) AND PI00413 ( WIPER MOTOR REPLACEMENT AND COWL DRAINAGE) WITH DLR. ADVISED DLR. OF NOT LIKE CASES FOR FLASHING SIR LIGHT WITH NO CODES.**

**10/03/2002 13:04:49 HISTORY - GARBARINO**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5938315</b>	<b>VIN Number:</b>	<b>1GNET16S226112480</b>
<b>Date Opened:</b>	<b>10/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trailblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B44224</b>	<b>Mileage:</b>	<b>7140</b>
<b>Address:</b>	<b>HOLIDAY CHEVROLET INFARMINGTON</b>	<b>State:</b>	<b>MI</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT-- INOPERATIVE WINDSHIELD WIPER WIPER FULL OF WA

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/04/2002 10:07:25 SBD TEMPLATE - EGGLEING

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) TOM PARDIKES, TECH.

CUSTOMER CONCERN - THE WIPERS ARE INOPERATIVE.

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

THE TECH STATES WIPER MOTOR IS FULL OF WATER.

TAC RECOMMENDATION - ADVISED THE TECH OF PI00413.

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.

10/04/2002 10:07:26 HISTORY - EGGLEING

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5938630</b>	<b>VIN Number:</b>	<b>1GKET16S026106906</b>
<b>Date Opened:</b>	<b>10/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Envoy XL 4WD</b>
<b>Dealer Code:</b>	<b>G26218</b>	<b>Mileage:</b>	<b>18549</b>
<b>Address:</b>	<b>SIMS BUICK-GMC TRUCKWARREN</b>	<b>State:</b>	<b>OH</b>
<b>Dealer Phone:</b>			

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**SYMPTOM ABSTRACT— INOPERATIVE WASHER WIPER WIPER WASHER INOP**

**RESOLUTION ABSTRACT-**

**UCC CODE 1-----**

**UCC-1 DESCRIPTION— BODY AND ACCESSORIES**

**UCC CODE 2-----**

**UCC-2 DESCRIPTION—**

**UCC CODE 3-----**

**UCC-3 DESCRIPTION—**

**10/04/2002 11:04:48 SBD TEMPLATE - KUEHNL**

**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)**

**GARRETT WOLFE TECH**

**CUSTOMER CONCERN -**

**WIPERS AND WASHERS INOP IN ALL MODES**

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

**TECH STS LOOKED INTO INPUTS IN BCM, NO SWITCH POSITIONS READ**

**TECH HAS NOT TRIED TO ACTIVATE THE WIPERS OR WASHERS WITH THE TECH 2**

**TAC RECOMMENDATION -**

**ADVISED TECH TO:**

**-USE TECH2 TO ACTIVATE WIPERS/WASHERS**

**-IF WIPERS WORK, CHECK THE SWITCH**

**-IF WIPERS DO NOT WORK, INSPECT THE WIPER MOTOR FOR SIGNS OF WATER**

**INTRUSION**

**INFORMED TECH OF SIMILAR CASES WHERE WATER WAS FOUND IN THE WIPER MOTOR**

INFORMED TECH OF SIMILAR CASES WHERE WATER WAS FOUND IN THE WIPER MOTOR  
10/04/2002 11:04:48 HISTORY - KUEHNL

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5940385</b>	<b>VIN Number:</b>	<b>1GNET16S628116760</b>
<b>Date Opened:</b>	<b>10/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B15488</b>	<b>Mileage:</b>	<b>3000</b>
<b>Address:</b>	<b>SCOTT CHEVROLET INC EMMAUS</b>	<b>State:</b>	<b>PA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WIPER 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--

10/04/2002 16:44:44 SBD TEMPLATE - EPLIN II

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 YOHN-TECH**

**CUSTOMER CONCERN -WIPER INOPERATIVE**

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

**TECH STS THAT HE CAN DUPLICATE. TECH STS THAT HE DID FIND WATER  
INTRUSION TO THE WIPER MOTOR**

**TAC RECOMMENDATION -TAC ADVISED TECH:**

**1) PI00413 WHICH TALKS ABOUT REPLACING THE WIPER MOTOR AND MAKING SURE  
COWL DRAINS PROPERLY**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5948885	<b>VIN Number:</b>	1GNET16S636123480
<b>Date Opened:</b>	10/7/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	T1
<b>Dealer Code:</b>	B02272	<b>Mileage:</b>	918
<b>Address:</b>	JOHN LUCAS CHEVROLET WANAMASSA	<b>State:</b>	NJ
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— FRONT INOPERATIVE 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--

10/07/2002 09:16:57 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)

MARTY BOBEK TECH

CUSTOMER CONCERN -

FRONT WIPER INOP

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

NO PARTS OR REPAIRS, CAN DUPLICATE, CAN NOT FIND CORRECT SCHEMATICS FOR  
THE VEHICLE

TAC RECOMMENDATION -

1) P100413

2) SI DOC 877479 & 877475

10/07/2002 09:16:57 HISTORY - SEARS

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.

PE83-842 / GM644

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.

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\*\*\*\*\*

BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND 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. VEHICLES BUILT AFTER  
AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES  
ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON.  
PREVIOUSLY, IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BEING  
COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

PIGTAIL PART INFORMATION:

15306418 2002 MODEL YEAR

88988271 2003 MODEL YEAR

PE03-042 / GM644

Page 43 of 2391

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5941931	<b>VIN Number:</b>	1GKET16S526138116	
<b>Date Opened:</b>	10/7/2002	<b>Model Year:</b>	2002	
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 4WD	
<b>Dealer Code:</b>	G30311	<b>MBangs:</b>	3283	
<b>Address:</b>	ANDY KLEIN PONTIAC-GOVERLAND PAR		<b>State:</b>	KS
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— WASHER WINDSHIELD WIPER FUNCTION ERRATIC

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

10/07/2002 12:28:40 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)

JEFF,TECH

CUSTOMER CONCERN -

WIPER FUNCTION ERRATIC.

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

TECH REPLACED WIPER ASSY AND MFS WITHOUT REPAIR.

TAC RECOMMENDATION -

ADVISED TO VERIFY G102 AND TO VOLT DROP POWER AND GROUND FEEDS FOR THE  
MFS.

10/07/2002 12:28:40 HISTORY - COLE

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>3941996</b>	<b>VIN Number:</b>	<b>1GNET16S326115663</b>
<b>Date Opened:</b>	<b>10/7/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trafficazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B25296</b>	<b>Mileage:</b>	<b>7868</b>
<b>Address:</b>	<b>JOHNNY MORRIS CHEVROMUNCIE</b>	<b>State:</b>	<b>IN</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOPERATIVE WASHER PU

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/07/2002 12:10:40 SBD TEMPLATE - ROAT

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 BEN REYNOLDS- TECH

CUSTOMER CONCERN -

WIPERS INOPERATIVE, WASHER RUN ALL THE TIME.

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

TECH HAS INSPECTED AND FINDS WATER IN MOTOR.

TAC RECOMMENDATION -

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.

10/07/2002 12:10:40 HISTORY - ROAT

11/14/2002 09:05:08 KOPAH -

CALLER'S NAME (FIRST, LAST, AND POSITION) BEN REYNOLDS, TECHNICIAN.

\_2\_ 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

**PE83-042 / GM644**

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

DLR STS THEY REPLACED THE WIPER MOTOR ASSY AND CONNECTOR LAST TIME IN, BUT VEHICLE HAS RETURNED WITH WIPERS INOP, WASHER MOTOR RUNNING CONTINUOUSLY, AND THE WIPER MOTOR IS FULL OF WATER AGAIN.

**NEW RECOMMENDATIONS**

PI00413 STS 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. R.K.

11/14/2002 09:57:38 HOFFMAN -

CALLER'S NAME - TECHNICIAN BEN REYNOLDS

\_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 -

TECHNICIAN CALLING TO FIND OUT IF WE HAVE A PART NUMBER ON THE NEW WIPER  
MOTOR. TECHNICIAN STATES THE OLD PART NUMBER WILL GET HIM THE OLD PART  
STILL.

NEW RECOMMENDATIONS -

ADVISE WE HAVE NO NUMBERS ON THE NEW PART. ADVISE TO REPAIR THE CAR TODAY  
WITH THE OLD PART AND PUT A NEW PART ON THE CAR WHEN AVAILABLE.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>1942037</b>	<b>VIN Number:</b>	<b>1GNDS13S232130358</b>
<b>Date Opened:</b>	<b>10/7/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Serial:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>B08398</b>	<b>Mileage:</b>	<b>2539</b>
<b>Address:</b>	<b>LARRY PUCKETT CHEVROPRATTVILLE</b>	<b>State:</b>	<b>AL</b>
<b>Dealer Phone:</b>			

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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---

10/07/2002 12:16:16 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)**

**BRIAN BLACKWELL**

**CUSTOMER CONCERN -**

**WIPERS INOP.**

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

**COMPARE TO LIKE VEHICLE?)**

**FRONT WIPERS INOP. POWER AND GROUND AT THE MOTOR ARE GOOD. THERE IS SOME**

**CORROSION ON THE CONNECTOR.**

**TAC RECOMMENDATION -**

**ADVISE PER OTHER CASES TO REPLACE MOTOR AND REPAIR CONNECTOR.**

**10/07/2002 12:15:15 HISTORY - REGAN**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5943478	<b>VIN Number:</b>	1GNET16S826132488
<b>Date Opened:</b>	10/7/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Trafficblazer Ext 4WD
<b>Dealer Code:</b>	B05030	<b>Mileage:</b>	3729
<b>Address:</b>	SHORE MOTOR COMPANY CLARINDA	<b>State:</b>	IA
<b>Dealer Phone:</b>			

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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--

10/07/2002 16:06:50 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)

TECHNICIAN MIKE REILLY

CUSTOMER CONCERN -

WIPERS INOP.

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

REPLACED THE MULTIFUNCTION SWITCH AND NO CHANGE.

TAC RECOMMENDATION -

ADVISED DEALER OF PI PI00413. REPLACE WIPER MOTOR AND VERIFY COWL DRAIN.

10/07/2002 18:05:50 HISTORY - MILLER

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5944678</b>	<b>VIN Number:</b>	<b>1GKES16S328110043</b>
<b>Date Opened:</b>	<b>10/8/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>	<b>10/8/2002</b>	<b>Series:</b>	<b>Envoy XL 2WD</b>
<b>Dealer Code:</b>	<b>G53220</b>	<b>Mileage:</b>	<b>2941</b>
<b>Address:</b>	<b>AUTOWAY PONTIAC GMC CLEARWATER</b>	<b>State:</b>	<b>FL</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER INOPERATIVE

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—

10/08/2002 09:58:05 SBD TEMPLATE - EGGLING

STRATEGY BASED DIAGNOSTICS

\_3\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_7\_ 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) SHAUN PLUMER, TECH.**

**CUSTOMER CONCERN - THE WIPER MOTOR IS INOPERATIVE.**

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

**THE TECH STATES THAT HE HAS REPLACED THE WIPER MOTOR, 3 TIMES.**

**TAC RECOMMENDATION - READ P/I PI0043 TO THE TECH.**

- 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.**

**10/08/2002 09:59:05 HISTORY - EGGLING**

**10/17/2002 08:52:02 MEYERS -DEALER SURVEY WAS PERFORMED**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5946414</b>	<b>VIN Number:</b>	<b>1GNET16S436102793</b>
<b>Date Opened:</b>	<b>10/8/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trailblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B14443</b>	<b>Mileage:</b>	<b>2526</b>
<b>Address:</b>	<b>ROYAL CHEVROLET CADILYNCHBURG</b>	<b>State:</b>	<b>VA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WINDSHIELD WIPER CONNECTOR WATER WIPER INOP W

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

10/08/2002 14:43:10 SBD TEMPLATE - CIARKOWSKI

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 TENEROWICZ, TECHNICIAN

**CUSTOMER CONCERN**

- FRONT WIPERS INOP

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

- DEALER FOLLOWED PUBLISHED DIAGNOSTICS AND WAS LED TO STEP 8

- TECHNICIAN CHECKED CKT 477 INSTEAD OF CKT 143

- DEALER REPLACED THE MULTIFUNCTION SWITCH

- TECHNICIAN NOTES THAT THERE IS EVIDENCE OF WATER INTRUSION INTO THE  
WIPER MOTOR CONNECTOR

**TAC RECOMMENDATION**

- P100413: WINDSHIELD WIPER MOTOR INOPERATIVE

"REPLACE THE MOTOR AND CONNECTOR P/N 88986271"

10/08/2002 14:43:10 HISTORY - CIARKOWSKI

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5949639</b>	<b>VIN Number:</b>	<b>1GNET16S726110935</b>
<b>Date Opened:</b>	<b>10/9/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>	<b>10/9/2002</b>	<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B11197</b>	<b>Mileage:</b>	<b>7000</b>
<b>Address:</b>	<b>GATES CHEVY WORLD INMISHAWAKA</b>	<b>State:</b>	<b>IN</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WIPER WIPER MOTOR FAILURE 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---

10/09/2002 13:04:02 SBD TEMPLATE - LAWSON

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)

KENNEY SCHOEN

CUSTOMER CONCERN -

REPEAT WIPER MOTOR FAILURE

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

DLR STS WIPER MOTOR IS FULL OF WATER MOTOR WAS REPLACED ON 7 02

TAC RECOMMENDATION -

DLR OF P100413

DLR TO SEAL CONNECTOR

DLR TO CHECK FOR COWL DRAINAGE ISSUES

10/09/2002 13:04:02 HISTORY - LAWSON

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5949745</b>	<b>VIN Number:</b>	<b>1GNDT13S022367848</b>
<b>Date Opened:</b>	<b>10/9/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B44544</b>	<b>Mileage:</b>	<b>6772</b>
<b>Address:</b>	<b>SUNDANCE CHEVROLET IGRAND LEDGE</b>	<b>State:</b>	<b>MI</b>
<b>Dealer Phone:</b>			

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**SYMPTOM ABSTRACT— WIPER WATER LEAKING INTO WIPER MOTOR**

**RESOLUTION ABSTRACT-**

**UCC CODE 1———**

**UCC-1 DESCRIPTION— BODY AND ACCESSORIES**

**UCC CODE 2-----**

**UCC-2 DESCRIPTION—**

**UCC CODE 3———**

**UCC-3 DESCRIPTION—**

**10/09/2002 13:22:45 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)**

**STEVE SCHMITZ (TECH)**

**CUSTOMER CONCERN -**

**WIPERS INOP...**

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

**TECH STATES HE FOUND THERE WAS WATER GETTING INTO THE WIPER  
MOTOR....TECH REPLACED THE WIPER MOTOR AND THE CONNECTOR BUT HAS FOUND  
THERE IS STILL WATER GETTING INTO THE WIPER MOTOR.....**

**TAC RECOMMENDATION -**

**ADVISED TECH TO MAKE SURE THERE ARE NO LEAKS AT THE COWL, IF OKAY  
THEN SEAL THE CONNECTOR WITH SILICONE AND RETEST.....**

**10/09/2002 13:22:45 HISTORY - WILSON**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5958974	<b>VIN Number:</b>	1GNES16S226111851
<b>Date Opened:</b>	10/9/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Trailblazer Ext 2WD
<b>Dealer Code:</b>	B24570	<b>Mileage:</b>	4016
<b>Address:</b>	SOUTHERN CHEVROLET, DE KALB	<b>State:</b>	MS
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER INOPERATIVE 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—

10/09/2002 16:25:43 SBD TEMPLATE - EPLIN II

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

VEHICLE NOT AT DEALERSHIP

\_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)HOMER HALL SM

CUSTOMER CONCERN -WIPER INOPERATIVE WATER IN MOTOR

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

SM STS THAT THEY COULD DUPLICATE LAST TIME AND FOUND WATER IN THE WIPER  
MOTOR. SM STS REPLACED WIPER MOTOR AND WASHER PUMP LAST TIME IN AND PUT  
DIELECTRIC GREASE ON PINS.

TAC RECOMMENDATION -TAC ADVISED TECH:

- 1) P100413 WHICH TALKS ABOUT THIS CONCERN AND REPLACING MOTOR AND  
CONNECTOR IF NECESSARY
- 2) CHECK FOR WATER DRAINAGE ISSUES IN COWL AREA.
- 3) GET VEHICLE IN AND DIAGNOSE AGAIN
- 4) GET AVM INVOLVED DUE TO TIMES IN
- 5) LIKE CASE WITH THIS VEHICLE AT DIFFERENT DEALER

10/17/2002 13:30:07 MEYERS

10/17/2002 13:30:25 MEYERS

-

-DEALER SURVEY WAS PERFORMED

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5954273	<b>VIN Number:</b>	1GNET16S736114775
<b>Date Opened:</b>	10/10/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	T1
<b>Dealer Code:</b>	B13256	<b>Mileage:</b>	2151
<b>Address:</b>	DICK EAZOR CHEVROLETBROCKWAY	<b>State:</b>	PA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- WIPER WIPERS INOP WATER IN CONNECTOR

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/10/2002 15:57:55 SBD TEMPLATE - MASON

STRATEGY BASED DIAGNOSTICS

\_1 \_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_1 \_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

\_N \_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST

BELOW)

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

BILL CAVALIER SM

CUSTOMER CONCERN -

WIPERS INOP ON VEH

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

COMPARE TO LIKE VEHICLE?)

WIPERS INOP AND FULL OF WATER TECH LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -

TECH TO REPLACE MOTOR AND CONNECTOR PER P/I PI00413

10/10/2002 15:57:55 HISTORY - MASON

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5954970	<b>VIN Number:</b>	1GNDT13S322204995	
<b>Date Opened:</b>	10/11/2002	<b>Model Year:</b>	2002	
<b>Date Closed:</b>		<b>Series:</b>	T1	
<b>Dealer Code:</b>	B14530	<b>MRange:</b>	19561	
<b>Address:</b>	WANTZ CHEVROLET INC TANEYTOWN		<b>State:</b>	MD
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— WINDSHIELD WIPER STOPS IN THE MIDDLE OF THE W

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/11/2002 08:20:53 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)

GREG,TECH

CUSTOMER CONCERN -

WIPERS WILL STOP IN THE MIDDLE OF THE WINDSHIELD AND RESTART.

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

COMPARE TO LIKE VEHICLE?)

TECH HAS DUPLICATED BUT HAS PERFORMED NO DIAGNOSIS.

TAC RECOMMENDATION -

ADVISED TO INSPECT MOTOR FOR WATER INTRUSION .

INSPECT CONNECTOR AND TERMINALS. REPORT.

10/11/2002 08:20:53 HISTORY - COLE

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Care No:</b>	5955104	<b>VIN Number:</b>	1GKDT13S122451753
<b>Date Opened:</b>	10/11/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>	10/11/2002	<b>Series:</b>	T1
<b>Dealer Code:</b>	G06341	<b>MBadge:</b>	9880
<b>Address:</b>	SUN BUICK PONTIAC GMMOOSIC	<b>State:</b>	PA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WIPER QUESTION ON 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--

10/11/2002 09:04:19 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)**

**MIKE POLOVNUK TECH**

**CUSTOMER CONCERN -**

**CUSTOMER STS THE WIPERS ARE INOP**

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

**TECH STS HE SAW THERE WAS A PI AND CALLED FOR INFORMATION ON IT**

**TAC RECOMMENDATION -**

**TAC ADVISES TECH OF INFORMATION ON PI# PI00413**

**10/11/2002 09:04:19 HISTORY - JACOB**

**10/22/2002 16:14:20 CALDRONE -DEALER SURVEY WAS PERFORMED**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5955259</b>	<b>VIN Number:</b>	<b>1GKES16S238109893</b>
<b>Date Opened:</b>	<b>10/11/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>	<b>1/8/2003</b>	<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>G51213</b>	<b>Mileage:</b>	<b>2590</b>
<b>Address:</b>	<b>ALL STAR PONTIAC-GMCSULPHUR</b>	<b>State:</b>	<b>LA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE REPAIR REPEAT WINDSHIELD WIPER RE

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—

10/11/2002 08:32:00 8BD 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)

SHERRY GUIDRY QUALITY CONTROL

CUSTOMER CONCERN -

WIPERS INOP

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

ON LAST VISIT THE TECH REPLACED THE WIPER MOTOR AND SEALED THE BACK OF THE CONNECTOR. VEHICLE HAS RETURNED TODAY WITH SAME CONCERN. TECH REMOVED CONNECTOR AND WATER RAN OUT OF WIPER MOTOR AGAIN.

TAC RECOMMENDATION -

ADVISE DLR TO REPLACE MOTOR AGAIN, REPLACE CONNECTOR IF NECESSARY, FILE FIELD PRODUCT REPORT TO BRAND QUALITY PER PI00413.

I WILL FORWARD CASE TO LIAISON PER PI00413, VEHICLE WAS BUILT 8/05/02.

10/11/2002 09:32:00 HISTORY - RICHARDSON

PI00413

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

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

PE03-042 / GM644

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.

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BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND I000998 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. VEHICLES BUILT AFTER

AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES

ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON.

PREVIOUSLY, IT WAS THOUGHT THAT THE 8-WAY CONNECTOR SEAL WAS BEING

COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

PIGTAIL PART INFORMATION:

15306415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

10/11/2002 14:23:20 BRIGGS - ADVISED BQMS SA & AF OF CASE.

WILL LOOK AT UPDATING PI.

PE03-042 / GM644

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10/22/2002 13:31:66 RATHKA

-DEALER SURVEY WAS PERFORMED

11/14/2002 12:07:39 ZAJECHOWSKI

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

SHERRY GUIDRY SERVICE MANAGER

\_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)

SERVICE MANAGER STATES VEHICLE IS BACK WITH WATER INTRUSION TO WIPER  
MOTOR AND IS CALLING FOR MORE INFO.

NEW RECOMMENDATIONS

RECOMMENDED TO REPLACE WIPER MOTOR WHEN PART BECOMES AVAILABLE AND  
INSPECT COWL DRAINS PER PI PI00413

01/08/2003 15:28:14 RICHARDSON

- FAXED CLOSING

REPLACED WIPER MOTOR AND CONNECTOR.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5955296</b>	<b>VIN Number:</b>	<b>1GNET16S426109624</b>	
<b>Date Opened:</b>	<b>10/11/2002</b>	<b>Model Year:</b>	<b>2002</b>	
<b>Date Closed:</b>	<b>11/6/2002</b>	<b>Series:</b>	<b>T1</b>	
<b>Dealer Code:</b>	<b>B15431</b>	<b>Mileage:</b>	<b>2946</b>	
<b>Address:</b>	<b>CHEVROLET 73 INC. BERLIN</b>	<b>NJ</b>	<b>State:</b>	<b>NJ</b>
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT WIPER 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—

10/11/2002 09:39:52 SBD TEMPLATE - LOFFREDI

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)

JACK CLARK / TECH

CUSTOMER CONCERN -

CUSTOMER ALLEGES THAT THE FRONT WIPERS ARE INOPERATIVE.

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

DEALER STATES THAT IT SEEMS THAT THE WIPER MOTOR IS BROKEN INSIDE DUE TO  
IT IS MAKING A BAD NOISE INSIDE.

DEALER STATES HE CAN FEEL IT AND IT IS MOVING INSIDE CAN FEEL THE  
VIBRATIONS FROM THE INTERNALS MOVING, BUT THE WIPER ARMS ARE MOTIONLESS.

DEALER IS WONDERING IF THERE ARE ANY LIKE CASES.

TAC RECOMMENDATION -

TAC ADVISED TECH TO REPLACE THE WIPER MOTOR ASSEMBLY, CHECK FOR WATER  
INTRUSION IN THE WIPER MOTOR.

10/11/2002 09:39:52 HISTORY - LOFFREDI

03/31/2003 13:34:03 GARBARINO -

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

JOE SCHLOSSER TECH.

\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

PE03-042 / GM644

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\_\_ 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. THAT THE VEHICLE HAS RETURNED AND HAS WATER INTRUSION IN THE  
WIPER MOTOR.

NEW RECOMMENDATIONS

REVIEWED PI00413 (WIPER MOTOR REPLACEMENT) WITH DLR.



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5955395</b>	<b>VIN Number:</b>	<b>1GNES18S426136900</b>
<b>Date Opened:</b>	<b>10/11/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>B16507</b>	<b>Mileage:</b>	<b>2005</b>
<b>Address:</b>	<b>BEN MYNATT CHEV-OLDS CONCORD</b>	<b>State:</b>	<b>NC</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP P100

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/11/2002 09:57:36 SBD TEMPLATE - RICKETTS

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) PAUL BRIGGS SF**

**CUSTOMER CONCERN - WIPERS INOP**

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

**HAD REPLACED WIPER MOTOR AS LAST VISIT FOR WATER INTRUSION KEEPING WIPERS  
ON AT ALL TIMES. DLR LOOKING FOR SUGG.**

**TAC RECOMMENDATION -PI00413 WHICH TS:**

**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**

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.

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BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND 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. VEHICLES BUILT AFTER AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON. PREVIOUSLY, IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BEING COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

PIGTAIL PART INFORMATION:

16308415 2002 MODEL YEAR

10/11/2002 09:57:38 HISTORY - RICKETTS

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5955521	<b>VIN Number:</b>	1GKES16S726120807
<b>Date Opened:</b>	10/11/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 2WD
<b>Dealer Code:</b>	G53048	<b>Mileage:</b>	3429
<b>Address:</b>	ROYAL OLDSMOBILE-GMCPYESTAVIA HIL	<b>State:</b>	AL
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— ELECTRICAL MOTOR WATER PI00413

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

10/11/2002 10:22:54 SBD TEMPLATE - WACHTMEISTER

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)SCOTT WALDREP

CUSTOMER CONCERN -WIPERS INOP

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

TECH STS MOTOR HAS BEEN REPLACED AND CONNECTOR HAS BEEN SEALED.

TAC RECOMMENDATION -

ADVISED TECH OF NEW CONNECTOR # PER P/I 00413

10/11/2002 10:22:54 HISTORY - WACHTMEISTER

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5955966	<b>VIN Number:</b>	1GNDS13S732120313
<b>Date Opened:</b>	10/11/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	S1
<b>Dealer Code:</b>	B24563	<b>Mileage:</b>	3871
<b>Address:</b>	ROYAL CHEVROLET INC FOREMAN	<b>State:</b>	AR
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INTERMITTENT PERFORMANCE 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—

10/11/2002 11:43:20 SBD TEMPLATE - BENNETT

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)

BURL CRANFORD SM.

PE03-043 / GM644

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**CUSTOMER CONCERN -**

**WIPER INOP.**

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

**NOT DUPLICATED. BUT THE WASHERS WERE INOP SO DEALER REPLACED THE SWITCH.  
DEALER STATES THAT THEN THE WIPERS CAME ON WHEN TURNING RIGHT. THIS THEN  
TURNED INTO COMING ON INT. DEALER HAS LOOKED FOR LOOSE GROUNDS AND FOUND  
NONE. DEALER STATES THAT THEY HAVE HAD QUITE A BIT OF RAIN IN THE LAST 2  
DAYS.**

**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**

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.

10/11/2002 11:43:20 HISTORY - BENNETT

10/22/2002 08:31:50 RATHKA -DEALER SURVEY WAS PERFORMED



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5957165</b>	<b>VIN Number:</b>	<b>1GNET16S626121442</b>
<b>Date Opened:</b>	<b>10/11/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trafficblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B15030</b>	<b>Mileage:</b>	<b>6253</b>
<b>Address:</b>	<b>ROTHROCK CHEVROLET ISPRINGFIELD</b>	<b>State:</b>	<b>PA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER CASE NUMBER DEAL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/11/2002 16:07:43 SBD TEMPLATE - KOSMOWSKI

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)**

**MARK BROWN - TECH**

**CUSTOMER CONCERN -**

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

**COMPARE TO LIKE VEHICLE?)**

**DEALER STATES THEY CALLED FOR A CASE NUMBER TO COVER THEIR BUTT. DEALER**

**STATES THEY ARE GOING TO REPLACE THE WIPER MOTOR AND SEAL THE CONNECTORS**

**WITH SILICONE.**

**TAC RECOMMENDATION -**

**ADVISED DEALER OF CASE NUMBER.**

**10/11/2002 16:07:49 HISTORY - KOSMOWSKI**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	3957973	<b>VIN Number:</b>	1GNET16S926112072
<b>Date Opened:</b>	10/14/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>	11/5/2002	<b>Series:</b>	T1
<b>Dealer Code:</b>	B18560	<b>Mileage:</b>	0910
<b>Address:</b>	PAT MCGRATH CHEVROLECEDAR RAPID	<b>State:</b>	LA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— MOISTURE WINDSHIELD WIPER PI00413

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—

10/14/2002 09:04:18 SBD TEMPLATE - HOFFMAN

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 - SCOTT FRANZEN TECH**

**CUSTOMER CONCERN - CUSTOMER STATES WIPERS INOPERATIVE.**

**DEALER COMMENTS/DIAGNOSIS - TECHNICIAN STATES WATER IN CONNECTOR 2 TIMES.**

**TECHNICIAN STATES HE SEALED THE CONNECTOR WITH RTV LAST TIME IN.**

**TAC RECOMMENDATION - I READ PI P100413.**

**ON -**

**10/14/2002 09:04:18 HISTORY - HOFFMAN**

**P100413**

**BODY AND ACCESSORIES WIPER / WASHER INOPERATIVE**

**THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY**

**CONDITION/CONCERN:**

**WINDSHIELD WIPERS INOPERATIVE OR ERRATIC OPERATION.**

**RECOMMENDATION/INSTRUCTIONS:**

**ADVISE THE TECHNICIAN OF THE FOLLOWING:**

- 1. REPLACE THE WIPER MOTOR**

**PE03-042 / GM644**

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.

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\*\*\*\*\*

BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND 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. VEHICLES BUILT AFTER AUGUST 18T SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER AUGUST 18T TO THE PLATFORM LIAISON. PREVIOUSLY, IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BEING

COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

PIGTAIL PART INFORMATION:

15308415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

10/22/2002 13:45:22 RATHKA -DEALER SURVEY WAS PERFORMED

11/05/2002 11:08:14 RICHARDSON - FAXED CLOSING

EXTENDED HARNESS, REPLACED CONNECTOR AND REROUTED HARNESS UNDER THE MOTOR  
TO ELIMINATE POSSIBILITY OF WATER FOLLOWING HARNESS INTO MOTOR.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5957996</b>	<b>VIN Number:</b>	<b>1GNET10S720111454</b>
<b>Date Opened:</b>	<b>10/14/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trailblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B04564</b>	<b>Mileage:</b>	<b>7308</b>
<b>Address:</b>	<b>MERIT CHEVROLET CO MAPLEWOOD</b>	<b>State:</b>	<b>MN</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT-- FRONT PERFORMANCE UNWANTED WIPER P100413 FRON

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/14/2002 09:12:18 SBD TEMPLATE - RAUCH

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) RICH MC DONALD**

**CUSTOMER CONCERN -HE STS THE FRONT WIPER MOTOR IS INOPERATIVE.**

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

**HE STS THE WIPER MODULE HAS BEEN REPLACED 1X PRIOR. HE STS WATER PRESENT  
IN THE WIPER CONNECTOR.**

**TAC RECOMMENDATION -**

**-ADVISED OF PI-PI00413 WINDSHIELD WIPER MOTOR INOPERATIVE**

**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 GM9PO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.**

**4.VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA.**

**PE83-842 / GM644**



4.VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA.

5.PIGTAIL PART INFORMATION:

6.15306415 2002 MODEL YEAR

10/14/2002 09:12:18 HISTORY - RAUCH

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5958269</b>	<b>VIN Number:</b>	<b>1GNES16S526137456</b>
<b>Date Opened:</b>	<b>10/14/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>B24520</b>	<b>Mileage:</b>	<b>1225</b>
<b>Address:</b>	<b>SEWELL CADILLAC-CHEVNEW ORLEANS</b>	<b>State:</b>	<b>LA</b>
<b>Dealer Phone:</b>			

---

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD 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--

10/14/2002 10:08:19 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) FRANK CARUSO TECH

CUSTOMER CONCERN - CUSTOMER ALLEGES THAT WINDSHIELD WIPERS ARE INOP.

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

- FRANK CALLED AND STS THAT HE CAN VERIFY CONCERN. HE STS THAT MOTOR WAS  
REPLACED ONCE BEFORE. DEALER WAS LOOKING FOR ANY TYPE OF FIX.

TAC RECOMMENDATION -

- TAC ADVISED DLR OF P/I PI00413. ADVISED DLR THAT WATER TESTING THAT  
FLOODS COWL HAS BEEN ELIMINATED. ADVISED DLR THAT SINCE DEALER JUST HAD A  
HURRICANE COME THROUGH, POSSIBLE ENOUGH RAIN MAY HAVE FLOODED THE COWL.  
DEALER TO REPLACE MOTOR AND IF FELT NEC, DEALER TO CREATE A DEFLECTOR TO  
PREVENT CONCERN FROM HAPPENING AGAIN.

10/14/2002 10:06:19 HISTORY - POULOS

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5958634	<b>VIN Number:</b>	1GNET16S520111887
<b>Date Opened:</b>	10/14/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	T1
<b>Dealer Code:</b>	B11411	<b>MPackage:</b>	7631
<b>Address:</b>	MAURO CHEVROLET, INCSKOKIE	<b>State:</b>	IL
<b>Dealer Phone:</b>			

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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--

10/14/2002 11:16:08 SBD TEMPLATE - THOMPSON

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)**

**MIKE- TECH**

**CUSTOMER CONCERN -**

**TECH STS WIPERS INOP;**

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

**COMPARE TO LIKE VEHICLE?)**

**TECH STS WIRING DOESN'T MATCH SCHEMATIC;**

**TAC RECOMMENDATION -**

**TAC DISCUSSED P100413 WHICH STS**

**\*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.**

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.\*

TECH TO COMPLY, ADVISE...

10/14/2002 11:16:08 HISTORY - THOMPSON

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5958753	<b>VIN Number:</b>	1GNES16S426109650	
<b>Date Opened:</b>	10/14/2002	<b>Model Year:</b>	2002	
<b>Date Closed:</b>		<b>Series:</b>	Trailblazer Ext 2WD	
<b>Dealer Code:</b>	B16293	<b>Mileage:</b>	8964	
<b>Address:</b>	KURTIS CHEVROLET INC MOREHEAD CT		<b>State:</b>	NC
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— WIPER WIPER INT INOP

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

10/14/2002 11:35:30 SBD TEMPLATE - HOOPER

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)**

**TIM PORTER**

**CUSTOMER CONCERN -**

**WIPERS INOP**

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

**WIPERS AND WASHERS INOP**

**TAC RECOMMENDATION -**

**ADVISED OF PI00419**

**10/14/2002 11:35:30 HISTORY - HOOPER**



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5959306</b>	<b>VIN Number:</b>	<b>1GNET16S036101804</b>
<b>Date Opened:</b>	<b>10/14/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trafficblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B09082</b>	<b>Mileage:</b>	<b>1067</b>
<b>Address:</b>	<b>COLE CHEVROLET CADILBLUEFIELD</b>	<b>State:</b>	<b>WV</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- INOPERATIVE INTERMITTENT PERFORMANCE WIPER PI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

10/14/2002 13:34:23 8BD 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)

PHILLIP CANDLER TECH.

FB03-042 / GM644

Page 691 of 2391

**CUSTOMER CONCERN -**

**WIPER ERRATIC.**

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

**HAD CODES BUT NOT SURE WHAT. U1152 U1000**

**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.

10/14/2002 13:34:23 HISTORY - BENNETT

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5959552</b>	<b>VIN Number:</b>	<b>1GNES16S126123232</b>	
<b>Date Opened:</b>	<b>10/14/2002</b>	<b>Model Year:</b>	<b>2002</b>	
<b>Date Closed:</b>		<b>Series:</b>	<b>Trafficblazer Ext 2WD</b>	
<b>Dealer Code:</b>	<b>B16060</b>	<b>Mileage:</b>	<b>8721</b>	
<b>Address:</b>	<b>DON BULLUCK CHEVROLET ROCKY MOUN</b>		<b>State:</b>	<b>NC</b>
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— WIPER ERRATIC WIPER OPERATION. PI 00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/14/2002 14:18:46 SBD TEMPLATE - BURKETT

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) KEITH ABRAMS-TECH

CUSTOMER CONCERN - WIPERS OPERATE ERRATICALLY.

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

DUPLICATED COND. REPLACED MOTOR FIRST TIME IN. NO DIAG DONE. DLR WANTS TO  
REPLACE THE MULTI-FUNCTION SWITCH.

TAC RECOMMENDATION -

ADVISED DLR TO CHECK FOR WATER INTRUSION AT WIPER MOTOR CONNECTOR PER P/I  
00413. REPAIR AS NEEDED. TRY KNOWN GOOD M/F SWITCH.

10/14/2002 14:18:46 HISTORY - BURKETT

10/16/2002 16:02:55 REGAN -CALLER'S NAME (FIRST, LAST, AND  
POSITION)

KEITH ABRAMS

\_\_ 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)

ADVISED DLR TO CHECK FOR WATER INTRUSION AT WIPER MOTOR CONNECTOR PER P/I  
00413. REPAIR AS NEEDED. TRY KNOWN GOOD M/F SWITCH.

KEITH WAS UNABLE TO PULL UP THE PI IN SI. HE STS THAT THE MOTOR IS FULL  
OF WATER.

NEW RECOMMENDATIONS

ADVISE ON PI.

ADVISE THAT TO VIEW IT HE WILL HAVE TO ENTER A VIN NUMBER.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5959734	<b>YIN Number:</b>	1GNET16SX36118898
<b>Date Opened:</b>	10/14/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	T1
<b>Dealer Code:</b>	B09188	<b>Mileage:</b>	3068
<b>Address:</b>	HEWITT MOTORS INC RICHWOOD	<b>State:</b>	WV
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— MOTOR WINDSHIELD WIPER 2ND TIME WIPER MOTOR F

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/14/2002 14:47:40 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) JOE CASTO

CUSTOMER CONCERN -WIPER INOP

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

TECH STS WIPER MOTOR FULL OF WATER

TAC RECOMMENDATION -

ADVISED TECH OF PI 00413 NEW CONNECTOR .REPLACE MOTOR AS NEEDED.

10/14/2002 14:47:40 HISTORY - WACHTMEISTER

10/17/2002 11:34:50 EGGLING -

CALLER'S NAME (FIRST, LAST, AND POSITION) JOE CASTO, TECH.

\_\_ 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)

THE TECH STATES THAT HE CAN'T GET THE "PIG TAIL" FOR THE WIPER MOTOR.

STATES THAT HE HAS A SPAC CASE SET FOR IT.

NEW RECOMMENDATIONS: ADVISED THE TECH THAT'S ABOUT ALL HE CAN DO AT THIS  
TIME.

**PE03-042 / GM644**



TIME.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5961858</b>	<b>VIN Number:</b>	<b>1GNDT13S522614727</b>
<b>Date Opened:</b>	<b>10/15/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>	<b>10/16/2002</b>	<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B25246</b>	<b>Mileage:</b>	<b>2768</b>
<b>Address:</b>	<b>DELLEN CHEVROLET GREENFIELD</b>	<b>State:</b>	<b>IN</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER WIPERS INOP PW

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--

10/15/2002 11:12:36 SBD TEMPLATE - DEWEESE

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) JOE WHITE SR. - TECH

CUSTOMER CONCERN -WIPERS INOP

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

TECH HAS PERFORMED PUBLISHED DIAGNOSTICS BUT IS CALLING FOR ANY KNOWN  
ISSUES

TAG RECOMMENDATION -

1. REPLACE WIPER MOTOR AND CONNECTOR IF NECC PER PI00413
2. WATER TEST AND CK FOR WATER LEAK FROM COWL ONTO MOTOR
3. REPORT

10/15/2002 11:12:36 HISTORY - DEWEESE

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5961794	<b>VIN Number:</b>	1GNES16SX26137561	
<b>Date Opened:</b>	10/15/2002	<b>Model Year:</b>	2002	
<b>Date Closed:</b>		<b>Series:</b>	Trailblazer Ext 2WD	
<b>Dealer Code:</b>	B17369	<b>MBays:</b>	3814	
<b>Address:</b>	TESTER MOTOR COMPANYMALVERN		<b>State:</b>	AR
<b>Dealer Phone:</b>				

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**SYMPTOM ABSTRACT— WATER WINDSHIELD WIPER WATER IN WIPER MOTOR 3**

**RESOLUTION ABSTRACT-**

**UCC CODE 1—**

**UCC-1 DESCRIPTION— BODY AND ACCESSORIES**

**UCC CODE 2—**

**UCC-2 DESCRIPTION—**

**UCC CODE 3—**

**UCC-3 DESCRIPTION—**

10/15/2002 11:33:49 SBD TEMPLATE - REDDMANN

**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)

CUSTOMER CONCERN - WIPERS INOP.

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

TECH. STS WIPER MOTOR HAS BEEN REPLACED 3X FOR WATER INTRUSION.

TAC RECOMMENDATION - ADV. TO INSPECT COWL DRAIN FOR OBSTRUCTION AND  
REPORT RESULTS.

FORWARDED CASE TO DALE BRIGGS AS FYI.

10/15/2002 11:33:49 HISTORY - REDDMANN

10/15/2002 14:21:18 KAY - CASE UPDATE -

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

GARY GENTRY

\_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 NOTED NO OBSTRUCTION IN DRAIN, TECH IS CALLING FOR ADDITIONAL INFO.

TECH STS THE WIPER MOTOR HAS BEEN REPLACED 2X AND TECH ALSO REPLACED THE

PE93-642 / GM644

TECH STS THE WIPER MOTOR HAS BEEN REPLACED 2X AND TECH ALSO REPLACED THE WIPER MOTOR CONNECTOR WITH PN 88988271,

**NEW RECOMMENDATIONS**

ADVISED TECH TO REPLACE WIPER MOTOR CONNECTOR WITH PN 15306415 FOR 2002

MODEL YEAR, ADVISED TECH THAT PN 88988271 IS FOR 2003 MODEL YEAR

TECH TO REPORT RESULTS

10/16/2002 17:19:46 BRIGGS - ADVISED BQM OF REPEAT

ISSUE.... VEH BUILT 08/26/2002 WHICH IS BEFORE PI DATE. HOWEVER, REPEAT

WATER ENTRY SINCE.....

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5961844	<b>VIN Number:</b>	1GKES16S136113041
<b>Date Opened:</b>	10/15/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	S1
<b>Dealer Code:</b>	G50046	<b>MDange:</b>	693
<b>Address:</b>	NALLEY PONTIAC-GMC TBRUNSWICK	<b>State:</b>	GA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT-- ACTIVATED FRONT INTERMITTENT UNWANTED WIPER P

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/15/2002 11:17:31 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)**

**CUSTOMER CONCERN - HE STS THE FRONT WIPERS ACTIVATE UNCOMMANDED  
INTERMITTENTLY AND HE ALSO STS THERE ARE INOPERATIVE INTERMITTENTLY.**

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

**HE STS THE 9-WAY CONNECTOR FOR THE WIPER MOTOR HAS WATER INTRUSION  
PRESENT. HE STS HE HAS NOT REPLACED ANY PARTS AS OF YET. HE IS INQUIRING  
ON ANY INFORMATION FOR THE CONCERN. HE STS A DTC OF B3799 WHICH IS NOT IN  
SI.**

**TAC RECOMMENDATION -**

**-ADVISED OF NO INFORMATION ON DTC B3799 IN SI OR LIKE CASES.**

**-ADVISED OF PI-PI00413 WINDSHIELD WIPER MOTOR INOPERATIVE**

**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.**

**5.PIGTAIL PART INFORMATION:**

**PE83-842 / GM644**



5.PIGTAIL PART INFORMATION:

6.16306416 2002 MODEL YEAR

88988271 2003 MODEL YEAR

10/15/2002 11:17:31 HISTORY - RAUCH

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5962794	<b>VIN Number:</b>	1GNET166796122605
<b>Date Opened:</b>	10/15/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	Trailblazer Ext 4WD
<b>Dealer Code:</b>	B15020	<b>Mileage:</b>	1251
<b>Address:</b>	THOMAS CHEVROLET INCMEDIA	<b>State:</b>	PA
<b>Dealer Phone:</b>			

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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—

10/15/2002 13:58:20 SBD TEMPLATE - DARR

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) RICH WEIGAND (SERVICE DIRECTOR)

CUSTOMER CONCERN -DLR STS THE WINDSHIELD WIPERS ARE INOP.

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

DLR STS THE WIPER MOTOR IS FULL OF WATER AND THE CIRCUIT BOARD IS RUSTED.

DLR LOOKING FOR INFO.

TAC RECOMMENDATION -ADV DLR TO REPLACE THE WIPER MOTOR, AND FILL THE  
WIPER MOTOR CONNECTOR WITH SILICONE TO PREVENT WATER INTRUSION.

DLR TO ADV TAC.

10/15/2002 13:58:20 HISTORY - DARR

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5964187</b>	<b>VIN Number:</b>	<b>1GKES16S326127134</b>
<b>Date Opened:</b>	<b>10/15/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>G50148</b>	<b>MBeng:</b>	<b>6523</b>
<b>Address:</b>	<b>GENERAL TRUCK SALES MEMPHIS</b>	<b>State:</b>	<b>TN</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT-- WINDSHIELD WIPER WATER INTRUSION

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/15/2002 17:46:39 8BD TEMPLATE - STEVENS

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) TERRY MOTLEY TECH

CUSTOMER CONCERN - WIPER INOP

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

DEALER STATES HE HAS REPLACED 3 WIPER MOTORS

TAG RECOMMENDATION - WATER GETING IN AT CONNECTOR AND WIRE HARNESS

SEAL THE WIRES TO THE CONNECTOR AFTER CLEANING OR REPLACING CORRODED

PARTS

10/15/2002 17:45:39 HISTORY - STEVENS

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5968799</b>	<b>VIN Number:</b>	<b>1GNET16S126134163</b>
<b>Date Opened:</b>	<b>10/17/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B25031</b>	<b>Mileage:</b>	<b>2263</b>
<b>Address:</b>	<b>JOHN JONES CHEVROLETSCOTTSBURG</b>	<b>State:</b>	<b>IN</b>
<b>Dealer Phone:</b>			

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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—

10/17/2002 10:27:28 SBD 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) JOHN BRIDGEWATER, TECH.

CUSTOMER CONCERN - THE WIPERS ARE INOPERATIVE.

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

THE TECH STATES THAT HE REPLACED THE WIPER MOTOR 2 WEEKS AGO FOR THE SAME  
CONDITION. STATES THAT THE MOTOR IS FULL OF WATER. HE CALLED FOR LIKE  
CASES.

TAC RECOMMENDATION - READ PK00143 TO THE TECH.

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.

10/17/2002 10:27:28 HISTORY - EGGLEING

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5969767</b>	<b>VIN Number:</b>	<b>1GNET16S626128908</b>
<b>Date Opened:</b>	<b>10/17/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B02013</b>	<b>Model:</b>	<b>5270</b>
<b>Address:</b>	<b>OCEAN CHEVROLET TOMS RIVER</b>	<b>State:</b>	<b>NJ</b>
<b>Dealer Phone:</b>			

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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---

10/17/2002 13:02:49 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) JIM CAPOZZI TECH

CUSTOMER CONCERN -DLR STS THE WIPERS ARE INOP. DLR STS THE WIPER MOTOR IS FULL OF WATER.

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

DLR STS HE HAS ALREADY REPLACED THE WIPER MOTOR AND THE CONCERN RETURNED. DLR LOOKING FOR INFO.

TAC RECOMMENDATION -ADV DLR TO REPLACE THE WIPER MOTOR AND PIG TAIL PER PI00413.

DLR TO ADV TAC.

10/17/2002 13:02:49 HISTORY - DARR

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5978143	<b>VIN Number:</b>	1GNET16S426104638
<b>Date Opened:</b>	10/17/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Trafficblazer Ext 4WD
<b>Dealer Code:</b>	B26600	<b>Mileage:</b>	8618
<b>Address:</b>	MAROONE CHEVROLET OF MIAMI	<b>State:</b>	FL
<b>Dealer Phone:</b>			

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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—

10/17/2002 14:11:53 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

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

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

ROLANDO MENDEZ-TECH

CUSTOMER CONCERN -

WIPER INOP

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

DLR STS HE HAS HAD VEHICLE RETURN WITH ASME CONCERN AGAIN

DLR STS WIPER MOTOR IS FULL OF WATER

TAC RECOMMENDATION -

ADV TECH TO CHECK FOR POSSIBLE COWL NOT DRAINING PROPERLY AND ALLOWING  
WATER TO SPILL INTO WIPER MOTOR

DLR TO CALL BACK WITH UPDATE .

10/17/2002 14:11:53 HISTORY - COWGER

10/17/2002 18:20:44 COWGER

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

ALEX

\_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 TAG (INCLUDE ADDITIONAL

DETAILS OF THE CONCERN)

DLR STS THIS VEHICLE HAS SAME CONCERN IT HAD FIRST TIME IN AND DLR WANTS

NEW MOTOR AND ANOTHER FIX FOR VEHICLE BECAUSE THEY FEEL WATER IS ENTERING

BETWEEN WIPER CASE AND CONNECTION

NEW RECOMMENDATIONS

ADV TECH HE NEEDS TO MAKE SURE WATER IS NOT EXCESSIVE IN COWL PLENUM ,

ALSO ADV TECH TO REPLACE CONNECTION AND MOTOR AGAIN AS PER PI PI00413 ,

ADV TECH TO MAKE A FIELD REPORT ON VEHICLE AS PER THIS IS ITS SECOND

FAILURE.

10/17/2002 16:20:50 COWGER -

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5971594	<b>VIN Number:</b>	1GKET16S438108557
<b>Date Opened:</b>	10/18/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Serial:</b>	T1
<b>Dealer Code:</b>	G10271	<b>Mileage:</b>	850
<b>Address:</b>	BLEECKER GMC TRUCKS FAYETTEVILLE	<b>State:</b>	NC
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WIPER 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—

10/18/2002 08:15:40 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)**

**BOB RUBY**

**CUSTOMER CONCERN -**

**WIPER INOP**

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

**DLR STS THAT THE WIPERS ARE INOP.**

**DLR STS THAT HE THINKS THAT THERE IS A PI FOR THIS CONCERN.**

**DLR HAS NOT DONE ANY DIAG YET.**

**TAC RECOMMENDATION -**

**TAC ADV DLR TO CHECK FOR WATER INTRUSION CONCERN PER PI00413.**

**DLR TO CALL BACK WITH UPDATE.**

**10/16/2002 08:15:40 HISTORY - DALEY**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5971951	<b>VIN Number:</b>	1GNES16S726110548
<b>Date Opened:</b>	10/18/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Trailblazer Ext 2WD
<b>Dealer Code:</b>	B24444	<b>Mileage:</b>	5988
<b>Address:</b>	TRAPP CADILLAC CHEVRHOUMA	<b>State:</b>	LA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WIPER REPEAT WIPER CONNECTOR CORROSION-WATER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/18/2002 09:46:00 SBD TEMPLATE - BURKETT

STRATEGY BASED DIAGNOSTICS

\_4\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_10\_ 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) DONDI BESSON-TECH

CUSTOMER CONCERN - WIPERS ERRATIC OPERATION.

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

DUPLICATED COND. NEW WIPER MOTOR CONNECTOR CORRODED FROM WATER INTRUSION.

TAG RECOMMENDATION -

ADVISED DLR TO REPAIR THE CORROSION OR REPLACE TERMINALS. SEAL CONNECTOR  
WITH RTV TO STOP COND FROM REOCCURRING.

10/18/2002 09:45:00 HISTORY - BURKETT



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5988228</b>	<b>VIN Number:</b>	<b>1GNES16S426110099</b>
<b>Date Opened:</b>	<b>10/22/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Traillblazer Ext 2WD</b>
<b>Dealer Code:</b>	<b>B26555</b>	<b>Mileage:</b>	<b>1041</b>
<b>Address:</b>	<b>GORDON CHEVROLET TAMPA</b>	<b>F State:</b>	<b>FL</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WASHER WATER WINDSHIELD WIPER WATER LEAKING O

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

10/22/2002 14:22:13 SBD TEMPLATE - REDDMANN

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) EDDIE HEBERT**

**CUSTOMER CONCERN - WIPERS INOP**

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

**TECH. STS WIPER MOTOR HAS SEVERE WATER INTRUSION FOR THE SECOND TIME.**

**TAC RECOMMENDATION - ADV. TO REPLACE WIPER MOTOR AGAIN AND SERICE  
TERMINALS AS NEEDED.**

**10/22/2002 14:22:13 HISTORY - REDDMANN**

**10/22/2002 14:42:51 BRIGGS - VEH BUILT 04/19/2002.**

**ORIGINAL MOTOR LIKELY FAILED AS A RESULT OF PLANT TESTING PER PI.. WHY  
DID SECOND MOTOR FAIL.....? ADVISED BQM OF CASE.**

**03/12/2003 11:23:09 SLEEMAN -CALLER'S NAME (FIRST, LAST, AND  
POSITION)**

**EDDIE HEBERT, TECHNICIAN**

**\_3\_ 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)**

**SAYS THE WIPER MOTOR IS AGAIN FULL OF WATER.**

**PE83-842 / GM644**

**SAYS THE WIPER MOTOR IS AGAIN FULL OF WATER.**

**NEW RECOMMENDATIONS**

**ADVISED TO TEST THE DRAINS AND INSTALL THE REVISED MOTOR PER PI00413.**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5980817</b>	<b>VIN Number:</b>	<b>1GKET16S126121409</b>
<b>Date Opened:</b>	<b>10/22/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>001347</b>	<b>Mileage:</b>	<b>4808</b>
<b>Address:</b>	<b>FULLER OLDS &amp; CADILLROCKLAND</b>	<b>State:</b>	<b>ME</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WINDSHIELD WIPER PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/22/2002 15:45:38 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_4\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**LINDLEY KNIGHT**

**CUSTOMER CONCERN -**

**WIPERS ARE INOPERATIVE.**

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

**TECHNICIAN STATES WIPERS ARE INOPERATIVE. TECHNICIAN HAS DONE NO  
DIAGNOSTICS.**

**TAC RECOMMENDATION -**

**TAC ADVISES P100413 WINDSHIELD WIPER MOTOR INOPERATIVE.**

**TECHNICIAN TO CALL BACK**

**10/22/2002 15:45:38 HISTORY - MILLER**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5983279</b>	<b>VIN Number:</b>	<b>1GKDT13S322436221</b>
<b>Date Opened:</b>	<b>10/23/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>G08208</b>	<b>Mileage:</b>	<b>9412</b>
<b>Address:</b>	<b>ELK GROVE BUICK-PONTELK GROVE</b>	<b>State:</b>	<b>CA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— FRONT INOPERATIVE WINDSHIELD WIPER FRONT WIPE

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

10/23/2002 12:48:07 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)**

**RON MC ELYEA TECH.**

**CUSTOMER CONCERN -**

**CUST. STS. THAT THE FRONT WIPERS ARE INOP.**

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

**DLR. STS. THAT THE WIPER MOTOR IS INOP. DLR. STS. THAT THE CONNECTOR IS  
CORRODED. DLR. IS LOOKING FOR DIRECTION.**

**TAC RECOMMENDATION -**

**REVIEWED P100413 (WIPER MOTOR REPLACEMENT) WITH DLR.**

**10/23/2002 12:48:07 HISTORY - GARBARINO**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5983687	<b>VIN Number:</b>	1GKET16SX36104870	
<b>Date Opened:</b>	10/23/2002	<b>Model Year:</b>	2003	
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 4WD	
<b>Dealer Code:</b>	G50438	<b>Mileage:</b>	4480	
<b>Address:</b>	BROWNING CHEVROLET, EMINENCE		<b>State:</b>	KY
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— FRONT WIPER WASHER PUMP FUNCTIONS

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/23/2002 14:04:08 SBD TEMPLATE - CRUMB

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 DONNIE WEBSTER

CUSTOMER CONCERN - FRONT WIPER MOTOR INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, BI SEARCH,  
COMPARE TO LIKE VEHICLE?) PERFORMED SERVICE MANUAL DIAG, REPLACED THE  
WIPER MOTOR WITH NO REPAIR.

TAC RECOMMENDATION -ADVISED DONNIE TO GROUND CIRCUIT 477 AT WIPER MODULE  
WITH KEY ON WIPER SHOULD COME ON AT HIGH SPEED, IF NOT CHECK MODULE POWER  
AND GROUND. IF THEY DO COME ON CHECK G102, CIRCUIT 751 AND SWITCH.

10/23/2002 14:04:08 HISTORY - CRUMB

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5984094</b>	<b>VIN Number:</b>	<b>1GNDT13SX22238447</b>
<b>Date Opened:</b>	<b>10/23/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>	<b>10/23/2002</b>	<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B02253</b>	<b>Mileage:</b>	<b>28909</b>
<b>Address:</b>	<b>THE NEW NORRIS CHEVRWESTFIELD</b>	<b>State:</b>	<b>NJ</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT-- INOPERATIVE WIPERS INOPERATIVE NO DELAY AFTER

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--

10/23/2002 16:10:04 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_7\_ 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) DOUG BENDETTI, TECHNICIAN.

CUSTOMER CONCERN - WIPERS INOPERATIVE.

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

DLR STS HE DUPLICATED THE CONCERN, REPLACED THE MOTOR ASSY, AND NOW HIGH  
AND LOW SPEEDS WORK, BUT THE DELAY MODES ARE INOPERATIVE.

DLR STS THE VEHICLE HAS AN AFTERMARKET ALARM INSTALLED.

TAC RECOMMENDATION -

1)VEHICLE IS OPERATING AS DESIGNED; VEHICLE IS EQUIPPED WITH RAIN SENSE  
WIPERS.

2)WIPER MOTOR ASSY WAS THE CORRECT FIX FOR THE ORIGINAL CONCERN, PER

PI00413. R.K.

10/23/2002 15:10:04 HISTORY - KOPAH

10/30/2002 14:53:21 RATHKA -DEALER SURVEY WAS PERFORMED

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5985239	<b>VIN Number:</b>	1GNDT13S322198518
<b>Date Opened:</b>	10/24/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Blazer 4WD 4DR Trailblazer
<b>Dealer Code:</b>	B13322	<b>Mileage:</b>	25938
<b>Address:</b>	CHARAPP CHEVROLET OF MONESSEN	<b>State:</b>	PA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— FRONT WIPER WIPER WORK ERRATIC AND STOP IN MI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/24/2002 08:39:00 8BD 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: JASON BOWERS (TECH)**

**CUSTOMER CONCERN - THE WIPER WORK ERRATIC AND THEY WILL EITHER STOP IN THE MIDDLE OF THE WINDSHIELD OR SKIP ACROSS THE WINDSHIELD LIKE THEY ARE LOOSING POWER.**

**DEALER COMMENTS/DIAGNOSIS - THE TECH HASN'T DONE ANY DIAGNOSIS YET. THE TECH HAS DUPLICATED THE CONCERN. THE TECH IS CALLING FOR SUGGESTIONS.**

**TAC RECOMMENDATION -**

**1) ADVISE THE TECH TO CHECK FOR WATER INTRUSION AND ADVISED THE TECH ABOUT THE P/I: P100413 FOR THAT CONCERN.**

**2) ALSO ADVISED THE TECH TO WATER TEST VEHICLE AND MAKE SURE THAT THE FRONT COWL DRAINS PROPERLY.**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5985489	<b>VIN Number:</b>	1GKET16S426132128	
<b>Date Opened:</b>	10/24/2002	<b>Model Year:</b>	2002	
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 4WD	
<b>Dealer Code:</b>	002564	<b>Mileage:</b>	5144	
<b>Address:</b>	NORMAN GALE OLDSMOBICEDAR KNOLL		<b>State:</b>	NJ
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— FRONT WIPER ERRATIC WIPER OPERATION I00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/24/2002 09:28:47 SBD TEMPLATE - ROSS

STRATEGY BASED DIAGNOSTICS

2\_\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

2\_\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - ERRATIC WIPER OPERATION

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

LAST TIME IN DEALER REPLACED WIPER MOTOR, WATER SEEMS TO BE GETTING INTO  
THE MOTOR.

TAC RECOMMENDATION - P/I 100413

-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**

**REPORT**

**10/24/2002 09:26:47 HISTORY - ROSS**



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5986448</b>	<b>VIN Number:</b>	<b>1GNDT13S322408469</b>
<b>Date Opened:</b>	<b>10/24/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>	<b>1/30/2003</b>	<b>Series:</b>	<b>Blazer 4WD 4DR Trailblaz</b>
<b>Dealer Code:</b>	<b>B44044</b>	<b>MLOrg:</b>	<b>7926</b>
<b>Address:</b>	<b>BERGER CHEVROLET INC GRAND RAPIDS</b>	<b>State:</b>	<b>MI</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT WIPERS INO

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/24/2002 11:42:40 SBD TEMPLATE - GARBARINO

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)**

**KIM KAYLOR S.M.**

**CUSTOMER CONCERN -**

**CUST. STS. THAT THE WIPERS ARE INOP.**

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

**DLR. HAS REPLACED THE MOTOR ASSY. AT LAST VISIT. DLR. STS. THAT THE  
VEHICLE IS BACK WITH SAME CONCERN. DLR. IS LOOKING FOR ANY INFO.**

**TAC RECOMMENDATION -**

**REVIEWED PI00413 (WIPER MOTOR REPLACEMENT) WITH DLR.**

**10/24/2002 11:42:40 HISTORY - GARBARINO**

**01/29/2003 13:24:18 RATHKA -DEALER SURVEY WAS PERFORMED**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5987251</b>	<b>VIN Number:</b>	<b>1GNET16S336110321</b>
<b>Date Opened:</b>	<b>10/24/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B25043</b>	<b>Mileage:</b>	<b>4613</b>
<b>Address:</b>	<b>ALBRIGHT INC</b>	<b>LOOGOOTE</b>	<b>IN</b>
<b>Dealer Phone:</b>		<b>State:</b>	<b>IN</b>

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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—

10/24/2002 14:02:38 SBD TEMPLATE - BACK

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) RAYMOND D. BOYD TECH**

**CUSTOMER CONCERN -WIPERS INOP**

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

**WASHER PUMP OPERATES, NO FRONT WIPER OPERATION ANY MODE, NO RAIN SENSE ON  
VEHICLE.**

**DLR VERIFIED PROPER POWER AND GROUND TO MOTOR ASSEMBLY.**

**CHECKED WIPER SWITCH OPERATING/PASSING SIGNAL TO MOTOR PROPERLY.**

**DLR GOING TO ORDER WIPER MOTOR.**

**DLR LOOKING FOR ANY OTHER CASE INFO.**

**TAG RECOMMENDATION -**

**ADVISED OF POSSIBLE WATER INTRUSION/CORROSION, DLR FOUND NONE.**

**ADVISED TO REPLACE WIPER MOTOR.**

**10/24/2002 14:02:38 HISTORY - BACK**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5988352	<b>VIN Number:</b>	1GNES16S526121225
<b>Date Opened:</b>	10/24/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	S1
<b>Dealer Code:</b>	B08058	<b>Mileage:</b>	5218
<b>Address:</b>	CARL CANNON CHEV-OLDJASPER	<b>State:</b>	AL
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/24/2002 16:53:43 SBD TEMPLATE - EGGLING

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_4\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

**CALLER'S NAME (FIRST, LAST, AND POSITION) CLARK JONES SM.**

**CUSTOMER CONCERN - THE WIPER MOTOR IS INOPERATIVE.**

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

**THE CALLER STATES THAT THIS IS THE SECOND TIME. STATES THAT THE MOTOR IS  
FULL OF WATER.**

**TAC RECOMMENDATION - READ PI00143 TO THE CALLER.**

- 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.**

**10/24/2002 16:53:43 HISTORY - EGGLEING**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5988468	<b>VIN Number:</b>	1GNES16S736111510
<b>Date Opened:</b>	10/24/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	S1
<b>Dealer Code:</b>	B07773	<b>AltRange:</b>	6292
<b>Address:</b>	ALAN REUBER CHEVROLEGREENVILLE	<b>State:</b>	TX
<b>Dealer Phone:</b>			

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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—

10/24/2002 17:28:19 SBD TEMPLATE - KAY

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_1\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**TONY BATT**

**CUSTOMER CONCERN -**

**WIPERS AND WASHERS INOP**

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

**TECH HAS DUPLICATED THE CONCERN, NO CODES, NO PARTS, TECH IS PERFORMING  
DIAG BUT IS UNABLE TO DETERMINE FAULT, TECH IS CALLING FOR REPAIR**

**SUGGESTIONS**

**TAG RECOMMENDATION -**

**ADVISED TECH PER PI00413(WIPERS INOP)**

**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.**

**PE93-042 / GM644**



AREA

10/24/2002 17:25:19 HISTORY - KAY

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>3988943</b>	<b>VIN Number:</b>	<b>1GNES165X26130051</b>
<b>Date Opened:</b>	<b>10/25/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>B16421</b>	<b>Mileage:</b>	<b>4689</b>
<b>Address:</b>	<b>JERRY JOHNSON CHEV-OLUMBERTON</b>	<b>State:</b>	<b>NC</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- WINDSHIELD WIPER P100413 REPEAT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/26/2002 09:29:42 SBD TEMPLATE - WACHTMEISTER

STRATEGY BASED DIAGNOSTICS

\_4\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

18+\_\_ 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 MOZINGO ASST. SERV.MAN.

CUSTOMER CONCERN - WIPER INOP OR AT TIMES RUN ON

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

TECH HAS REPLACED WIPER MOTOR 3 TIMES AND CONNECTOR 2 TIMES

TAC RECOMMENDATION -

PER PI 00413 NO OTHER BETTER INFO REPLACE PARTS AS NEEDED ATTEMPT TO LOOP  
WIRING SO WATER DRIPS OFF HARNESS AND DOES NOT WICK INTO MOTOR.

10/25/2002 09:29:42 HISTORY - WACHTMEISTER

11/01/2002 10:47:01 GLEDHILL

-CALLER'S NAME (FIRST, LAST, AND POSITION) ALEX MOZINGO ASST. SERV.MAN.

\_4\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_16+\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAG (INCLUDE ADDITIONAL  
DETAILS OF THE CONCERN) ALEX CALLED IN TO CHECK AND SEE IF THERE IS ANY  
NEW INFO ON WHEN THE NEW SUBMERSIBLE WIPER MOTOR WILL BE AVAILABLE.

NEW RECOMMENDATIONS: ADVISED, SEARCHED DATA BASE AND NO NEW INFO ON THIS

PE83-842 / GM644

Page 749 of 2301

**NEW RECOMMENDATIONS: ADVISED, SEARCHED DATA BASE AND NO NEW INFO ON THIS CONCERN AT THE TIME OF THIS CALL. ADVISED TO CHECK BACK IN ABOUT A WEEK.**

**11/11/2002 10:25:08 ERMAN -**

**CALLER'S NAME (FIRST, LAST, AND POSITION) ALEX MOZINGO ASST. SERV.MAN.**

**\_4\_ NUMBER OF TIMES IN FOR THE SAME CONDITION**

**\_16+\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION**

**TRUCK NOT IN AT THIS TIME.**

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

**ALEX WAS JUST CALLING FOR AN UPDATE ON A NEW WIPER MOTOR.**

**NEW RECOMMENDATIONS**

**ADVISED PER PI00413 WE DO NOT HAVE ANY NEW PARTS YET.**

11/19/2002 08:58:02 RICHARDSON -

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

BILLY NORTON SM

\_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 TAG (INCLUDE ADDITIONAL  
DETAILS OF THE CONCERN)

SM IS CALLING TO FIND OUT HOW LONG IT WILL BE BEFORE THE NEW PART IS  
AVAILABLE. CUSTOMER IS IN A RENTAL NOW AND HIS AVM WANTS TO KNOW FOR HOW  
LONG. SM STS THIS WILL BE THE 4TH TIME THAT THIS VEHICLE NEEDS A NEW  
WIPER MOTOR.

NEW RECOMMENDATIONS

ADVISE SM OF CURRENT INFO IN P100413

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

PE03-042 / GM644

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:

15308415 2002 MODEL YEAR

8898271 2003 MODEL YEAR

12/03/2002 10:38:01 ZAJECHOWSKI -

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

ALEX MOZINGO ASST. SERV.MAN.

\_NA\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_NA\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DEALER CALLING FOR INFO ON NEW WIPER MOTOR.

NEW RECOMMENDATIONS

ADVISED DEALER TO ORDER WIPER MOTOR AND UPDATED PART WILL BE SHIPPED.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	5989718	<b>VIN Number:</b>	1GKES16S926116669	
<b>Date Opened:</b>	10/25/2002	<b>Model Year:</b>	2002	
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 2WD	
<b>Dealer Code:</b>	G53137	<b>MIleage:</b>	3181	
<b>Address:</b>	JW COURTESY PONTIAC-TAMPA		<b>State:</b>	FL
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— INOPERATIVE REPEAT WINDSHIELD WIPER REPEAT WI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/25/2002 11:38:59 88D TEMPLATE - KAY

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)**

**FRANK SEGRETI SF**

**CUSTOMER CONCERN -**

**REPEAT FRONT WIPER INOP**

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

**TECH HAS DUPLICATED THE CONCERN, TECH STS THE WIPER MOTOR HAS BEEN  
REPLACED 2X, TECH STS VEHICLE JAS RETURNED AGAIN WITH SAME FAILED PART,  
TECH IS CALLING FOR REPAIR SUGGESTIONS**

**TAG RECOMMENDATION -**

**ADVISED TECH TO:**

- 1. FILE A FIELD PRODUCT REPORT USING TSB 02-00-89-002A FOR REFERENCE.**
- 2. REPLACE MOTOR AND CONNECTOR PER PI00413(WIPER INOP)**
- 3. USE CONNECTOR PN 15306415 2002 MODEL YEAR**
- 4. CHECK COWL FOR PROPER DRAINAGE**
- 5. REPORT RESULT**

**10/25/2002 11:38:59 HISTORY - KAY**

**10/25/2002 14:25:08 SHERMAN -**

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

**\_3\_ NUMBER OF TIMES IN FOR THE SAME CONDITION**

**PE03-042 / GM644**

**\_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 STATES THAT HE WATER TESTED THE COWL AREA AND FOUND THAT THE DRAINS  
ARE BELOW THE WIPER PLUG AREA.**

**NEW RECOMMENDATIONS**

**TAC ADVISED REPLACE THE WIPER MOTOR AND SEAL THE CONNECTOR.**

**TAC VME GM LIAISON/AUTHOR NAME/PHONE: DALE BRIGGS 8-244-3523 ON THIS  
CONCERN.**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5992638</b>	<b>VIN Number:</b>	<b>1GKES16S238118314</b>
<b>Date Opened:</b>	<b>10/28/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Envoy XL 2WD</b>
<b>Dealer Code:</b>	<b>G47095</b>	<b>Mileage:</b>	<b>2370</b>
<b>Address:</b>	<b>BROWN AUTOMOTIVE CENDEL RIO</b>	<b>State:</b>	<b>TX</b>
<b>Dealer Phone:</b>			

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**SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT WINDSHIELD**

**RESOLUTION ABSTRACT-**

**UCC CODE 1——**

**UCC-1 DESCRIPTION-- BODY AND ACCESSORIES**

**UCC CODE 2——**

**UCC-2 DESCRIPTION—**

**UCC CODE 3——**

**UCC-3 DESCRIPTION—**

**10/28/2002 11:31:05 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)**

**JERRY PRUNEDA S.M.**

**CUSTOMER CONCERN -**

**CUST. STS. THAT THE FRONT WINDSHIELD WIPER IS INOP.**

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

**DLR. IS LOOKING FOR UPDATED INFO. ON PI00413.**

**TAC RECOMMENDATION -**

**REVIEWED PI00413 (MOTOR REPLACEMENT AND CONNECTOR RESEAL) WITH DLR.**

**ADVISED DLR. OF UPDATED INFO. ON PLENUM FLOODING.**

**10/28/2002 11:31:06 HISTORY - GARBARINO**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>5996096</b>	<b>VIN Number:</b>	<b>1GNDS13S822360346</b>
<b>Date Opened:</b>	<b>10/29/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Blazer 2WD 4DR Trailblazer</b>
<b>Dealer Code:</b>	<b>B16330</b>	<b>Mileage:</b>	<b>33337</b>
<b>Address:</b>	<b>SONNY HANCOCK CHEVROLOWELL</b>	<b>State:</b>	<b>NC</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT-- WATER WINDSHIELD 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--

10/29/2002 11:00:32 SBD 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) LEE HOLBROOK TECH**

**CUSTOMER CONCERN - WIPER MOTOR INOP.**

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

**DLR STS HAS WATER IN MOTOR AND CONNECTOR IS CORRODED.**

**TAC RECOMMENDATION - ADVISED DLR OF PI00413. HAJI 40772**

**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.

10/29/2002 11:09:32 HISTORY - HAJJ

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6009621</b>	<b>VTN Number:</b>	<b>1GKDT13S022166861</b>
<b>Date Opened:</b>	<b>10/30/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Jimmy Envoy 4WD 4DR</b>
<b>Dealer Code:</b>	<b>G40810</b>	<b>Mileage:</b>	<b>26350</b>
<b>Address:</b>	<b>CARIBBEAN AUTO MART-KINGSHILL</b>	<b>State:</b>	<b>VI</b>
<b>Dealer Phone:</b>			

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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—

10/30/2002 13:13:33 SBD TEMPLATE - EPLIN II

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 PETER-TECH**

**CUSTOMER CONCERN -FRONT WIPER INOPERATIVE**

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

**TECH STS THAT HE CAN DUPLICATE THE CONCERN. TECH STS THAT HE HAS NO COMM  
WITH THE BCM. TECH HAS NOT DIAGNOSED**

**TAC RECOMMENDATION -TAC ADVISED TECH:**

**1) PI00413 WHICH TALKS ABOUT WIPER BEING INOP AND CHECKING FOR WATER**

**INTRUSION**

**2) IF WATER INTRUSION IS PRESENT CHECK FOR PROPER DRAINAGE OF THE COWL  
AREA**

**3) CHECK POWER GROUND AND DATA LINE TO BCM IF NO COMM IS PRESENT.**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6093527	<b>VIN Number:</b>	1GKES16S936106743	
<b>Date Opened:</b>	10/31/2002	<b>Model Year:</b>	2003	
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 2WD	
<b>Dealer Code:</b>	G51279	<b>MIrange:</b>	5531	
<b>Address:</b>	GERRY LANE BUICK-PONBATON ROUGE		<b>State:</b>	LA
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— WIPER WIPER MOTOR IS INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/31/2002 11:25:06 SBD TEMPLATE - SHERMAN

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)**

**JAMES KIRKLAND SVC DIR**

**CUSTOMER CONCERN -**

**WIPERS ARE INOP**

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

**DEALER HAS REPLACED THE WIPER MOTOR 2X.**

**TAC RECOMMENDATION -**

**TAC ADVISED TO REPLACE THE WIPER MOTOR AGAIN.**

**10/31/2002 11:25:08 HISTORY - SHERMAN**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6083907</b>	<b>VIN Number:</b>	<b>1GKET16S936122518</b>
<b>Date Opened:</b>	<b>10/31/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Envoy XL 4WD</b>
<b>Dealer Code:</b>	<b>G10382</b>	<b>Mileage:</b>	<b>3478</b>
<b>Address:</b>	<b>CAPITAL PONTIAC-GMC RICHMOND</b>	<b>State:</b>	<b>VA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WIPER WIPER MOTOR FULL OF WATER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/31/2002 12:21:50 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)**

**DAVID HUDSON**

**CUSTOMER CONCERN -**

**WIPERS INOP.**

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

**COMPARE TO LIKE VEHICLE?)**

**WIPER MOTOR FULL OF WATER. VEHICLE BUILD DATE 8/30/2002.**

**TAC RECOMMENDATION -**

**ADVISE ON FI 00413.**

**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.**

**10/31/2002 12:21:50 HISTORY - REGAN**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6005984</b>	<b>VIN Number:</b>	<b>1GKDS13S422308119</b>	
<b>Date Opened:</b>	<b>11/11/2002</b>	<b>Model Year:</b>	<b>2002</b>	
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>	
<b>Dealer Code:</b>	<b>G53060</b>	<b>Mileage:</b>	<b>16365</b>	
<b>Address:</b>	<b>JEFF FENDER PONTIAC TIFTON</b>	<b>G</b>	<b>State:</b>	<b>GA</b>
<b>Dealer Phone:</b>				

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**SYMPTOM ABSTRACT— INOPERATIVE WIPER STOP AT MID TRAVEL P100413**

**RESOLUTION ABSTRACT-**

**UCC CODE 1-----**

**UCC-1 DESCRIPTION— BODY AND ACCESSORIES**

**UCC CODE 2-----**

**UCC-2 DESCRIPTION—**

**UCC CODE 3-----**

**UCC-3 DESCRIPTION—**

**11/01/2002 09:20:17 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)**

**TOM KOLZE TECH.**

**CUSTOMER CONCERN -**

**WW STOP IN MID OPERATION.**

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

**DEALER WAS DIAGNOSING THIS AND FOUND WATER IN THE WIPER MOTOR. DEALER  
STATES THAT THE COWL DOES NOT HAVE ANY WATER DRAINAGE ISSUES.**

**TAC RECOMMENDATION -**

**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.**

**11/01/2002 09:20:17 HISTORY - BENNETT**

**PE03-042 / GM644**





# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6896976	<b>VIN Number:</b>	1GNDT13S222125334
<b>Date Opened:</b>	11/1/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	Bleazer 4WD 4DR Trailblazer
<b>Dealer Code:</b>	B02243	<b>Mileage:</b>	28988
<b>Address:</b>	H & L CHEVROLET INC DARIEN	<b>State:</b>	CT
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WIPER WIPER DONT COME ON RIGHT AWAY. P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/01/2002 12:05:33 SBD TEMPLATE - REGAN

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**STEVE BERMAN**

**CUSTOMER CONCERN -**

**WIPERS DONOT COME ON RIGHT AWAY.**

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

**WIPERS DONOT COME ON RIGHT AWAY.**

**TAC RECOMMENDATION -**

**ADVISE ON PI00413.**

**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.**

**11/01/2002 12:05:33 HISTORY - REGAN**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6005891</b>	<b>VIN Number:</b>	<b>1GNET16S12610B128</b>
<b>Date Opened:</b>	<b>11/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B17223</b>	<b>Mileage:</b>	<b>11742</b>
<b>Address:</b>	<b>STEVENS CHEVROLET COLA CENTER</b>	<b>State:</b>	<b>KY</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT-- WINDSHIELD WIPER REPEAT INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/04/2002 09:25:30 SBD TEMPLATE - ZAJECHOWSKI

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)**

**JOHN FIESSINGER SF**

**CUSTOMER CONCERN -**

**CUSTOMER STATES WIPERS INOP.**

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

**SHOP FOREMAN STATES WATER INTRUSION TO WIPER MOTOR.**

**TAC RECOMMENDATION -**

**ADVISED TO INSPECT COWL FOR PROPER WATER DRAINAGE.**

**11/04/2002 09:25:30 HISTORY - ZAJECHOWSKI**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6669242</b>	<b>VIN Number:</b>	<b>1GKDS13S322403865</b>
<b>Date Opened:</b>	<b>11/4/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>G47612</b>	<b>Mileage:</b>	<b>11169</b>
<b>Address:</b>	<b>MAGGIO GMC</b>	<b>NEW ROADS</b>	<b>LA</b>
<b>State:</b>		<b>State:</b>	<b>LA</b>
<b>Dealer Phone:</b>			

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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—

11/04/2002 10:27:44 SBD TEMPLATE - ROSS

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 DERSON (TECH)

CUSTOMER CONCERN - FRONT WIPERS INOP

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

TECH HAS DUPLICATED CONCERN, AND HAS POWER ON THE YELLOW WIRE.

TAC RECOMMENDATION -

SI DOCUMENT ID # 745193 WIPERS INOPERATIVE - ALL MODES

-FOLLOW FLOW CHART

ALSO:

CHECK SCAN TOOL WIPER DATA SI DOCUMENT # 745169

REPORT

11/04/2002 10:27:44 HISTORY - ROSS

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6609871	<b>VIN Number:</b>	1GKET16S036116798
<b>Date Opened:</b>	11/4/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	T1
<b>Dealer Code:</b>	G51002	<b>MI Range:</b>	3946
<b>Address:</b>	CARDENAS MOTORS, INC BROWNSVILLE	<b>State:</b>	TX
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— FRONT WINDSHIELD WIPER WINDSHIELD WIPER COMES

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

11/04/2002 11:58:24 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)**

**MARIO GARZA TECH**

**CUSTOMER CONCERN -**

**WIPER OPERATION ERRATIC**

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

**CAN VERIFY, LOOKING FOR ASSISTANCE**

**TAC RECOMMENDATION -**

**WINDSHIELD WIPERS INOPERATIVE OR ERRATIC OPERATION.**

**ADVISED DLR OF THE FOLLOWING REPAIR FOR THIS CONCERN, AND ADVISED DLR OF  
NEW STYLE MOTOR TO BE RELEASED SOON.**

**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.**

**BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR**

**PE83-042 / GM644**



BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR  
EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND 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. VEHICLES BUILT AFTER

AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES

ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON.

PREVIOUSLY, IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BEING

COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

PIGTAIL PART INFORMATION:

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

11/04/2002 11:58:24 HISTORY - ORR

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6811286	<b>VIN Number:</b>	1GKES16S136111684	
<b>Date Opened:</b>	11/4/2002	<b>Model Year:</b>	2003	
<b>Date Closed:</b>	11/4/2002	<b>Series:</b>	Envoy XL 2WD	
<b>Dealer Code:</b>	O26017	<b>Mileage:</b>	2310	
<b>Address:</b>	BOSCH OLDS-BUICK-GMCVALDOSTA		<b>State:</b>	GA
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— WASHER WINDSHIELD WIPER WIPER INOP

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

11/04/2002 15:59:54 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)MIKE BURNHAM

CUSTOMER CONCERN -WIPER INOP

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

TECH STATES THE WIPER MOTOR IS FILLED WITH WATER.

TAC RECOMMENDATION -

TECH TO REPLACED THE WIPER MOTOR AND SEAL THE CONNECTOR WITH RTV TO  
PREVENT FUTURE FAILURES.

11/04/2002 15:53:54 HISTORY - WARNER

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6012453</b>	<b>VIN Number:</b>	<b>1GNES16S836121706</b>
<b>Date Opened:</b>	<b>11/5/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>B24261</b>	<b>Mileage:</b>	<b>514</b>
<b>Address:</b>	<b>HARRIS CHEVROLET INCBATON ROUGE</b>	<b>State:</b>	<b>LA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- 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--

11/05/2002 09:37:16 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)

AL CARROLL - SF

CUSTOMER CONCERN -

WIPERS ARE INOP AGAIN

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

COMPARE TO LIKE VEHICLE?)

DEALER HAS REPLACED THE WIPER MOTOR 4X ON THIS VEHICLE

TAC RECOMMENDATION -

TAC ADVISED OF PI00413

11/05/2002 09:37:15 HISTORY - SHERMAN

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6012987</b>	<b>VIN Number:</b>	<b>1GNET16S826116223</b>
<b>Date Opened:</b>	<b>11/5/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>	<b>11/15/2002</b>	<b>Series:</b>	<b>Trailblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B16247</b>	<b>Mileage:</b>	<b>5820</b>
<b>Address:</b>	<b>FLETCHER MOTOR CO INFLETCHER</b>	<b>State:</b>	<b>NC</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WIPER WIPERS INOP WIRING CONNECTOR CORRODED.

RESOLUTION ABSTRACT- COWL AREA RESEAL

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

11/05/2002 10:50:35 SBD TEMPLATE - BURKETT

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**CUSTOMER CONCERN - WIPERS INOP.**

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

**REPLACED WIPER MOTOR AND MODULE ASSM FIRST TIME IN. BACK WITH SAME COND.**

**WIPER WIRING CONNECTOR IS FULL OF WATER AND CORRODED.**

**TAG RECOMMENDATION -**

**REPLACE HARNESS PER P/I 00413**

**BODY AND ACCESSORIES      WIPER / WASHER INOPERATIVE**

**THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY**

**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.**

**PE03-042 / GM644**

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.

11/05/2002 10:50:35 HISTORY - BURKETT



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6013797	<b>VIN Number:</b>	1GNES16S626125221
<b>Date Opened:</b>	11/5/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>	3/5/2003	<b>Series:</b>	S1
<b>Dealer Code:</b>	B08101	<b>Mileage:</b>	5402
<b>Address:</b>	NESMITH WALKER CHEVYRJESUP	<b>State:</b>	GA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WIPER FRONT WIPER IS INOP AGAN P100413

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—

11/05/2002 13:04:51 SBD TEMPLATE - SHERMAN

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_4\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

RICKEY MARTIN TECH

CUSTOMER CONCERN -

WIPERS ARE INOP AGAIN

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

TECH HAS REPLACED THE WIPER 3X

TAC RECOMMENDATION -

TAC ADVISED TO INSPECT THE WIPER CONNECTOR.

TAC ADVISED TO REPLACE THE WIPER MOTOR AGAIN.

11/05/2002 13:04:51 HISTORY - SHERMAN

11/26/2002 10:16:48 ERMAN - CASE CLOSED

DEALER REPORTS BY VME THEY HAD TO REPLACE THE WIPER MOTOR AGAIN.

03/05/2003 11:15:39 RICHARDSON - CASE RE-OPENED AND CLOSED

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

DON STORY FIXED OPERATIONS MGR/DLR OWNER

\_3\_ 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)

DLR OWNER DON STORY IS HIGHLY FRUSTRATED AND UPSET. DLR IS BLAMING TAC

PE83-842 / GM644

DLR OWNER DON STORY IS HIGHLY FRUSTRATED AND UPSET. DLR IS BLAMING TAC BECAUSE WE DID NOT PUBLISH PI00413. DLR IS UPSET BECAUSE THE CUSTOMER HAS HAD 2 MOTORS REPLACED AND IF THIS MOTOR IS GOING TO BE INSTALLED AGAIN WITHOUT IT RESOLVING THE CONCERN THEN THE CUSTOMER WILL REPORT TO THE BBB.

DLR STS THAT THE AVM SAID THERE IS A BULLETIN ON THIS CONCERN. DLR CALLED TAC INFO LINE EARLIER AND WAS GIVEN PI00413 AND THE PART NUMBERS LISTED BUT DLR CANNOT FULL THIS UP SO HE CALLED BACK INTO INFO LINE TO FIND OUT WHY. TAC EXPLAINED THAT IT IS AN INTERNAL PI AND THE DLR BECAME SO ARGUMENTATIVE THAT I HAD TO CUT THE DEALER OFF IN MID-SENTENCE AND ADVISE THE DEALER THAT "TAC IS HEAR TO ASSIST IN REPAIRING THE VEHICLE SO HOW CAN I ASSIST IN THIS REPAIR OTHER THAN GIVING YOU THE PART NUMBERS THAT YOU ALREADY HAVE?"

THE DEALER CALMED DOWN SOME AT THAT POINT. THE DEALER STS HE WILL CALL HIS AVM BECAUSE THE AVM TOLD HIM THERE IS A PUBLISHED BULLETIN ON THIS. NEW RECOMMENDATIONS

ADVISED THE DLR THERE IS NO PUBLISHED INFORMATION ON THIS CONDITION. ONLY THE INTERNAL PI. ADVISE THE DLR TO INSTALL THE NEW P/N WIPER MOTOR AND IF WIPER MOTOR CONNECTOR IS DAMAGED IN ANY WAY THEN REPLACE THE CONNECTOR AS WELL.

03/05/2003 11:22:38 RICHARDSON -

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

CONDITION/CONCERN: WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE

ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS: A REVISED 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. THE OLD PART NUMBER WILL SUPERSEDE. 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

12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705                      OLD 12487687

PE03-042 / GM644

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705  
PIGTAIL

OLD 12487687

15308415 2002 MODEL YEAR

88908271 2003 MODEL YEAR

**ADDITIONAL DETAILS:**

DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART. THERE IS A MOTOR HOUSING KIT, PART # 12487680, AVAILABLE FROM SPO. THIS WAS A FOR THE OLD MOTOR AND WILL NOT FIT ON THE NEW MOTOR. A COVER KIT FOR THE NEW MOTOR WILL BE AVAILABLE IN THE FUTURE. IF WATER IS FOUND IN THE CIRCUIT BOARD AREA, IT IS LIKELY THAT WATER IS ALSO IN THE MOTOR. THEREFORE, A COMPLETE MODULE WOULD BE NEEDED VS. JUST THIS KIT.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6016348</b>	<b>VIN Number:</b>	<b>1GKET16S936121496</b>
<b>Date Opened:</b>	<b>11/6/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>G06581</b>	<b>MI Range:</b>	<b>5</b>
<b>Address:</b>	<b>AGRESTA OLDSMOBILE-PWILLIAMSTOW</b>	<b>State:</b>	<b>NJ</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WATER 9 WAY CONNECTOR CORRODED

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

11/06/2002 10:23:06 SBD TEMPLATE - SLEEMAN

STRATEGY BASED DIAGNOSTICS

\_1\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_2\_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

PETE READ - SF

CUSTOMER CONCERN -

WIPER ERRATIC.

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

HAS FOUND WATER INTRUSION AT THE WIPER 9 WAY CONNECTOR.

TAC RECOMMENDATION -

ADVISED TO PERFORM REPAIRS PER PI00413.

11/08/2002 10:23:08 HISTORY - SLEEMAN

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6817289	<b>VIN Number:</b>	1GNES16S826110087	
<b>Date Opened:</b>	11/6/2002	<b>Model Year:</b>	2002	
<b>Date Closed:</b>		<b>Series:</b>	Trafficblazer Ext 2WD	
<b>Dealer Code:</b>	B30712	<b>Mileage:</b>	10173	
<b>Address:</b>	ALLEN SAMUELS BAY CHCORPUS CHRIST		<b>State:</b>	TX
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP REPE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

11/06/2002 12:31:59 SBD TEMPLATE - RICHARDSON

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_11\_ 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)**

**BLAINE FAIRCHILD TECH**

**CUSTOMER CONCERN -**

**WIPERS INOP**

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

**DLR HAS REPLACED WIPER MOTOR 200 MILES AGO FOR SAME COMPLAINT. TECH HAS  
NOTICED CORROSION ON WIPER MOTOR CONNECTOR AND WATER CAME OUT OF THE  
MOTOR WHEN CONNECTOR WAS REMOVED.**

**TAC RECOMMENDATION -**

**ADVISE TECH TO REPLACE WIPER MOTOR AGAIN, REPLACE WIPER MOTOR CONNECTOR  
PIGTAIL WITH P/N 15306415 AND FILE A FIELD PRODUCT REPORT PER PI PI00413.**

**11/06/2002 12:31:59 HISTORY - RICHARDSON**

**PI00413**

**THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY**

**CONDITION/CONCERN:**

**WINDSHIELD WIPERS INOPERATIVE OR ERRATIC OPERATION.**

**RECOMMENDATION/INSTRUCTIONS:**

**ADVISE THE TECHNICIAN OF THE FOLLOWING:**

**1. REPLACE THE WIPER MOTOR**

**PE03-042 / GM644**

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.

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BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND 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. VEHICLES BUILT AFTER

AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES

ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON.

PREVIOUSLY, IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BEING

COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

PIGTAIL PART INFORMATION:

15306415 2002 MODEL YEAR

88888271 2003 MODEL YEAR

11/15/2002 09:04:23 RATHKA

-DEALER SURVEY WAS PERFORMED

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6917875	<b>VIN Number:</b>	1GNDT13S122192359
<b>Date Opened:</b>	11/6/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>		<b>Series:</b>	T1
<b>Dealer Code:</b>	B05143	<b>Mileage:</b>	16806
<b>Address:</b>	JEFF LUNGREN CHEVROLET GROVE	<b>State:</b>	OK
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS ERRATIC AT TIMES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/06/2002 14:27:57 SBD TEMPLATE - ZAJECHOWSKI

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)**

**JIMMY HARDING TECH**

**CUSTOMER CONCERN -**

**CUSTOMER STATES WIPERS ARE ERRATIC AT TIMES**

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

**TECH STATES UNABLE TO DUPLICATE AND IS CALLING FOR INFO.**

**TAC RECOMMENDATION -**

**ADVISED TECH TO INSPECT WIPER MOTOR CONNECTIONS AND MOTOR FOR WATER  
INTRUSION.**

**11/06/2002 14:27:57 HISTORY - ZAJECHOWSKI**

**11/14/2002 15:25:45 RATHKA -DEALER SURVEY WAS PERFORMED**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6018629</b>	<b>VIN Number:</b>	<b>1GNES16S236109085</b>
<b>Date Opened:</b>	<b>11/6/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Traillblazer Ext 2WD</b>
<b>Dealer Code:</b>	<b>B30515</b>	<b>Mileage:</b>	<b>770</b>
<b>Address:</b>	<b>BERT OGDEN CHEVROLET MISSION</b>	<b>State:</b>	<b>TX</b>
<b>Dealer Phone:</b>			

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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—

11/06/2002 16:11:01 SBD TEMPLATE - HOFFMAN

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 - IKE GALINDO SHOP FOREMAN

CUSTOMER CONCERN - CUSTOMER STATES WIPERS INOPERATIVE.

DEALER COMMENTS/DIAGNOSIS - TECHNICIAN STATES HE CAN DUPLICATE.

TECHNICIAN STATES THE WIPER MOTOR IS FULL OF WATER.

TAC RECOMMENDATION - ADVISE TO REPLACE WIPER MOTOR.

11/08/2002 16:11:01 HISTORY - HOFFMAN

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6018715</b>	<b>VIN Number:</b>	<b>1GNET16S026115782</b>
<b>Date Opened:</b>	<b>11/6/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B16306</b>	<b>Mileage:</b>	<b>12104</b>
<b>Address:</b>	<b>MARINE CHEVROLET OLDJACKSONVILLE</b>	<b>State:</b>	<b>NC</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE 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--

11/06/2002 16:24:40 SBD TEMPLATE - BENNETT

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)

MIKE MORAN SM.



**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.**

**11/08/2002 16:24:40 HISTORY - BENNETT**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6629333</b>	<b>VIN Number:</b>	<b>1GNDT13S032154915</b>
<b>Date Opened:</b>	<b>11/7/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Blazer 4WD 4DR Trailblaz</b>
<b>Dealer Code:</b>	<b>B44088</b>	<b>Mileage:</b>	<b>1508</b>
<b>Address:</b>	<b>CROWN MOTORS OF CHARCHARLEVOIX</b>	<b>State:</b>	<b>MI</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— COLD INOPERATIVE 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—

11/07/2002 08:48:16 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)

JIM NELSKI TECH

CUSTOMER CONCERN -

WIPERS INOP WHEN COLD.

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

COMPARE TO LIKE VEHICLE?)

DLR IS UNSURE WHAT PREVIOUS TECH DID. TECH WAS FOLLOWING PUBLISHED

DIAGNOSTICS WHICH HAD TECH INSPECTING FOR CONCERNS AT WIPER SWITCH. NO

PARTS HAVE BEEN REPLACED YET. TECH HAS NOT REMOVED WIPER MOTOR CONNECTOR.

TAG RECOMMENDATION -

ADVISE TECH TO REMOVE WIPER MOTOR CONNECTOR AND INSPECT FOR WATER OR

MOISTURE IN CONNECTOR OR WIPER MOTOR. IF ANY IS PRESENT THEN FOLLOW

PI00413.

11/07/2002 08:48:16 HISTORY - RICHARDSON

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

CONDITION/CONCERN:

WINDSHIELD WIPERS INOPERATIVE OR ERRATIC OPERATION.

RECOMMENDATION/INSTRUCTIONS:

ADVISE THE TECHNICIAN OF THE FOLLOWING:

1. REPLACE THE WIPER MOTOR

**PE03-042 / GM644**

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.

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BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 8-27-02 SUPERSEDES PI00413 8-23-02 AND 1000938 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. VEHICLES BUILT AFTER AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON. PREVIOUSLY, IT WAS THOUGHT THAT THE 9-WAY CONNECTOR SEAL WAS BEING

COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.

**PIGTAIL PART INFORMATION:**

15306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6019655</b>	<b>VIN Number:</b>	<b>1GNES16S736128016</b>
<b>Date Opened:</b>	<b>11/7/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>TrafficBlazer Ext 2WD</b>
<b>Dealer Code:</b>	<b>D37584</b>	<b>Mileage:</b>	<b>1003</b>
<b>Address:</b>	<b>LEITH BUICK PONTIAC WENDELL</b>	<b>State:</b>	<b>NC</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT--- WINDSHIELD 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---

11/07/2002 09:53:28 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

\_2\_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES (LIST BELOW)

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

MARCUS , TECH

CUSTOMER CONCERN -

WIPER INOP.

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

TECH STATES MOTOR FULL OF WATER.

TAC RECOMMENDATION -

ADVISED TO REPLACE MOTOR ASM AND CONNECTOR. (CORRODED) PER PI00413

11/07/2002 09:53:28 HISTORY - COLE

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6020132	<b>VIN Number:</b>	1GNDT13SX22231966
<b>Date Opened:</b>	11/7/2002	<b>Model Year:</b>	2002
<b>Date Closed:</b>	2/28/2003	<b>Series:</b>	T1
<b>Dealer Code:</b>	B25012	<b>Mileage:</b>	14788
<b>Address:</b>	APPLE CHEV-OLDS-BUICCOVINGTON	<b>State:</b>	IN
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER ALL

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--

11/07/2002 10:52:01 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)**

**MATT KELLER TECH.**

**CUSTOMER CONCERN -**

**CUST. STS. THAT THE WINDSHIELD WIPERS HESITATE AT TIMES.**

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

**DLR. HAS NOT VERIFIED CONCERN. DLR. IS LOOKING FOR DIRECTION.**

**TAC RECOMMENDATION -**

**REVIEWED PI00413 (WIPER MOTOR REPLACEMENT) WITH DLR.**

**11/07/2002 10:52:01 HISTORY - GARBARINO**

**11/13/2002 16:15:17 RATHKA -DEALER SURVEY WAS PERFORMED**

**02/26/2003 10:21:45 CRUMB - VME CLOSING**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6020271</b>	<b>VIN Number:</b>	<b>1GNES16S830114593</b>
<b>Date Opened:</b>	<b>11/7/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>Trafficblazer Ext 2WD</b>
<b>Dealer Code:</b>	<b>B08133</b>	<b>MBadge:</b>	<b>508</b>
<b>Address:</b>	<b>EDWARDS CHEVROLET COBIRMINGHAM</b>	<b>State:</b>	<b>AL</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT-- INOPERATIVE WINDSHIELD WIPER SECOND TIME WIND

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/07/2002 11:16:53 SBD TEMPLATE - GLEDHILL

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) PAUL MORROW**

**CUSTOMER CONCERN - WINDSHIELD WIPERS INOP AGAIN**

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH STATES THAT HE'S REPLACED THE WIPER MOTOR ON THIS VEHICLE ONCE BEFORE. THE VEHICLE HAS RETURNED WITH AN INOP WIPER COND. AGAIN AND THE TECH IS GOING TO REPLACE THE MOTOR AND CONNECTOR THIS TIME. TECH DID STATE THAT WHERE THE MOTOR SITS IN THE COWL AREA THAT IT'S ACTUALLY IN A WELL AND THE WATER WOULD HAVE TO GO OVER A HUMP TO DRAIN FROM THE AREA.**

**TAC RECOMMENDATION - ADVISED TECH TO REPLACE THE MOTOR AND CONNECTOR. FILE A PRODUCT REPORT ON THE FAILED UNIT. ADVISED TECH OF UN-CONFIRMED INFORMATION OF A WATER TIGHT MOTOR DUE OUT TO CORRECT THIS CONDITION.**

**11/07/2002 11:16:53 HISTORY - GLEDHILL**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6020323</b>	<b>VIN Number:</b>	<b>1GNET16S636114234</b>
<b>Date Opened:</b>	<b>11/7/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>	<b>11/7/2002</b>	<b>Series:</b>	<b>Trailblazer Ext 4WD</b>
<b>Dealer Code:</b>	<b>B39312</b>	<b>Mileage:</b>	<b>2234</b>
<b>Address:</b>	<b>UNITED CHEVROLET COMRATON</b>	<b>State:</b>	<b>NM</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT-- WIPER WIPERS INOP P100413

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--

11/07/2002 11:21:31 SBD TEMPLATE - REGAN

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)**

**RIFF HALL**

**CUSTOMER CONCERN -**

**WIPERS INOP.**

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

**THE WIPER MOTOR WAS FULL OF WATER. THE MOTOR WAS REPLACED.**

**TAC RECOMMENDATION -**

**ADVISE P100413.**

**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.**

**11/07/2002 11:21:31 HISTORY - REGAN**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6021390	<b>VIN Number:</b>	1GNES16S738102B24
<b>Date Opened:</b>	11/7/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	Trafficblazer Ext 2WD
<b>Dealer Code:</b>	B08323	<b>Mileage:</b>	3114
<b>Address:</b>	IVAN LEONARD CHEVROLET	<b>State:</b>	AL
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WIPER MOTOR INOP REPEAT P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

11/07/2002 14:51:49 SBD TEMPLATE - KOPAH

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) JOEL PHILLIPS, SERVICE

DIRECTOR.

CUSTOMER CONCERN - WIPER MOTOR INOPERATIVE.

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

DLR STS THEY FOUND WATER IN THE MOTOR AGAIN, AND LAST TIME IN THEY  
REPLACED THE MOTOR AND CONNECTOR.

TAC RECOMMENDATION -

PI00413 STS REPLACED THE WIPER MOTOR AND CLEAN THE CONNECTOR TERMINALS.

R.K.

11/07/2002 14:51:49 HISTORY - KOPAH

11/07/2002 15:30:49 BENNETT -

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

BILL PINEGAR SM.

\_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)

DEALER CALLED TO GET THE PART NUMBER FOR THE MOTOR. AFTER BEING ADVISED  
THAT TAC DON'T HAVE THE NUMBER FOR THE MOTOR BUT WE DO HAVE THE NUMBER

**PE03-042 / GM644**

THAT TAC DONT HAVE THE NUMBER FOR THE MOTOR BUT WE DO HAVE THE NUMBER FOR THE PIGTAIL. DEALER WANTED THIS NUMBER. DEALER HAD THE NUMBER FOR THE

2002 PIGTAIL. DEALER HAS A 2003.

NEW RECOMMENDATIONS

PI00413.

DEALER PUT TAC ON HOLD AND DID NOT COME BACK TO THE PHONE.

PHONE LINE THEN WENT DEAD.

02/03/2003 14:11:01 KUEHNL

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

BILL PINEGAR SM

\_3\_ 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)

PI00413.

DEALER PUT TAC ON HOLD AND DID NOT COME BACK TO THE PHONE.

PHONE LINE THEN WENT DEAD.



SM STS IN EVERY CASE, THEY SAW SIGNS OF WATER INTRUSION IN THE COVER.

**NEW RECOMMENDATIONS**

-READ PI00413 TO SM.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6627176</b>	<b>VIN Number:</b>	<b>1GNET16S236105496</b>
<b>Date Opened:</b>	<b>11/11/2002</b>	<b>Model Year:</b>	<b>2003</b>
<b>Date Closed:</b>	<b>12/27/2002</b>	<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B14553</b>	<b>Model Range:</b>	<b>4006</b>
<b>Address:</b>	<b>WILLIAMS CHEVROLET-OELKTON</b>	<b>State:</b>	<b>MD</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413

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—

11/11/2002 13:40:13 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

\_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

\_3\_ 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)

TECHNICIAN WAYNE MCGINNIS

CUSTOMER CONCERN -

TECHNICIAN WAYNE MCGINNIS

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

WINDSHIELD WASHER ON AND PULSE INOP. REPLACED THE MOTOR AND CONNECTOR THE  
LAST TIME IN.

TAC RECOMMENDATION -

ADVISED DEALER TO VERIFY THE PLENIUM DRAIN IS NOT PLUGGED. REPLACE THE  
MOTOR AGAIN.

11/11/2002 13:40:13 HISTORY - MILLER

11/11/2002 14:58:47 KAY - CASE UPDATE -

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

WAYNE MCGINNIS

\_2\_ 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 HAS REPLACED WIPER MOTOR WITH NO CHANGE, TECH STS WIPERS WORK ON  
NORMAL AND HIGH BUT THE INTERMITTENT IS INOP, TECH IS CALLING FOR

PE83-842 / GM644

**NORMAL AND HIGH BUT THE INTERMITTENT IS INOP, TECH IS CALLING FOR  
ADDITIONAL REPAIR SUGGESTIONS,**

**NEW RECOMMENDATIONS**

**ADVISED TECH:**

- 1. NOTE IF VEHICLES EQUIPPED WITH RAIN SENSE, TECH REPORTED IT WAS**
- 2. WET WINDSHIELD AND NOTE WIPER OPERATION, TECH REPORTED WIPERS WORKED**

**ADVISED TECH WIPERS ARE WORKING AS DESIGNED**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6827493</b>	<b>VIN Number:</b>	<b>1GKET16S026129183</b>
<b>Date Opened:</b>	<b>11/11/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>	<b>11/11/2002</b>	<b>Series:</b>	<b>Envoy XL 4WD</b>
<b>Dealer Code:</b>	<b>G10634</b>	<b>Mileage:</b>	<b>4597</b>
<b>Address:</b>	<b>COLE MOTOR COMPANY BLUEFIELD</b>	<b>State:</b>	<b>WV</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER MOTOR ERRACTIC AFTER

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—

11/11/2002 14:33:19 SBD TEMPLATE - MEISSNER

STRATEGY BASED DIAGNOSTICS

2\_\_ 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 RYAN**

**CUSTOMER CONCERN - WIPER MOTOR ERRATIC**

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) DLR STATED THE WIPER MOTOR AND MULTI-FUNCTION SWITCH WERE REPLACED. DLR STATED THE WIPERS WORKED FINE, BUT AFTER COMING BACK FROM WASH BAY THE WIPER WERE DOING THE SAME THING. DLR LOOKING FOR HELP IN LIKE CASES.**

**TAC RECOMMENDATION - TAC ADVISED OF PI00413 FOR WIPER REPLACEMENT AND WIRE HARNESS. TAC ADVISED TO CHECK FOR WATER IN THE CONNECTOR AND ADVISED TO REPLACE CONNECTOR IF WATER IS PRESENT AND TO COVER CONNECTOR WITH SILICONE AND TO CHECK COWL FOR WATER DRAIN CONCERNS.**

**11/11/2002 14:33:19 HISTORY - MEISSNER**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6629131	<b>VIN Number:</b>	1GKET16S038102285
<b>Date Opened:</b>	11/12/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	Envoy XL 4WD
<b>Dealer Code:</b>	D35234	<b>MRange:</b>	5980
<b>Address:</b>	FAIRWAY CADILLAC-OLDJENKINTOWN	<b>State:</b>	PA
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— CONNECTOR INOPERATIVE WATER 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—

11/12/2002 09:47:16 8BD 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)

DAVE WILLARD S/F

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 REPLACED THE WIPER MOTOR AND CONNECTOR ON A PREVIOUS VISIT. DLR.  
DID NOT SEAL CONNECTOR WITH SILICONE SEALANT. DLR. STS. THAT VEHICLE IS  
BACK WITH WATER IN THE WIPER CONNECTOR. DLR. IS LOOKING FOR DIRECTION.

TAG RECOMMENDATION -

REVIEWED PID0413 (WATER INTRUSION. REPLACE WIPER MOTOR AND CONNECTOR.  
CHECK PLENUM FLOODING) WITH DLR.

11/12/2002 09:47:16 HISTORY - GARBARINO



# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6829278</b>	<b>VIN Number:</b>	<b>1GNET16S926110774</b>
<b>Date Opened:</b>	<b>11/12/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>T1</b>
<b>Dealer Code:</b>	<b>B14250</b>	<b>Mileage:</b>	<b>5211</b>
<b>Address:</b>	<b>HAMPTON MOTOR CORP</b>	<b>State:</b>	<b>VA</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WATER P100413 WATER IN WIPER MOTOR, SECOND TI

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

11/12/2002 10:13:11 SBD TEMPLATE - LEITHAUSER

STRATEGY BASED DIAGNOSTICS

  \_2\_ NUMBER OF TIMES IN FOR THE SAME CONDITION

  \_ \_ 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 SMITH - TECH**

**CUSTOMER CONCERN - THE WIPERS OPERATE ERRATICALLY, WILL DELAY IN HIGH OR  
LOW SPEED.**

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

**TECH SAYS THERE IS WATER IN THE WIPER MOTOR.**

**THE MOTOR WAS PREVIOUSLY REPLACED FOR THE SAME CONCERN.**

**TAC RECOMMENDATION -**

**ADVISED TECH TO REPLACE THE WIPER MOTOR PIGTAIL CONNECTOR, PER PI00413.**

**CHECK FOR PROPER COWL DRAINAGE.**

**11/12/2002 10:13:11 HISTORY - LEITHAUSER**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6629918	<b>VIN Number:</b>	1GKET16S136121686
<b>Date Opened:</b>	11/12/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>	11/2/2002	<b>Series:</b>	T1
<b>Dealer Code:</b>	G40099	<b>MBrange:</b>	4581
<b>Address:</b>	DOLLAR GMC-OLDSMOBILMEDFORD	<b>State:</b>	OR
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT-- WASHER WIPER PI 00413

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--

11/12/2002 11:27:06 SBD TEMPLATE - WACHTMEISTER

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 MARTIN TECH

CUSTOMER CONCERN -INOP WIPERS AND WASHERS SQUIRT ON THEIR OWN

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

TECH HAS DUPLICATE BUT GONE NO FURTHER

TAC RECOMMENDATION -

ADVISED TECH OF PI 00413 AND ITS CONTENTS.

11/12/2002 11:27:08 HISTORY - WACHTMEISTER

11/20/2002 16:07:52 ERMAN - CASE CLOSED

DEALER REPORTS BY FAX THEY HAD TO REPLACE THE WIPER MOTOR A WIPER  
TRANSMISSION ASSEMBLY.

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	6030636	<b>VIN Number:</b>	1GNET16S936124577
<b>Date Opened:</b>	11/12/2002	<b>Model Year:</b>	2003
<b>Date Closed:</b>		<b>Series:</b>	Trafficblazer Ext 4WD
<b>Dealer Code:</b>	B13175	<b>Mileage:</b>	299
<b>Address:</b>	COLONIAL CHEVROLET ILATROBE	<b>State:</b>	PA
<b>Dealer Phone:</b>			

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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—

11/12/2002 13:23:30 88D TEMPLATE - LAWSON

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 VASINKO**

**CUSTOMER CONCERN -**

**WIPERS ARE INOP**

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

**THE WIPER MOTOR WAS FULL OF WATER.**

**TAC RECOMMENDATION -**

**ADVISE PI00413.**

**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.**

**11/12/2002 13:23:30 HISTORY - LAWSON**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6031430</b>	<b>VIN Number:</b>	<b>1GNDS13S622280021</b>
<b>Date Opened:</b>	<b>11/12/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>	<b>11/12/2002</b>	<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>B07515</b>	<b>Mileage:</b>	<b>24152</b>
<b>Address:</b>	<b>ALLEN SAMUELS CHEVROWACO</b>	<b>State:</b>	<b>TX</b>
<b>Dealer Phone:</b>			

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**SYMPTOM ABSTRACT— WIPER P100413 WIPER FILLED WITH WATER**

**RESOLUTION ABSTRACT- MODULE ASSEMBLY, WIPER SYSTEM REPLACE**

**UCC CODE 1—**

**UCC-1 DESCRIPTION— BODY AND ACCESSORIES**

**UCC CODE 2—**

**UCC-2 DESCRIPTION—**

**UCC CODE 3—**

**UCC-3 DESCRIPTION—**

**11/12/2002 15:19:36 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)**

**JIM LITTLE TECH**

**CUSTOMER CONCERN -**

**STS WIPER MOTOR INOP**

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

**STS WIPER MOTOR IS WATER SOAKED AND HAS HAD SIMILAR REPAIRS NEEDED ON  
OTHER LIKE VEHICLES**

**TAC RECOMMENDATION -**

**ADV DLR TO REPAIR AS PER PI00413**

**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. VEHICLES BUILT AFTER  
AUGUST 1ST SHOULD NOT EXHIBIT THIS CONDITION. PLEASE FORWARD ANY CASES  
ON VEHICLES BUILT AFTER AUGUST 1ST TO THE PLATFORM LIAISON.**

**PREVIOUSLY, IT WAS THOUGHT THAT THE 8-WAY CONNECTOR SEAL WAS BEING  
COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.**

**PE83-942 / GM644**

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COMPROMISED, ALLOWING WATER TO ENTER THE MOTOR.  
PIGTAIL PART INFORMATION:

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

11/12/2002 15:19:38 HISTORY - CIAVERELLA

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6031750</b>	<b>VIN Number:</b>	<b>1GNE616SX26115002</b>
<b>Date Opened:</b>	<b>11/12/2002</b>	<b>Model Year:</b>	<b>2002</b>
<b>Date Closed:</b>		<b>Series:</b>	<b>S1</b>
<b>Dealer Code:</b>	<b>B08230</b>	<b>Mileage:</b>	<b>5893</b>
<b>Address:</b>	<b>RAHAL CHEVROLET-BUICKMARIANNA</b>	<b>State:</b>	<b>FL</b>
<b>Dealer Phone:</b>			

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SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER MOTOR INOP P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION--

11/12/2002 16:02:37 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)**

**TIM WILLIAMS TECH**

**CUSTOMER CONCERN -**

**WIPERS INOP**

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

**CAN VERIFY, WIPER MOTOR FULL OF WATER, PIGTAIL CORRODED,**

**TAC RECOMMENDATION -**

**ADVISED DLR OF P100413 READ DLR CONTENT , TO REPLACE WIPER MOTOR AND**

**ADVISED DLR OF PIGTAIL PART NUMBER , AND NEW MOTOR SHOULD BE AVAILABLE**

**END OF NOV 02**

**11/12/2002 16:02:37 HISTORY - ORR**

# TECHNICAL ASSISTANCE SYSTEM

\*\*\* GM RESTRICTED \*\*\*

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<b>Case No:</b>	<b>6031768</b>	<b>VIN Number:</b>	<b>1GNDT13S622456627</b>	
<b>Date Opened:</b>	<b>11/12/2002</b>	<b>Model Year:</b>	<b>2002</b>	
<b>Date Closed:</b>		<b>Series:</b>	<b>Blazer 4WD 4DR Trailblaz</b>	
<b>Dealer Code:</b>	<b>B25025</b>	<b>Mileage:</b>	<b>18726</b>	
<b>Address:</b>	<b>MEMERING MOTORPLEX IVINCENNES</b>		<b>State:</b>	<b>IN</b>
<b>Dealer Phone:</b>				

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SYMPTOM ABSTRACT— WINDSHIELD 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—

11/12/2002 16:10:18 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)

JOHN , TECH

CUSTOMER CONCERN -

WIPER WILL STOP ON WINDSHIELD INTERMITTANTLY AND THEN RESTART.

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

TECH HAS DUPLICATED, SEEKING INFO

TAC RECOMMENDATION -

ADVISED TO INSPECT MOTOR FOR WATER INTRUSION.

11/12/2002 16:10:18 HISTORY . - COLE