

GM644
.PE03-042

ATTACHMENT "2B" Continued

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6139886	VIN Number:	1GNES16S638110875
Date Opened:	1/2/2003	Model Year:	2003
Date Closed:	1/2/2003	Series:	S1
Dealer Code:	B30412	Mileage:	7329
Address:	MAC HAIK CHEVROLET HOUSTON	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER 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—

01/02/2003 16:59:38 SBD TEMPLATE - SHERMAN

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)

JAMES COSTA 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 MOTOR 2X.

TAC RECOMMENDATION -

TAC ADVISED OF P100413

01/02/2003 16:59:38 HISTORY - SHERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6148314	VIN Number:	1GKET18S038148375	
Date Opened:	1/3/2003	Model Year:	2003	
Date Closed:		Series:	T1	
Dealer Code:	G06179	MPeage:	2100	
Address:	ACTION MOTORS CORPORDANBURY		State:	CT
Dealer Phone:				

SYMPTOM ABSTRACT— 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—

01/03/2003 08:49:48 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 - BOB CRETER - TECH

CUSTOMER CONCERN - WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS - BOB STS WATER INTRUSION TO THE MOTOR.

TAC RECOMMENDATION - TAC ADV BOB OF PI00413.

01/03/2003 08:49:48 HISTORY - ELLIOTT

PI00413 STS:

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

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

PE83-842 / GM644

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 12487889

WITH RAIN SENSE (RPO = CE1) NEW PART# 16094705 OLD

12487887

PIGTAIL

15308416 2002 MODEL YEAR

88986271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487690, AVAILABLE FROM SPO.

THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR
TO NEW SPECS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6144162	VIN Number:	1GKDT13S032207030
Date Opened:	1/6/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B14212	Mileage:	2111
Address:	BOB SMITH AUTOMOTIVE EASTON	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER P100413 FRONT WIPER I

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/06/2003 10:30:11 SBD TEMPLATE - NICHOLS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - THE FRONT WIPER ARE INOP.

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

**CARROLL STS THE FRONT WIPER ARE INOP FOUND WATER INTRUSION IN THE WIPER
MOTOR.**

TAC RECOMMENDATION -

1. ADVISE TO FOLLOW PI00413 REPLACE THE WIPER MOTOR.

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

PIGTAIL

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

PE83-842 / GM644

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6145652	VIN Number:	1GNET16S026115898
Date Opened:	1/6/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B15107	Mileage:	15700
Address:	MIDDLETOWN CHEVROLETMIDDLETOW	State:	DE
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER REPEAT 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—

01/06/2003 14:20:30 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)

MARK DEBONIS TECH

CUSTOMER CONCERN -

CUSTOMER STATES WIPERS INOP.

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

COMPARE TO LIKE VEHICLE?)

TECH STATES REPEAT WIPER INOP AND MOTOR FAILURE IS THE CAUSE.

TAC RECOMMENDATION -

ADVISED TECH OF PI PI00413 FOR THIS CONCERN AND UPDATED PART NUMBERS FOR

WIPER MOTOR.

01/08/2003 14:20:30 HISTORY - ZAJECHOWSKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Care No:	6145863	VIN Number:	1GKET18S826120998
Date Opened:	1/6/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G10358	Mileage:	17915
Address:	PATRICK PONTIAC-BUTCASHLAND	State:	VA
Dealer Phone:			

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—

01/06/2003 14:49:11 SBD TEMPLATE - LAWSON

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)

DAVID SMITH

CUSTOMER CONCERN -

WIPER INOP

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

COMPARE TO LIKE VEHICLE?)

DLR STS WATER INTRUSION IN WIPER MOTOR, MOTOR HAS BEEN REPLACED 2X

TAC RECOMMENDATION -

DLR TO REPLACE WIPER MOTOR WITH NEW PART NUMBER PER PI00413

01/06/2003 14:49:11 HISTORY - LAWSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6146014	VIN Number:	1GNDT13S722160323	
Date Opened:	1/6/2003	Model Year:	2002	
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz	
Dealer Code:	B13277	Mileage:	16476	
Address:	GILLOGLY CHEVROLET C WEST SENECA		State:	NY
Dealer Phone:				

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--

01/06/2003 15:18:19 96D 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)

DAVID LEISING SA.

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CUSTOMER CONCERN -

WIPERS INOP. REPEAT 3X.

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

**DUPLICATED. DEALER STATES THAT HE HAS REPLACED THE MOTOR 2 TIMES. DEALER
HAS USED THE OLD PART NUMBER FOR WITHOUT THE RAIN SENSE.**

TAC RECOMMENDATION -

TAC ADVISE DEALER OF P/ PI00413.

**TAC ADVICE DEALER OF UPDATED PART NUMBERS AND ADVISED TO CHECK THE WIPER
COWL DRAINS.**

01/06/2003 16:18:19 HISTORY - BENNETT

01/06/2003 15:30:40 ROSS - UPDATE

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

DAVID LEISING SA.

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 CALLING FOR PART NUMBER VERIFICATION FROM PREVIOUSLY RECOMMENDED

P/I

NEW RECOMMENDATIONS

P/I 100413

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15094704

OLD 12487889

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

12487887

PIGTAIL

15305415 2002 MODEL YEAR

REPORT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6146963	VIN Number:	1GNDS13S422124544
Date Opened:	1/6/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B24043	Mileage:	35265
Address:	BAUGH CHEVROLET-OLDSLINDEN	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS ARE 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—

01/06/2003 17:45:48 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)

WALLACE WALKER TECH

CUSTOMER CONCERN -

WIPERS ARE INOP

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

COMPARE TO LIKE VEHICLE?)

DEALER IS LOOKING FOR DIAGNOSTIC HELP

TAC RECOMMENDATION -

TAC ADVISED OF PI00413

01/08/2003 17:45:48 HISTORY - SHERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6147978	VIN Number:	1GNDT13S022248585
Date Opened:	1/7/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B13076	Mileage:	9993
Address:	STEVE BALDO CHE-OLD-NORTH COLLIN	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER WIPER MOTOR INOP ALL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

01/07/2003 10:26:31 SBD TEMPLATE - RADZWILOWICZ

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME: JIM KESSLER TECH

CUSTOMER CONCERN - WIPER MOTOR IN-OP IN ALL MODES

DEALER COMMENTS/DIAGNOSIS - THE TECH WENT THROUGH DIAGNOSIS AND FOUND THE WIPER MOTOR WAS FULL OF WATER. THE TECH IS CALLING FOR SUGGESTIONS. THE CONCERN WAS NOT DUPLICATED THE FIRST TIME THE VEHICLE WAS IN.

TAC RECOMMENDATION -

1) ADVISE THE TECH ON P/I: PI00413

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6149713	VIN Number:	1GNET16S126113684
Date Opened:	1/7/2003	Model Year:	2002
Date Closed:	1/13/2003	Series:	T1
Dealer Code:	B09276	Mileage:	10432
Address:	MARTIN CHEV-OLDS, INEW CARLISLE	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT WIPERS INO

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

01/07/2003 14:28:56 SBD TEMPLATE - GARBARINO

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)

JERRY BURSON TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE FRONT WIPER MOTOR IS INOP.

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

COMPARE TO LIKE VEHICLE?)

DLR. IS LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -

REVIEWED P100413 (WIPER MOTOR REPLACEMENT) WITH DLR.

01/07/2003 14:28:58 HISTORY - GARBARINO

01/13/2003 13:48:41 SHEPHERD - CALL IN CLOSE

DLR REPLACED THE WIPER MOTOR TO CORRECT CONCERN.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6156676	VIN Number:	1GNES16SX28117983
Date Opened:	1/9/2003	Model Year:	2002
Date Closed:		Series:	Traillblazer Ext 2WD
Dealer Code:	B07541	Mileage:	7025
Address:	ALL AMERICAN CHEVROLSAN ANGELO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER P100413 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—

01/09/2003 12:08:07 SBD TEMPLATE - CIARKOWSKI

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)

- DON HOGAN, TECHNICIAN

CUSTOMER CONCERN

- WINDSHIELD WIPERS INOP

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

- DEALER REPLACED THE WIPER MOTOR DURING PREVIOUS VISIT

- FOUND THE CONNECTOR WAS CORRODED

TAC RECOMMENDATION

- REPLACE MOTOR AND CONNECTOR PER PI00413: WINDSHIELD WIPER MOTOR

INOPERATIVE, ERRATIC OPERATION

RECOMMENDATION/INSTRUCTIONS:

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

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

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.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

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

12487687

PIGTAIL

18308415 2002 MODEL YEAR

88988271 2003 MODEL YEAR*

W

01/09/2003 12:08:07 HISTORY - CIARKOWSKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6157433	VIN Number:	1GKET16S836145237
Date Opened:	1/9/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G06019	MRange:	2401
Address:	STAR PONTIAC-GMC TRUEASTON	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WASHER WIPER WASHERS

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/09/2003 14:13:19 SBD TEMPLATE - BEHLEN

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)

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6157522	VIN Number:	1GNET16S426133346
Date Opened:	1/9/2003	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B06099	Mileage:	6948
Address:	HANLEES CHEVROLET GEDAVIS	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION—

01/08/2003 14:23:30 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TOM SCHOENEGER TECH

CUSTOMER CONCERN -

WASHERS INOP, WIPERS ARE ERRATIC

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

TECH STATES HES LOST, LOOKING FOR ANY CASES.

TAC RECOMMENDATION -

TAC ADVISED TECH OF P100413 AND GAVE HIM THE WIPER MOTOR PART #.

01/09/2003 14:13:19 HISTORY - BEHLEN

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

CUSTOMER CONCERN - WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO DTC'S. NO REPAIRS/PARTS. TECH STATES THE FRONT WIPER IS TOTALLY INOP. TECH HAS NOT RUN DIAGNOSTICS BECAUSE THIS IS THE SECOND ONE THIS WEEK THAT HE'S SEEN AND IS WONDERING IF THERE IS ANYTHING ON THIS CONCERN.

TAC RECOMMENDATION - ADVISED TECH OF INFORMATION FROM P100413. INFORMED TECH OF PARTS NUMBERS FROM PI FOR THE WATERPROOF MOTOR ASSEMBLY,

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 16094705 OLD

12487687

PIGTAIL

16306415 2002 MODEL YEAR

88886271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487690, AVAILABLE FROM SPO.

THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR
TO NEW SPECS.

01/09/2003 14:23:30 HISTORY - GLEDHILL

01/24/2003 08:27:21 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6157538	VIN Number:	1GNDS13S732160634
Date Opened:	1/9/2003	Model Year:	2003
Date Closed:		Series:	Blazer 2WD 4DR Trailblaz
Dealer Code:	B28174	Mileage:	3108
Address:	FAIRCHILD CHEVROLET LAKEWOOD	State:	OH
Dealer Phone:			

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—

01/09/2003 14:24:59 SBD TEMPLATE - STEVENS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

JC POTTER

CUSTOMER CONCERN - WIPERS INOP

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

DEALER IS LOOKING FOR LIKE CASES

TAC RECOMMENDATION - PI00413 CHECK FOR POSS WATER IN MOTOR

01/09/2003 14:24:59 HISTORY - STEVENS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6157888	VIN Number:	1GKDT13S622275511	
Date Opened:	1/9/2003	Model Year:	2002	
Date Closed:		Series:	Jimmy Envoy 4WD 4DR	
Dealer Code:	G21249	MSinger:	19637	
Address:	GENE NORRIS OLDSMOBIMIDDLEBURGH		State:	OH
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER ALL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

01/09/2003 15:10:39 68D 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)

BRIAN DULAR TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WIPERS ARE INOP. AT TIMES.

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

DLR. HAS NOT VERIFIED CONCERN AND IS LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -

REVIEWED PI00413 (WIPER MOTOR REPLACEMENT) WITH DLR.

01/09/2003 15:10:39 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6158289	VIN Number:	1GKE816S136131829
Date Opened:	1/9/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	G51251	Mileage:	3305
Address:	DUPLESSIS PONTIAC-BUGONZALES	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD 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—

01/09/2003 18:06:43 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)ZANE DRUIN TECH

CUSTOMER CONCERN -WIPERS INOP P100413

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

NONE.

TAC RECOMMENDATION -

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.**

**THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR
REPLACEMENT:**

**1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON**

**EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD**

PE03-042 / GM644

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

PIGTAIL

16308416 2002 MODEL YEAR

88988271 2003 MODEL YEAR

01/09/2003 16:06:43 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6158810	VIN Number:	1GNES16S336109009	
Date Opened:	1/9/2003	Model Year:	2003	
Date Closed:		Series:	Trafficblazer Ext 2WD	
Dealer Code:	B20216	Mileage:	2714	
Address:	LEO HOFFMAN CHEVROLET CITY OF INDU		State:	CA
Dealer Phone:				

SYMPTOM ABSTRACT--- WASHER WINDSHIELD WIPER P100413 WINDSHIELD W

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

01/09/2003 17:44:02 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - FRONT WIPERS INOP AT TIMES, WASHER RUNS CONTINUOUSLY

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO DTCS. NO PARTS/REPAIRS. TECH HAS BEEN ABLE TO VERIFY THE CONCERN BUT IS UNSURE WHICH WAY TO GO BECAUSE THE FLOW CHARTS DONT COVER THE DUAL SYMPTOMS.

TAC RECOMMENDATION - VEHICLE BUILT 8-5-2002. ADVISED TECH OF PI00413, PROVIDED TECH WITH P/N'S FROM PI. ADVISED TECH TO VERIFY NO WATER DRAINAGE ISSUES BY USING A GARDEN HOSE AND NORMAL TAP PRESSURE, COWL SHOULD DRAIN. (INFO FROM PI00413)

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

PE83-842 / GM644

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094705
12487687

OLD

PIGTAIL

16306415 2002 MODEL YEAR

88886271 2003 MODEL YEAR

01/09/2003 17:44:02 HISTORY - GLEDHILL

01/18/2003 10:16:53 BRADFORD -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6158968	VIN Number:	1GKES16S926130944
Date Opened:	1/9/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	G40186	Mileage:	8098
Address:	CARRIAGE MOTOR COMPATEMECULA	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

01/09/2003 18:54:48 SBD TEMPLATE - DIDOMINICIS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MARTIN SAMOU

CUSTOMER CONCERN -

CUSTOMER STATES WIPERS ARE INOP.

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

TECH STATES HE IS UNABLE TO FIND THE WIPER SWITCH SCHEMATIC.

TAC RECOMMENDATION -

GAVE NAVIGATION IN S12K TO THE WIPER SW.

01/09/2003 18:54:48 HISTORY - DIDOMINICIS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6163388	VIN Number:	1GNET16S020113272
Date Opened:	1/13/2003	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B15387	Mileage:	4445
Address:	LAFFERTY CHEVROLET CHARMINSTER	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP ON VEH

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

01/13/2003 11:12:53 SBD TEMPLATE - MASON

STRATEGY BASED DIAGNOSTICS

_ 2 _ NUMBER OF TIMES IN FOR THE SAME CONDITION

2 _ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

BELOW)

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

DAVE GRUVER-LEFT DLR

CUSTOMER CONCERN -

WIPERS INOP ON VEH.

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

TECH STATED THAT WIPERS INOP AND THAT HE STATED WATER IN THE MODULE ASSY
SAME AS LAST TIME IN.

TAC RECOMMENDATION -

TECH TO CHECK FOR POSS REPLACING MOTOR WITH NEW ONE AND RETESTING
OPERATION ON VEH I GAVE TECH LATEST P/N.

01/13/2003 11:12:53 HISTORY - MASON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6164882	VIN Number:	1GKDT13S022295818
Date Opened:	1/13/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G06093	Mileage:	15879
Address:	VARNEY PONTIAC GMC BANGOR	State:	ME
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE INTERMITTENT WIPER FRONT WI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

01/13/2003 16:09:59 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) ANDREW CAULKINS (TECH)

CUSTOMER CONCERN -FRONT WIPERS INT. INOP

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

NO DTCS, TECH HAS NOT DUPLICATE THE CONCERN. TECH CALLING FOR LIKE CASE
INFO.

TAC RECOMMENDATION -

ADVISED TECH OF P/I K0398 WINDSHIELD WIPER MOTOR INOPERATIVE, ERRATIC
OPERATION

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

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

12487887

PIGTAIL

16306415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

OTHER CASE RESOLUTIONS

-MAJORITY OF THE CASES WERE RESOLVED BY REPLACING THE WIPER MOTOR

PE83-842 / GM644

**-MAJORITY OF THE CASES WERE RESOLVED BY REPLACING THE WIPER MOTOR
-ONE CASE WHERE THE MFS WAS REPLACED**

REPORT

01/13/2003 15:09:59 HISTORY - ROSS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6165189	VIN Number:	1GNES16S938113470
Date Opened:	1/13/2003	Model Year:	2003
Date Closed:		Series:	Traillblazer Ext 2WD
Dealer Code:	B14096	Mileage:	4425
Address:	CASEY CHEVROLET BUICNEWPORT NEW	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER INTERMITTENT OPERATION

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

01/13/2003 15:54:30 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)CHUCK MICHAEL

CUSTOMER CONCERN -WIPER INTERMITTENT OPERATION

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

TECH UNABLE TO DUPLICATE CONCERN.

TAC RECOMMENDATION -

TECH TO CHECK FOR WATER INTRUSION INTO THE WIPER MOTOR.

PI00413

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487686

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

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88866271 2003 MODEL YEAR

01/13/2003 15:54:30 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6172753	VIN Number:	1GNET16S230100476	
Date Opened:	1/15/2003	Model Year:	2003	
Date Closed:	5/2/2003	Series:	Trailblazer Ext 4WD	
Dealer Code:	B19338	Mileage:	3859	
Address:	CHEVROLET OF BELLEVUEBELLEVUE		State:	WA
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/15/2003 15:18:18 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)

BUKHWINDER GILL TECH

CUSTOMER CONCERN -

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, 8I SEARCH,
COMPARE TO LIKE VEHICLE?)TECHNICIAN STATES WIPERS INOPERATIVE. STATES
HAS WATER DAMAGE.**

TAC RECOMMENDATION -

TAC ADVISES P100413 WINDSHIELD WIPER MOTOR INOPERATIVE, ERRATIC OPERATION

TECHNICIAN TO CALL BACK

01/15/2003 15:18:18 HISTORY - MILLER

05/28/2003 07:42:21 MILLER - REPLACED THE WIPER MOTOR.

CASE CLOSED.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6174912	VIN Number:	1GNET16S126113958	
Date Opened:	1/16/2003	Model Year:	2002	
Date Closed:		Series:	Trafficazer Ext 4WD	
Dealer Code:	B08667	Mileage:	8051	
Address:	JUNE WALKER CHEVROLEBLUK RIDGE		State:	GA
Dealer Phone:				

SYMPTOM ABSTRACT--- WINDSHIELD WIPER WIPER MOTOR INOP THIRD TIME

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

01/16/2003 11:17:34 98D TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

6 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) RICHARD KENNEY SM

CUSTOMER CONCERN - WIPERS INOP FOR THE THIRD TIME

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO DTC'S. TECH HAS VERIFIED THE CONCERN. TECH STATED THE LAST TIME IN ON THIS CONCERN WAS 10-18-02. CUSTOMER IS UPSET AND WARNING OF BY-BACK.

TAC RECOMMENDATION - ADVISED TECH OF PI00413,

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

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

PB83-042 / GM644

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 #

01/16/2003 11:17:34 HISTORY - GLEDHILL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6177159	VIN Number:	1GNDT13S822335242	
Date Opened:	1/16/2003	Model Year:	2002	
Date Closed:	1/17/2003	Series:	Blazer 4WD 4DR Trailblazer	
Dealer Code:	B03170	MBuys:	10589	
Address:	JIM BUTLER CHEVROLET CRESTWOOD		State:	MO
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER FRONT WIPER INOP

RESOLUTION ABSTRACT- IGNITION SWITCH RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

01/16/2003 17:27:24 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)

ED HEATH

CUSTOMER CONCERN -

FRONT WIPER INOP

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

DLR STS NO POWER AT FUSE, DLR JUMPER POWER TO FUSE WIPERS WORKED

CORRECTLY

DLR LOOKING FOR INFORMATION

TAC RECOMMENDATION -

DLR TO CHECK FOR POWER FROM IGN SWITCH

DLR TO REPAIR AS REQUIRED

01/16/2003 17:27:24 HISTORY - LAWSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6177987	VIN Number:	1GNDT13SX32190644	
Date Opened:	1/17/2003	Model Year:	2003	
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer	
Dealer Code:	B25181	Mileage:	3138	
Address:	TINCHER-WILLIAMS CHELONDON		State:	KY
Dealer Phone:				

SYMPTOM ABSTRACT— OPERATION 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--

01/17/2003 10:08:21 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 - TOM PRESSLER - TECH

CUSTOMER CONCERN - WIPER INOP.

DEALER COMMENTS/DIAGNOSIS - TOM STS THE WIPER MOTOR IS FULL OF WATER.

TAC RECOMMENDATION - TAC ADV TOM OF PI00413.

01/17/2003 10:08:21 HISTORY - ELLIOTT

PI00413 STS:

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

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

PE03-042 / GM644

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.

4
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 12487889

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

12487887

PIGTAIL

15308415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6182960	VIN Number:	1GNET16S126124830
Date Opened:	1/20/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B06589	Mileage:	3146
Address:	STEVES CHEVROLET-BUIOAKDALE	State:	CA
Dealer Phone:			

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—

01/20/2003 14:55:35 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)

JERRY BELLEFEUILLE TECH.

PE83-842 / GM644

Page 1238 of 2391

CUSTOMER CONCERN -

WIPERS ERRATIC.

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

CONNECTOR IS FULL OF WATER AND RUSTY. NOTHING REPLACED. DEALER STATES THAT HIS EQUIPMENT IS INOP IN THE SHOP RIGHT NOW.

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 NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

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

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

WITH RAIN SENSE (RPO = CE1) NEW PART# 15084

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6183798	VIN Number:	1GNET16S736101217
Date Opened:	1/20/2003	Model Year:	2003
Date Closed:		Series:	Trafficazer Ext 4WD
Dealer Code:	B32503	Mileage:	4025
Address:	MIRAK CHEVROLET INC ARLINGTON	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— WASHER WINDSHIELD WIPER WIPERS INOP 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—

01/20/2003 16:41:18 SBD TEMPLATE - COWGER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

FRANK PANDOLFO-TECH

CUSTOMER CONCERN -

WASHERS STAY ON ALL THE TIME AND WIPER INOP WHEN COLD

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

**DLR STS HE HAS DUPLICATED CONCERN BUT STS HE IS LOOKING FOR ANY UPDATES
THAT MAY BE AVAILABLE**

TAC RECOMMENDATION -

ADV TECH OF PI PI00413 TO REPLACE WIPER WITH UPDATED MOTOR .

ADV TECH OF POSSIBLE WATER IN MOTOR ASSEMBLY WHICH IS FREEZING OVER NIGHT

CAUSING WIPERS TO BE INOP UNTILL VEHICLE WARMS UP .

01/20/2003 18:41:18 HISTORY - COWGER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6184855	VIN Number:	1GNDT13S122327B08
Date Opened:	1/21/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B18072	Mileage:	21111
Address:	BERGSTROM CHEVROLET-NEENAH	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP AT TIMES, SLOW P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION--

01/21/2003 09:52:24 SBD TEMPLATE - HAJJ

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) CALEB SCHMIDT TECH

CUSTOMER CONCERN - CUSTOMER STS WIPERS INOP AT TIMES, SLOW

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

DLR STS HAS NOT DUPLICATED CONDITION. DLR STS VEHICLE DOES NOT HAVE RAIN SENSE WIPERS. DLR WAS LOOKING FOR OTHER INFO OR CASES.

TAC RECOMMENDATION -ADVISED DLR OF PI00413. HAJJ 40772

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 NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR
REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,
THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL
DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

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

PA

01/21/2003 09:52:24 HISTORY - HAJJ

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6186341	VIN Number:	1GNET16SX26137563
Date Opened:	1/21/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B16503	Mileage:	10372
Address:	MODERN CHEVROLET COMWINSTON-SA	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER FRONT 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—

01/21/2003 13:03:50 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)

CUSTOMER CONCERN -

FRONT WIPER INOPERATIVE

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

TECHNICIAN STATES FRONT WIPER INOPERATIVE. STATES REPLACED THE SWITCH.

TECHNICIAN HAS DONE NO DIAGNOSTICS.

TAC RECOMMENDATION -

TAC ADVISES P100413 WINDSHIELD WIPER MOTOR INOPERATIVE, ERRATIC
OPERATION.

TECHNICIAN TO CALL BACK.

01/21/2003 13:03:50 HISTORY - MILLER

01/31/2003 16:27:26 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6186594	VIN Number:	1GKDT13S922112304
Date Opened:	1/21/2003	Model Year:	2002
Date Closed:	6/1/2003	Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	B39386	Mileage:	22138
Address:	SUNSET AUTO PLAZA BANNING	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WATER P100413

RESOLUTION ABSTRACT- W/S WIPER MOTOR R&R

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/21/2003 13:51:20 SBD TEMPLATE - LESZCZYNSKI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS INOPERATIVE

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

TAC RECOMMENDATION -

ADVISED DEALER ON PI00413 NEW MOTOR

01/21/2003 13:51:20 HISTORY - LESZCZYNSKI

06/18/2003 17:50:29 LESZCZYNSKI - FAXED IN CASE CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6186787	VIN Number:	1GNET16S026106550	
Date Opened:	1/21/2003	Model Year:	2002	
Date Closed:		Series:	Trafficblazer Ext 4WD	
Dealer Code:	B06250	Mileage:	19850	
Address:	GOLD RUSH CHEVROLET AUBURN		State:	CA
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD 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—

01/21/2003 14:08:39 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)VICKY DAVIS

CUSTOMER CONCERN -WIPER INOP

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

NONE.

TAC RECOMMENDATION -

CHECK FOR WATER INTRUSION IN WIPER MOTOR.

REPLACED WIPER MOTOR

01/21/2003 14:08:39 HISTORY - WARNER

02/04/2003 08:18:51 KEREKES -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6127668	VIN Number:	1GKET168736109036
Date Opened:	1/21/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G40232	Mileage:	8576
Address:	KASTNER PONTIAC-OLDSNAPA	C State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WATER INTRUSION P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION--

01/21/2003 14:42:18 SBD TEMPLATE - LESZCYNISKI

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) TECHNICIAN MARK

CUSTOMER CONCERN - WIPERS INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DEALER HAS ALREADY REPLACED THE MOTOR AND THE
VEHICLE CAME BACK AGAIN DEALER IS ASKING FOR BULLETIN OR PI
INFORMATION

TAC RECOMMENDATION -

ADVISED DEALER ON PI 00413 NEW MOTOR AND PIGTAIL

01/21/2003 14:42:18 HISTORY - LESZCZYNSKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6188761	VIN Number:	1GNDT13S832113838
Date Opened:	1/22/2003	Model Year:	2003
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B28058	Mileage:	7433
Address:	BRITAIN MOTORS INC EAST PALESTINE	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS 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—

01/22/2003 09:10:26 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)

RAY NICASTRO- TECH

CUSTOMER CONCERN -

WIPERS INOPERATIVE

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

TECH HAS REPLACED WIPER MOTOR. WATER INSIDE MOTOR AGAIN.

TAC RECOMMENDATION -

ADVISED TECH TO REPLACE WITH WATER PROOF MOTOR PER PI PI00413

01/22/2003 09:10:28 HISTORY - ROAT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6189717	VIN Number:	1GNET16S126108209
Date Opened:	1/22/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B32454	Mileage:	3831
Address:	SALISBURY CHEVROLET SCOTIA	N	State: NY
Dealer Phone:			

SYMPTOM ABSTRACT--- MOTOR WINDSHIELD 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---

01/22/2003 11:10:47 SBD TEMPLATE - HALLER

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 MATTHEWS - S.F.

CUSTOMER CONCERN - WIPERS INOP REPEAT.

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

DLR HAS VERIFIED THE CONCERN AND ISOLATED IT TO THE WIPER MOTOR. DLR
SEEKING LATEST INFO.

TAC RECOMMENDATION - TAC ADV DLR OF LATEST P/N PER P#00413 AND DESIGN
CHANGE.

01/22/2003 11:10:47 HISTORY - HALLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6192149	VIN Number:	1GNES16S936116272
Date Opened:	1/22/2003	Model Year:	2003
Date Closed:	1/23/2003	Series:	Trafficblazer Ext 2WD
Dealer Code:	B16014	MIrange:	5509
Address:	MICHAEL CHEVROLET-OLSUMMERSVILLE	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER WIPER INOP FRONT PI00413

RESOLUTION ABSTRACT- W/S WIPER MOTOR R&R

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

01/22/2003 16:48:44 8BD TEMPLATE - ORR

STRATEGY BASED DIAGNOSTICS

NUMBER OF TIMES IN FOR THE SAME CONDITION

2

NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

2

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

N

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

JOSH CORYELL TECH

CUSTOMER CONCERN

WIPERS STUCK IN MIDDLE OF WINDSHIELD, -

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

COMPARE TO LIKE VEHICLE?)

CAN VERIFY,

TAC RECOMMENDATION-

ADVISED DLR OF F100413, READ TO DLR: WINDSHIELD WIPERS ARE INOPERATIVE OR

OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF

NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE

DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW

PART NUMBER. OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT

SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE

WARE OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY

WOULD LIKELY BE THE "OLD" PART. THE FOLLOWING CHECKS ARE STILL

RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT: 1. VERIFY THAT THERE ARE

NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

PE83-842 / GM644

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. CLEAN THE TERMINAL ENDS. 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.

W/O RAIN SENSE NEW PART #15094704

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

15306415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

01/22/2003 16:48:44 HISTORY - ORR

01/23/2003 16:20:12 LESZCZYNSKI - CALLED IN CASE CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6192631	VIN Number:	1GKET16S496118702
Date Opened:	1/23/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	D41333	Mileage:	6002
Address:	FLORENCE BUICK PONTIFLORENCE	State:	KY
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER FRONT 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—

01/23/2003 08:19:35 SBD TEMPLATE - BURKETT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - FRONT WIPERS ARE INOP AT TIMES.

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

DUPLICATED ONCE THEN THE WIPERS STARTED OPERATING NORMALLY. NO PARTS REPLACED.

TAC RECOMMENDATION -

ADVISED DLR TO CHECK FOR WATER INTRUSION IN WIPER MOTOR. IF THERE IS WATER IN MOTOR, ORDER NEW PN WATERPROOF WIPER MOTOR AND WIRING HARNESS.

PI 00413

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 NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE

PE03-042 / GM644

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS

OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

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

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

01/23/2003 08:19:36 HISTORY - BURKETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6195614	VIN Number:	1GNES16S936118748
Date Opened:	1/23/2003	Model Year:	2003
Date Closed:		Series:	Trafficazer Ext 2WD
Dealer Code:	B08541	MIrange:	12496
Address:	BOB RICHARDS CHEVROLAUGUSTA	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT WIPER WIPERS INOP

REBOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/23/2003 16:52:57 SBD TEMPLATE - LEIBENGOOD

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) TECH BRAD

CUSTOMER CONCERN - WIPER INOP

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

**TECH STS WIPERS ARE INOP INTERMINETNTLY. TECH REPLACED MOTOR ON PRIOR
VISIT VEHICLE RETURNED. WATER INTRUSION TO WIPER MOTOR. CORROSION**

TAC RECOMMENDATION -

REC: TECH INSTALL 15094704 WIPER MOTOR 88986271 PIGTAIL

01/23/2003 15:52:57 HISTORY - LEIBENGOOD

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 NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

PE03-842 / GM644

PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

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

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

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

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487690, AVAILABLE FROM SPO.

**THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR
TO NEW SPECS.**

.....

.....

BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI004

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6199915	VIN Number:	1GNET16S138118997
Date Opened:	1/27/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B02274	MBays:	1429
Address:	HUNTINGTON CHEVROLETHUNTINGTON	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER FRONT WIPER 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—

01/27/2003 09:01:40 89D TEMPLATE - BACK

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS INOP

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

TECH STS SECOND WIPER MOTOR TO GO OUT.

TECH FOUND NO BULLETIN/PI.

TECH NOT SURE IF COWL DRAINS ARE CLEAN.

TAC RECOMMENDATION - .

ADVISED PI00413

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.**

01/27/2003 09:01:40 HISTORY - BACK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6209110	VIN Number:	1GNET188536118145
Date Opened:	1/27/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B25461	Mileage:	4069
Address:	BUD WOLF CHEV INC INDIANAPOLIS	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP 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—

01/27/2003 09:33:36 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 / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESBORIES (LIST BELOW)

COMPANY VEHICLE EVALUATION PROCESS REPORTS

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6281382	VIN Number:	1GNES16S228108349	
Date Opened:	1/27/2003	Model Year:	2002	
Date Closed:		Series:	Traillblazer Ext 2WD	
Dealer Code:	B19144	MBong:	15821	
Address:	TOWN & COUNTRY CHEVROMILWAUKIE		State:	OR
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE 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--

01/27/2003 12:22:36 SBD TEMPLATE - SLEEMAN

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)

DON MCBRIDE, TECHNICIAN

CUSTOMER CONCERN -

WIPER INOPERATIVE.

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

ON THE FIRST VISIT THE WIPER MOTOR WAS FOUND TO HAVE WATER INTRUSION. HE
REPLACED IT AND IT HAS RETURNED TODAY FOR THE SAME CONDITION.

TAC RECOMMENDATION -

ADVISED TO TEST/CLEAN THE COWL DRAINS AND INSTALL THE REVISED MOTOR PER
PI00413.

01/27/2003 12:22:36 HISTORY - SLEEMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6282585	VIN Number:	1GNDY13S222235888
Date Opened:	1/27/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B44097	Mileage:	27159
Address:	TINNEY AUTOMOTIVE CO GREENVILLE	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WASHER 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—

01/27/2003 16:28:11 SBD TEMPLATE - SEALIE

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)

DOUG EVANS - TECH

CUSTOMER CONCERN -

WIPERS INOP.

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

DEALER STATES WIPER ARE INOP.

TAC RECOMMENDATION -

ADVISED DEALER OF PI00413 BODY AND ACCESSORIES WIPER / WASHER

INOPERATIVE

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

PE83-042 / GM644

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE

DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER

01/27/2003 15:28:11 HISTORY - SEALIE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6204461	VIN Number:	1GNES16SX36138403
Date Opened:	1/28/2003	Model Year:	2003
Date Closed:		Series:	Trafficblazer Ext 2WD
Dealer Code:	B28490	Mileage:	3138
Address:	SERPENTINI CHEVROLETAURORA	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT-- INOPERATIVE INTERMITTENT WIPER WIPERS INOP IN

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

01/28/2003 10:35:10 SBD TEMPLATE - EPLIN II

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -WIPERS INOP INTERMITTENT

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

TECH STS THAT HE IS LOOKING FOR INFO ON WIPER PI FOR THIS VEHICLE.

TAC RECOMMENDATION -TAC ADVISED TECH:

1) PI00413 WHICH TALKS ABOUT CONCERNS WITH WIPER MOTOR AND WATER

INTRUSION AND GIVES NEW PART NUMBERS

01/28/2003 10:35:10 HISTORY - EPLIN II

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6206235	VIN Number:	1GNET16S526113414
Date Opened:	1/28/2003	Model Year:	2002
Date Closed:		Series:	Traillblazer Ext 4WD
Dealer Code:	B32702	Mileage:	8545
Address:	SUDBAY CHE-FON-OLD-BGLOUCESTER	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER P100413 WIPER INOP REPEAT

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

01/28/2003 14:57:49 SBD TEMPLATE - DALEY

STRATEGY BASED DIAGNOSTICS

3__ NUMBER OF TIMES IN FOR THE SAME CONDITION

6__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

ALFREDO LUCIANO

CUSTOMER CONCERN -

REPEAT WIPER 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 INT THE PST HE HAS REPLACED 3 WIPER MOTOR FOR SAME CONCERN.

DLR STS THAT THE MOTORS ARE FULL OF WATER.

DLR LOOKING FOR DIAG.

TAC RECOMMENDATION -

TAC ADV DLR OF P100413: UPDATE WIPER PART NUMBER AND TO VERIFY PLEMUIN

DRAINS ARE NOT PLUGGED.

DLR OT CALL BACK WITH UPDATE

01/28/2003 14:57:49 HISTORY - DALEY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6289711	VIN Number:	1GNES16S538133490
Date Opened:	1/29/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B07575	Mileage:	7162
Address:	FRANK PARRA CHEVROLEIRVING	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— 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--

01/29/2003 13:50:28 SBD TEMPLATE - CRUMB

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 MIKE GOFF TECH

CUSTOMER CONCERN - WIPER MOTOR INOPERATIVE.

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) WIPER MOTOR AND CONNECTOR HAVE WATER INTRUSION.

TAC RECOMMENDATION - ADVISED MIKE TO INSTALL NEW DESIGN WIPER MOTOR.

01/29/2003 13:50:28 HISTORY - CRUMB

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6211362	VIN Number:	1GNES16S626125588	
Date Opened:	1/30/2003	Model Year:	2002	
Date Closed:		Series:	Trailblazer Ext 2WD	
Dealer Code:	B08200	Mileage:	13440	
Address:	GINN MOTOR COMPANY COVINGTON		State:	GA
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER FI00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

01/30/2003 08:22:22 8BD TEMPLATE - COLE

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MARK, WITH A REALLY BAD ATTITUDE

CUSTOMER CONCERN -

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

TECH STATES MOTOR SHOWS SIGNS OF WATER INTRUSION, TECH SEEKING PART

UPDATE INFO.

TAC RECOMMENDATION -

PROVIDED PART NUMBERS FROM PI P100413.

01/30/2003 08:22:22 HISTORY - COLE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6218171	VIN Number:	1GHDT13S722256200
Date Opened:	1/31/2003	Model Year:	2002
Date Closed:		Series:	Bravada 4WD 4DR
Dealer Code:	015672	MBadge:	37988
Address:	O'MALLEY OLDSMOBILE-WAUSAU	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER PIC0413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION---

01/31/2003 17:03:42 SBD TEMPLATE - ELLIOTT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME - MARK BUNTIN - TECH

CUSTOMER CONCERN - WIPER INOP

DEALER COMMENTS/DIAGNOSIS - MARK REPLACED THE WIPER MOTOR WITH THE NEW PART BUT IT IS INOP. MARK STS THE OLD WIPER MOTOR WILL WORK AT TIMES.

TAC RECOMMENDATION - TAC ADV MARK OF PI00413 AND ADV TO REPLACE THE MOTOR AGAIN.

01/31/2003 17:03:42 HISTORY - ELLIOTT

PI00413 STS:

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

PE83-842 / GM644

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# 16094705 OLD

12487887

PIGTAIL

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

02/04/2003 12:33:03 GLEDHILL -CALLER'S NAME (FIRST, LAST, AND
POSITION)

1 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) TECH HAS REPLACED THE WIPER MOTOR AND WENT TO
REPLACE THE CONNECTOR BUT CALLED BECAUSE THE CONNECTOR WILL NOT FIT.

NEW RECOMMENDATIONS: CONFIRMED CONNECTOR PART NUMBERS AND FOUND TECH HAS
A CONNECTOR FOR AN 03 VEHICLE AND THIS VEHICLE IS AN 02. PROVIDED TECH
WITH THE CORRECT P/N FOR THE 02 CONNECTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6228664	VIN Number:	1GKDT138032106148
Date Opened:	2/5/2003	Model Year:	2003
Date Closed:		Series:	Jimmy Ervo 4WD 4DR
Dealer Code:	G06608	Mileage:	13788
Address:	CONDOR PON-BUI-CAD-GCATSKILL	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER ERRATIC OPERATION PI00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

02/05/2003 16:06:08 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 JIMMY MCGINNIS TECH

CUSTOMER CONCERN - ERRATIC WIPER OPERATION

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

TAC RECOMMENDATION - REPLACE WIPER MOTOR WITH NEW DESIGN PER P100413

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 NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.**

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

PB03-043 / GM644

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 #15084704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15084705 OLD

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

02/12/2003 10:56:53 ZAJECHOWSKI -

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

JIMMY MCGINNIS TECH

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STATES HE HAS NEW PIGTAIL BUT HAS CONCERN WITH WIRE LOCATIONS.

NEW RECOMMENDATIONS

ADVISED TECH TO REFER TO DOCUMENT ID # 880567 FOR CONNECTOR END VIEW.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6229371	VIN Number:	1GKDT13S232163290
Date Opened:	2/6/2003	Model Year:	2003
Date Closed:	2/20/2003	Series:	T1
Dealer Code:	G14084	Mileage:	3058
Address:	JEFF WYLER BUICK-PONALEXANDRIA	State:	KY
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER NO CODES - 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—

02/08/2003 09:11:46 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 - DAN LOSEY - TECH

CUSTOMER CONCERN - WIPERS INOP.

DEALER COMMENTS/DIAGNOSIS - DAN STS POWER AND GROUND TO THE WIPER MOTOR
AND NO CODES.

TAC RECOMMENDATION - TAC ADV DAN OF INFO FROM PI00413.

02/06/2003 09:11:46 HISTORY - ELLIOTT

PI00413 STS:

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

PE03-042 / GM644

PIGTAIL

15306415 2002 MODEL YEAR

88866271 2003 MODEL YEAR

THERE IS ALSO A MOTOR HOUSING KIT, PART # 12487690, AVAILABLE FROM SPO.

THIS WAS FOR THE OLD MOTOR AND CANNOT BE USED TO "UPGRADE" THE OLD MOTOR
TO NEW SPECS.

02/17/2003 16:28:27 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6233918	VIN Number:	1GNDT138422242557
Date Opened:	2/7/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B09390	Mileage:	11100
Address:	JEPF WYLER CHEVROLETS SPRINGFIELD	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER P100413

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

02/07/2003 11:07:43 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)

SCOTT PFLAUMER TECH.

PE83-842 / GM644

Page 1289 of 2391

CUSTOMER CONCERN -

WIPERS INOP.

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

**DUPLICATED. NO CODES. NOTHING REPLACED. MOISTURE IN WIPER CONNECTOR.
DEALER STATES THAT HE HAS BEEN PUTTING GREASE IN THE CONNECTORS AND
SHIPPING THE OTHER CARS. HE WAS CALLING TO SEE IF SOMETHING HAS CHANGED.**

TAC RECOMMENDATION -

DEALER DID NOT WANT THE CASE.

CASE CLOSED WITH THE P#00413 INFORMATION.

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

02/07/2003 11:07:43 HISTORY - BENNETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6236689	VIN Number:	1GKDT13SX32208211
Date Opened:	2/10/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G06210	Mileage:	2029
Address:	STEPHEN PONTIAC-CADIBRISTOL	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER SLOW OR INOP

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

02/10/2003 08:12:39 SBD TEMPLATE - HAWKINS

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)DAN ROY TECH

CUSTOMER CONCERN - WIPERS ARE INOP INTERMITTENTLY OR OPERATE SLOWLY.

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

DLR STS HE CAN NOT DUPLICATE THE CONCERN.

TAC RECOMMENDATION -

TAC ADV DLR TO CHECK CONNECTOR FOR SIGNS OF WATER INTRUSION AND TO CLEAN
OR REPLACE TERMINALS AS NECESSARY. IF NO PROBLEM FOUND REPLACE WIPER
MOTOR WITH NEW PART # 15094704 TAKEN FROM PI 100413.

TAC ADV DLR TO CHECK COWL DRAIN DURING REPAIR.

MIKE HAWKINS

02/10/2003 08:12:39 HISTORY - HAWKINS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6237391	VIN Number:	1GNES10SX36132562
Date Opened:	2/10/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B24330	Mileage:	1912
Address:	JR MEEKS CHEVROLET ICROSSETT	State:	AR
Dealer Phone:			

SYMPTOM ABSTRACT— 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—

02/10/2003 11:47:25 SBD TEMPLATE - ST.DENIS

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 KELLY SM

CUSTOMER CONCERN -

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

TAC RECOMMENDATION -

TRANSFERRED TO ACC GROUP .

02/10/2003 11:47:25 HISTORY - ST.DENIS

02/10/2003 12:00:42 COWGER

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

JEFF KELLY SM

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR STS HE HAS WIPER MOTOR RUNNING ERRATIC AT TIMES AND INOP AT TIMES

NEW RECOMMENDATIONS

ADV DLR TO REPLACE WIPER MOTOR ASSEMBLY AS PER PI PI00413.

PR03-042 / GM644

ADV DLR TO REPLACE WIPER MOTOR ASSEMBLY AS PER PI PI00413.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

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

12487687

PIGTAIL

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

02/13/2003 09:04:15 WILSON UPDATE:

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

JEFF KELLY SM

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

5__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

DETAILS OF THE CONCERN)

DLR STATES PART #15094704 WAS INSTALLED AND IT DOESN'T SEEM TO FIT

RIGHT...>DLR STATES EVERYTIME IT MAKES A REVOLUTION THE CRANK ARM HITS
THE COWL AND MAKES A THUMP NOISE.....DLR LOOKING FOR ANY SUGGESTIONS

NEW RECOMMENDATIONS

ADVISED DLR THERE ARE HUNDREDS OF CASES WITH THIS MOTOR BEING USED BUT NO
CASES WITH ANY TECHS REPORTING THIS CONCERN....ADVISED DLR HE MAY WANT TO
RECHECK THE INSTALLATION....

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6237686	VIN Number:	1GNES16S336123783	
Date Opened:	2/10/2003	Model Year:	2003	
Date Closed:		Series:	Trailblazer Ext 2WD	
Dealer Code:	B30016	Mileage:	2141	
Address:	ATZENHOPPER CHEVROLEVICTORIA		State:	TX
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER WIPERS INOP PI

RESOLUTION ABSTRACT-

UCC CODE 1_____

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2_____

UCC-2 DESCRIPTION—

UCC CODE 3_____

UCC-3 DESCRIPTION—

02/10/2003 12:18:52 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)

JEFF TIGRETT TECH

CUSTOMER CONCERN -

WIPERS INOP.

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

COMPARE TO LIKE VEHICLE?)

REPLACED LGM FOR OTHER CODES.

CANNOT DUPLICATE.

TAC RECOMMENDATION -

-READ PI00413 TO TECH.

-VERIFIED THAT VEHICLE WAS BUILT 2 MONTHS BEFORE THE CUTOFF.

02/10/2003 12:18:52 HISTORY - KUEHNL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6240525	VIN Number:	1GNDT13S822275318
Date Opened:	2/11/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B11192	Mileage:	16485
Address:	GATES CHEV CORP SOUTH BEND	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER WIP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

02/11/2003 10:30:15 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

PAT SYSON TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WINDSHIELD WIPERS ARE INOP. AT TIMES.

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

COMPARE TO LIKE VEHICLE?)

DLR. HAS REPLACED THE WIPER MOTOR ON A PREVIOUS VISIT. DLR. HAS NOT

VERIFIED CONCERN. DLR. IS LOOKING FOR DIRECTION.

TAC RECOMMENDATION -

REVIEWED P100413 (REPLACE WIPER MOTOR WITH NEW P/N) WITH DLR.

02/11/2003 10:30:15 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6242273	VIN Number:	1GKET16S736126633
Date Opened:	2/11/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	B15198	Mileage:	1651
Address:	ARMEN CHEVROLET-OLDSARDMORE	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— OPERATION WINDSHIELD WIPER WIPER STICKS OR FL

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

02/11/2003 14:57:41 SBD TEMPLATE - RICKETTS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**CUSTOMER CONCERN - FRONT WIPER SEEMS TO STUTTER OR BIND AT TIMES WHILE
DRIVING,**

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

HAS NOT DUPLICATED CONCERN. DLR LOOKING FOR SUGG.

**TAC RECOMMENDATION - THERE WERE NO CASES WITH THIS CONCERN. SUGG TO CHECK
RESIDUE ON WINDSHIELD, AND WIPERS POSSIBLY. DLR TO CHECK AND ADV.**

02/11/2003 14:57:41 HISTORY - RICKETTS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6247999	VIN Number:	1GNES16S436116356
Date Opened:	2/13/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B08473	MBadge:	2397
Address:	GLYNN SMITH CHEVROLEPELIKA	State:	AL
Dealer Phone:			

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--

02/13/2003 10:47:44 SBD TEMPLATE - ELLIOTT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME - MARK HOLMES - TECH

CUSTOMER CONCERN - ERRATIC WIPERS.

DEALER COMMENTS/DIAGNOSIS - MARK STS THE WIPER MOTOR HAS WATER IN IT.

TAC RECOMMENDATION - TAC ADV MARK OF INFO FROM PI00413.

02/13/2003 10:47:44 HISTORY - ELLIOTT

PI00413 STS:

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 NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE

DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW

PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE

NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS

OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE

THE "OLD" PART.

PR83-842 / GM644

THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

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

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT

NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15084704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 15084705

OLD

12487687

PIGTAIL

15306416 2002 MODEL YEAR

88988271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6250688	VIN Number:	1GKET16S626121249
Date Opened:	2/14/2003	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G10580	MBays:	6600
Address:	GAMBACORTA BUICK, INNEW CASTLE	State:	DE
Dealer Phone:			

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—

02/14/2003 08:22:54 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 JIM HOLZMAN

CUSTOMER CONCERN - WIPER INOPERATIVE

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

**TAC RECOMMENDATION - ADVISED TO INSTALL NEW DESIGN WIPER MOTOR PER
PI00413**

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 NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.**

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

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

AREA. THE DRAINS ARE ON

EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE,

THE PLENUM SHOULD

NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

VEHICLES BUILT AFTER NOVEMBER 4TH, 2002 SHOULD NOT EXHIBIT THIS

CONDITION. PLEASE FORWARD ANY CASES ON VEHICLES BUILT AFTER THIS DATE TO

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15094704

OLD 12487889

WITH RAIN SENSE (RPO = CE1) NEW PART# 15094706

OLD

12467687

PIGTAIL

15306415 2002 MODEL YEAR

85986271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6251884	VIN Number:	1GNES16S526121807
Date Opened:	2/14/2003	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 2WD
Dealer Code:	B26120	Mileage:	3531
Address:	COX CHEVROLET INCORPBRADENTON	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER FRONT WIPERS INOP PI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

02/14/2003 12:18:30 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) JOHN WINANS (TECH)

CUSTOMER CONCERN - FRONT WIPERS INOP

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

TECH STATES WIPER MOTOR AND CONNECTOR ARE FULL OF CORROSION. TECH IS
REPLACING THE WIPER MOTOR AND IS CALLING FOR HARNESS PIGTAIL INFORMATION.

TECH NOT SURE IN VEH HAS RAIN SENSE.

TAC RECOMMENDATION -

-CHECK VIS VEH HAS (RPO =CE1)

ADVISED TECH OF P100413 WINDSHIELD WIPER MOTOR INOPERATIVE, ERRATIC
OPERATION

PART INFORMATION:

WIPER MODULE (MOTOR)

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

12487887

PIGTAIL

15308416 2002 MODEL YEAR

PE83-842 / GM644

16306416 2002 MODEL YEAR

88988271 2003 MODEL YEAR

02/14/2003 12:18:30 HISTORY - ROSS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6253836	VIN Number:	1GNDT13S022279689
Date Opened:	2/17/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B26349	Mileage:	18078
Address:	JACK WILSON CHEVROLES SAINT AUGUSTI	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP ON VEH PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION--

UCC CODE 3—

UCC-3 DESCRIPTION—

02/17/2003 09:05:52 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)

STEVEN MICHAEL KENNEDY

CUSTOMER CONCERN -

WIPERS ARE INOP ON VEH INTERMITTENTLY.

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

COMPARE TO LIKE VEHICLE?)

TECH STATED THAT HE IS LOOKING FOR CASES AND BULLETIN INFO HE STATED

WATER IS ENTERING WIPER MOTOR ASSY AND STATED ON OTHER S/T PLATFORMS HE

HAS SEEN FIX FOR THIS CONDITION.

TAC RECOMMENDATION -

TECH TO REPLACE WIPER MOTOR AND WIPER MOTOR CONNECTOR WITH NEW ONE FROM

P/ P100413

02/17/2003 09:06:52 HISTORY - MASON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6253285	VIN Number:	1GNET16S626130738
Date Opened:	2/17/2003	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B19084	MBadge:	15412
Address:	BUD CLARY CHE-OLD-CALONGVIEW	State:	WA
Dealer Phone:			

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--

02/17/2003 13:30:40 SBD TEMPLATE - BACK

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) ISAAC SWETT TECH

CUSTOMER CONCERN - WIPERS INOP

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

TECH STS REPLACED WIPER 2 MONTHS AGO FOR SAME CONCERN BACK WITH FAULTY MOTOR AGAIN.

TECH STS DOESN'T SEE ANY CORROSION ON CONNECTOR.

TECH STS HAVE HAD A LOT OF RAIN RECENTLY.

TAC RECOMMENDATION -

ADVISED TO CHECK COWL DRAINS FOR RESTRICTIONS AND REPLACE REVISED WIPER MOTOR PER P100413

RECOMMENDATION/INSTRUCTIONS:

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE

PE83-842 / GM644

Page 1317 of 2381

OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

02/17/2003 13:30:40 HISTORY - BACK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6260069	VIN Number:	1GKET18S038101136
Date Opened:	2/19/2003	Model Year:	2003
Date Closed:	2/19/2003	Series:	Envoy XL 4WD
Dealer Code:	G06470	Mileage:	7230
Address:	COLEMAN BUICK PONTIAC LAWRENCEVILLE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER FRONT WIPERS ERRATIC OPERATION WATER IN

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

02/19/2003 08:03:10 SBD TEMPLATE - BURKETT

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) CHRIS MACIOLEK-TECH.

CUSTOMER CONCERN - FRONT WIPERS HAVE ERRATIC OPERATION-GO INOP AT TIMES.

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

DUPLICATED COND. REPLACED MOTOR TWICE BACK AGAIN WITH SAME COND. WIPER
MOTOR HAS WATER IN IT.

TAC RECOMMENDATION -

ADVISED DLR OF NEW MOTOR AND HARNESS ASSM FROM PI 00413.

A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.

OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR
AREA. THE DRAINS ARE ON

PE03-042 / GM644

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

O

02/19/2003 08:03:10 HISTORY - BURKETT

**02/19/2003 08:24:14 HALJ -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)**

DLR CALLED BACK AND WAS MISTAKEN, VEHICLE DOES HAVE RAIN SENSE.

NEW RECOMMENDATIONS

REVIEW CORRECT PART # FROM PI00413. HAJJ 40772

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6260125	VIN Number:	1GKDS13S122166473
Date Opened:	2/19/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	G10422	MBadge:	18646
Address:	BEN MYNATT PONTIAC-GSALISBURY	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER INT INOP NO DUPLICATION P100

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

02/19/2003 08:33:39 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)TIM KIRK

CUSTOMER CONCERN -WIPERS INOP

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

TECH HAS DONE NOTHING CALLING FOR ISSUES

TAC RECOMMENDATION -

ADVISED TECH OF PI 00413

02/19/2003 08:33:39 HISTORY - WACHTMEISTER

03/06/2003 10:42:28 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6261039	VIN Number:	1GNET16S520115079	
Date Opened:	2/19/2003	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B11037	Mileage:	9878	
Address:	KELLEY CHEVROLET INC FORT WAYNE		State:	IN
Dealer Phone:				

SYMPTOM ABSTRACT— INTERMITTENT 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—

02/19/2003 10:44:37 SBD TEMPLATE - SLEEMAN

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)

RICK JONES S.F.

CUSTOMER CONCERN -

WIPER INTERMITTENTLY INOPERATIVE AND SOME TIMES PHANTOM ACTIVATE.

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

UNSURE HOW TO PROCEED.

TAC RECOMMENDATION -

**ADVISED TO TEST THE PLENUM DRAINS AND INSTALL THE REVISED WIPER MOTOR PER
PI00413.**

02/19/2003 10:44:37 HISTORY - SLEEMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6268586	VIN Number:	1GNES16S636101857
Date Opened:	2/21/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B16014	Mileage:	1978
Address:	MICHAEL CHEVROLET-OLSUMMERVILLE	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

02/21/2003 11:38:49 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

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

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

CUSTOMER CONCERN - WIPERS ARE INOP.

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

JIM IS ABLE TO DUPLICATE THE CONCERN AND STS THAT HE HAS SEVERE
CORROSION AT THE WIPER MOTOR CONNECTOR AND IN THE WIPER MOTOR ITSELF.

TAC RECOMMENDATION - ADVISED JIM TO REPLACE THE WIPER MOTOR AND PIGTAIL
PER PID0413.

02/21/2003 11:38:49 HISTORY - MURRAY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6269264	VIN Number:	1GKET16S838124212
Date Opened:	2/21/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G26597	Mileage:	1741
Address:	FAIRBORN BUICK PONTIFAIRBORN	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT INT 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—

02/21/2003 13:59:04 SBD TEMPLATE - WILL

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)

MICHAEL VAN DYKE

CUSTOMER CONCERN -

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

COMPARE TO LIKE VEHICLE?)

INT WIPERS INOP. DLR STS UNABLE TO DUP CONCERN.

TAC RECOMMENDATION -

TAC ADV DLR OF P/100413. J.WILL

02/21/2003 13:59:04 HISTORY - WILL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6269471	VIN Number:	1GNDT13S022373273
Date Opened:	2/21/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B15003	Mileage:	7516
Address:	ELKINS CHEVROLET GEOPITMAN	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT-- INTERMITTENT OPERATION FRONT 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--

02/21/2003 14:35:11 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 MATT CONNELLY

CUSTOMER CONCERN - ERRATIC FRONT WIPER OPERATION

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

TAC RECOMMENDATION - DISCUSSED PI00413

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 NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE
DIFFERENT IN APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW
PART NUMBER.**

**OLD PARTS ARE ALSO IN SPO. THE OLD PART NUMBER WILL NOT SUPERSEDE TO THE
NEW PART UNTIL THEY ARE USED UP. DEALERS SHOULD ALSO BE WARY OF MOTORS
OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE
THE "OLD" PART.**

**THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR
REPLACEMENT:**

PE83-842 / GM644

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

12487887

PIGTAIL

15306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6270788	VIN Number:	1GKET16S738114708
Date Opened:	2/24/2003	Model Year:	2003
Date Closed:	2/24/2003	Series:	Envoy XL 4WD
Dealer Code:	G06273	Mileage:	3201
Address:	VAN BUREN BUICK PONTGARDEN CITY P	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— WATER INTRUSION

RESOLUTION ABSTRACT- MOTOR, WIPER - WINDSHIELD - REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

02/24/2003 09:20:59 SBD TEMPLATE - SLEEMAN

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)

FRANK STALLONE, TECHNICIAN

CUSTOMER CONCERN -

ERRATIC WIPER OPERATION.

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

**HAS FOUND WATER INTRUSION TO THE WIPER MOTOR. ON THE FIRST VISIT HE
REPLACED THE MOTOR AND THE 9 WAY CONNECTOR FOR WATER INTRUSION.**

TAC RECOMMENDATION -

**ADVISED TO TEST THE DRAINS AND INSTALL THE REVISED WIPER MOTOR PER
PI00413.**

02/24/2003 09:20:59 HISTORY - SLEEMAN

02/24/2003 11:40:29 LOOMIS - CASE CLOSING

REPLACED WIPER MOTER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6276918	VIN Number:	1GNES16S536142402
Date Opened:	2/24/2003	Model Year:	2003
Date Closed:	2/25/2003	Series:	S1
Dealer Code:	B08460	Mileage:	2626
Address:	TEAM CHEVROLET AT NOALPHARETTA	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER INOPERATIVE CE1 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—

02/24/2003 10:31:30 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) CHRIS ROMANCHUK, TECHNICIAN.

CUSTOMER CONCERN - WIPERS INOP.

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

DLR STS HE FOUND THE WIPER MOTOR AND CONNECTOR FULL OF WATER, AND IS JUST
SEEKING A CASE NUMBER BEFORE REPLACING THE MOTOR AND CONNECTOR.

TAC RECOMMENDATION -

PI00413 STS 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

PIGTAIL

15306415 2002 MODEL YEAR

88988271 2009 MODEL YEAR

R.K.

PE83-642 / GM644

88988271 2003 MODEL YEAR R.K.
02/24/2003 10:31:30 HISTORY - KOPAH

02/25/2003 10:52:13 CRUMB - VME CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6272868	VIN Number:	1GKES16S328118871
Date Opened:	2/24/2003	Model Year:	2002
Date Closed:	2/27/2003	Series:	Envoy XL 2WD
Dealer Code:	G40016	MHage:	12537
Address:	CERRITOS BUICK-PONTIAC CERRITOS	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— 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—

02/24/2003 12:43:38 SBD TEMPLATE - SHERMAN

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)

EDDIE MARTIN

CUSTOMER CONCERN -

FRONT WIPER IS INOP "AGAIN".

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

COMPARE TO LIKE VEHICLE?)

WIPER MOTOR IS FULL OF WATER.

TAC RECOMMENDATION -

TAC ADVISED OF PI00413

02/24/2003 12:43:38 HISTORY - SHERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6273546	VIN Number:	1GKDT13S722480809
Date Opened:	2/24/2003	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	D47220	Mileage:	2886
Address:	MOORE BUICK PONTIAC LOS GATOS	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT 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—

02/24/2003 18:20:10 86D TEMPLATE - NICHOLS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - INTERMITTENT THE FRONT WIPER ARE INOP.

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

ROGER STS THE FRONT WIPER ARE WORKING AT THIS TIME HAS NOT DUPLICATE HE
INTERMITTENT WIPER INOP.

TAG RECOMMENDATION -

1. ADVISE TO FOLLOW PI00413 REPLACE THE WIPER MOTOR.

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

2. CALL BACK WITH RESULTS. NICHOLS 40744

02/24/2003 16:20:10 HISTORY - NICHOLS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6273872	VIN Number:	1GKES16S536106772	
Date Opened:	2/24/2003	Model Year:	2003	
Date Closed:		Series:	Envoy XL 2WD	
Dealer Code:	G14038	Mileage:	5797	
Address:	WILKINSON PONTIAC-BUYVICTORIA		State:	TX
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER REPEAT WIPER MOTOR 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—

02/24/2003 17:34:11 SBD TEMPLATE - EPLIN II

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) ROY MULLENS-TECH

CUSTOMER CONCERN -REPEAT WIPER MOTOR INOPERATIVE

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

**TECH STS THAT THIS WILL BE THE THIRD MOTOR THAT THEY ARE REPLACING. TECH
STS THAT THEY WERE INSTALLING OLD PART NUMBER READ FROM PI.**

TAC RECOMMENDATION -TAC ADVISED TECH;

**1) P100413 CHECK FOR WATER DRAINAGE ISSUES AND REPLACE PIGTAIL AND MOTOR
WITH UPDATED**

02/24/2003 17:34:11 HISTORY - EPLIN II

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6274644	VIN Number:	1GNDT13S322457458
Date Opened:	2/25/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B18054	Mileage:	6199
Address:	UNDERDAHL CHEVROLET-WINONA	State:	MN
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER WIPERS INOP INTE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

02/25/2003 10:01:09 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)

AFTERMARKET ALARM

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

CUSTOMER CONCERN -WIPERS INOP INTERMITTENT P100413

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

TECH STATES THE WIPER MOTOR WAS REPLACED AT ANOTHER DEALER IN JANUARY

TAC RECOMMENDATION -

CHECK AFTERMARKET WIRING. IF OK P100413 MAY APPLY.

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.

PE03-042 / GM644

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF

REPLACEMENT IS NECESSARY, A

PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT
NECESSARY.

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

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15094704

OLD 12487686

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

OLD

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

02/25/2003 10:01:09 HISTORY - WARNER

03/04/2003 09:15:05 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6274773	VIN Number:	1GKET16S626123429
Date Opened:	2/25/2003	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G44059	MBadge:	15441
Address:	JOHN K. FISHER, INC. EL DORADO	K State:	KS
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE 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—

02/25/2003 10:18:47 SBD TEMPLATE - JACOB

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)

RANDY KLAUS 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 THE WIPER MOTOR HAS BEEN REPLACED

TECH STS THE WIPER MOTOR IS FULL OF WATER AGAIN

TAC RECOMMENDATION -

TAC ADVISES TECH OF P# P100413

WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

02/25/2003 10:18:47 HISTORY - JACOB

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6278864	VIN Number:	1GHDT13S222104888
Date Opened:	2/26/2003	Model Year:	2002
Date Closed:	3/4/2003	Series:	T1
Dealer Code:	009215	Mileage:	18788
Address:	HAYDOCY AUTOMOTIVE COLUMBUS	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS STOP IN THE MIDLE OF THE WINDSHE

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

02/26/2003 09:10:28 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)

TIM SCHROECK

CUSTOMER CONCERN -

WIPER STOP IN THE MIDDLE OF THE WINDSHIELD AT TIMES .

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

CAN NOT DUPLICATE.

TAC RECOMMENDATION -

ADVISE ON PK00413.

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.

PE03-042 / GM644

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

CHRIS,TECH

CUSTOMER CONCERN -

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

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

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

TAC RECOMMENDATION -

REPLACE WIPER MOTOR ASSY, SPAC IF NECESSARY.

ADVISED OF PI00273 FOR HVAC CONCERN.

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

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

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

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

17__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6279577	VIN Number:	1GNDT13S022441038
Date Opened:	2/26/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	D40358	Mileage:	9906
Address:	CHIP WYNN BUICK-JEEP/PAUCAH	State:	KY
Dealer Phone:			

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—

02/26/2003 12:49:38 SBD TEMPLATE - SEALIE

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)

TERRY REYNOLDS - TECH

CUSTOMER CONCERN -

THE WIPERS ARE INOP.

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

**DEALER STATES REPLACING THE MULTIFUNCTION SWITCH WITHOUT CHANGE. DEALER
STATES NO POWER COMING OUT OF SWITCH.**

TAC RECOMMENDATION -

**ADVISED DEALER OF PI00413 BODY AND ACCESSORIES WIPER / WASHER
INOPERATIVE**

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.

**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 SEN

02/26/2003 12:49:36 HISTORY - SEALIE

03/12/2003 16:03:46 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6279771	VIN Number:	1GNDT13S62227727
Date Opened:	2/26/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B32409	MBong:	17872
Address:	WOOLWICH CHEVROLET, WOOLWICH	State:	ME
Dealer Phone:			

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—

02/26/2003 13:24:33 9BD TEMPLATE - KOSMOWSKI

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)

BRANDON CAHILL, TECH

CUSTOMER CONCERN -

CUSTOMER ALLEGES WIPERS ARE ERRATIC.

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

**DEALER STATES THEY HAVE NOT DUPLICATED THE CONCERN. DEALER STATES THEY
CALLED LOOKING FOR INFORMATION.**

TAC RECOMMENDATION -

ADVISED DEALER OF INFORMATION IN PI00413.

02/26/2003 13:24:33 HISTORY - KOSMOWSKI

PI00413:

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:

FE83-042 / GM644

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

PIGTAIL

15308416 2002 MODEL YEAR

88888271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6284949	VIN Number:	1GNES18S826131567
Date Opened:	2/27/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B20186	MLAge:	6707
Address:	GUARANTY CHEVROLET MSANTA ANA	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— 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—

02/27/2003 18:01:29 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)

RAY BAILEY

CUSTOMER CONCERN -

WIPERS INOP.

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

**THE WIPER MOTOR WAS REPLACED IN DECEMBER AND NOW IT IS BACK. THE MOTOR
DOESN'T LOOK THE SAME AND PULSE DOES NOT WORK.**

TAC RECOMMENDATION -

ADVISE THAT THE TRUCK HAS RAIN SENSE.

ADVISE TO MAKE SURE HE HAS THE CORRECT MOTOR AND PIGTAIL.

ADVISE ON PI00413.

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,
PE03-042 / GM644**

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.

02/27/2003 18:01:29 HISTORY - REGAN

03/03/2003 14:26:30 RAUCH -CALLER'S NAME (FIRST, LAST, AND
POSITION) RAY BAILEY

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

10 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

HE STS THE WIPER CONNECTOR AND WIRING PINS AND COLORS IS DIFFERENT. HE

STS THE BELOW PARTS HAVE BEEN REPLACED.

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

-PIGTAIL HARNESS 15309415 2002 MODEL YEAR

NEW RECOMMENDATIONS

-VERIFIED THE WIRING IN SI CONNECTOR END VIEWS MATCHING THE WIPER PIGTAIL

WIRE COLORS AND PIN OUTS.

-ADVISED TO PERFORM MOISTURE SENSING FEATURE INOPERATIVE DOCUMENT ID#

772036.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6285884	VIN Number:	1GNES16S936103821
Date Opened:	2/28/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B17862	Mileage:	10659
Address:	PETRUS CHEVROLET CO.DE WITT	State:	AR
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER ERRATIC WIPER OPERATION P100

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

02/28/2003 10:52:03 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)

JASON RIEVES- TECH

CUSTOMER CONCERN -

WIPERS COME ON TURNING

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

COMPARE TO LIKE VEHICLE?)

TECH HAS REPLACED WIPER MOTOR FOR BEING INOPERATIVE AT TIMES. TECH HAS

INSPECTED WIRING HARNESS IN COLUMN AREA.

TAC RECOMMENDATION -

ADVISED TECH INSPECT MULTI FUNCTION SWITCH. INSPECT A POSSIBLE BENT

HANDLE.

02/28/2003 10:52:03 HISTORY - ROAT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6287530	VIN Number:	1GNDT13S722166753
Date Opened:	2/28/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B03570	MRange:	30049
Address:	LOWE CHEVROLET-BUICKWAYNESVILLE	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER WIPER INOP FI00413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

02/28/2003 15:33:52 SBD TEMPLATE - SEARS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BILL FORESTER

CUSTOMER CONCERN -

WIPER INOP

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

HEARD OF UPDATED PART NUMBERS FOR THE WIPER MOTOR AND IS LOOKING FOR IT

TAC RECOMMENDATION -

1) PI00413

02/28/2003 16:33:52 HISTORY - SEARS

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

PE03-842 / GM644

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

PIGTAIL

15308415 2002 MODEL YEAR

68886271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6288645	VIN Number:	1GNES18S726138186
Date Opened:	3/3/2003	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B07515	Mileage:	9188
Address:	ALLEN SAMUELS CHEVROWACO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WATER WIPER REPEAT WATER INTRUSIO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

03/03/2003 09:55:07 SBD TEMPLATE - HAWKINS

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 LITTLE TECH

CUSTOMER CONCERN - MULTIPLE WIPER MOTOR FAILURES

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

**DLR STS THE VEHICLE IS BACK AGAIN FOR WATER INTRUSION CAUSING PROBLEMS
WITH WIPER MOTOR.**

TAC RECOMMENDATION -

TAC ADV DLR TO REPLACE WIPER MOTOR AGAIN .

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:

PE03-042 / GM644

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

PIGTAIL

15306415 2002 MODEL YEAR

8890627

03/03/2003 09:58:07 HISTORY - HAWKINS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6293249	VIN Number:	1GNET18S726129713
Date Opened:	3/4/2003	Model Year:	2002
Date Closed:	6/10/2003	Series:	T1
Dealer Code:	B02100	Mileage:	14450
Address:	GEARHART CHEVROLET IDENVILLE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER STOP AT TIMES 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—

03/04/2003 12:23:11 SBD TEMPLATE - REGAN

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

10 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y HOLE IN COWL_ Y / N IS THE VEHICLE MODIFIED/NON-PRODUCTION ACCESSORIES

(LIST BELOW)

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

ROB WHITTAKER

CUSTOMER CONCERN -

WIPERS STOP WORKING AT TIMES.

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

THE WIPER MOTOR AND PIGTAIL HAVE BEEN REPLACED 3 TIMES. THE NEW PART WAS INSTALLED THE LAST TIME IN. SOME ONE IN ENGINEERING TOLD THEM TO DRILL A DRAIN HOLE IN THE COWL. THE TRUCK IS BACK WITH THEY SAME COMPLAINT OF THE WIPERS STOPPING AT TIMES. THEY CAN NOT DUPLICATE AT THIS TIME. COWL DRAINS ARE CLEAR. THEIR AVM WANTS AN RSE OUT ON THIS VEHICLE.

TAC RECOMMENDATION -

ADVISE THAT I WILL REFER THE CASE TO MASTER CONSULTANT VAL ESCAMILLIA FOR ESCALATION.

ADVISE ON PI00413.

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

PE83-842 / GM644

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.

03/04/2003 12:23:11 HISTORY - REGAN

03/04/2003 12:32:50 REGAN -

LEVEL 2 ESCALATION CHECK LIST

10+ NUMBER OF DAYS VEHICLE HAS BEEN OUT OF SERVICE FOR THIS CONDITION.

**4 NUMBER OF TIMES THE VEHICLE HAS BEEN TO THE DEALER FOR THIS
CONDITION.**

Y VEHICLE AT DEALER

Y THOROUGH SEARCH OF DATA BASE FOR APPLICABLE SERVICE INFORMATION.

**Y BULLETINS OR P.I.S THAT HAVE BEEN RECOMMENDED ARE DOCUMENTED IN
CASE TEXT.**

N HAS THE CASE BEEN REVIEWED WITH A MASTER CONSULTANT? NAME

**Y RESULTS OF REQUESTED TESTS, TEMPLATES OR CHARTS ARE DOCUMENTED IN
CASE TEXT.**

**Y RE-CAP REPAIR HISTORY (THIS COMPLAINT) INCLUDING PARTS REPLACED
IN CASE TEXT.**

Y CHANGE ASSIGN LEVEL TO LEVEL 2.

Y SEND CASE TO YOUR TEAM LEADER'S INBOX.

Y SEND VME TO TEAM LEADER ADVISING OF CASE ESCALATION.

03/04/2003 13:32:43 BATES

CALLER'S NAME (FIRST, LAST, AND POSITION) CALLED DLR FOR CASE UPDATE,

SPOKE WITH ASST. SERV. MGR.,

DAVE GERSHENFELD.

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

10 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

DETAILS OF THE CONCERN)

DAVE STS CUST. BROUGHT VEH IN AFTER LAST SNOW STORM, DUE TO WIPERS

FAILING TO OPERATE WHILE TRAVELING IN THE STORM.

DAVE STS THE WIPER MOTOR AND CONNECTOR ASM WERE REPLACED WITH THE

UPGRADED PARTS LAST MONTH.

DAVE STS THEY HAVE KEPT THE VEHICLE OVER A WEEK TRYING TO DUPLICATE THE

FAULT, BUT CANNOT GET THE WIPERS TO STOP WORKING.

DAVE STS THE CUST. HAS REFUSED TO PICKUP THE VEHICLE UNTIL THE FAULT IS

REPAIRED.

PE03-042 / GM644

Page 1300 of 2301

DAVE STS HIS AVM: JAMISON PROVAN/ VME 800-321-0164 (8447) DIRECTED THEM
TO REQUEST RSE INVOLVEMENT ON THIS VEH.

NEW RECOMMENDATIONS

ADV. DAVE I WOULD FORWARD CASE TO OUR S/T TRK LIAISON, DALE BRIGGS.

ADV. DAVE DUE TO FAULT NOT BEING DUPLICATED, HIS AVM SHOULD CALL OUR
LIAISON IN REFERENCE TO RSE INVOLVEMENT AT THIS TIME.

03/04/2003 13:47:22 BATES

LEVEL 4 ESCALATION CHECK LIST

 4 NUMBER OF DAYS VEHICLE HAS BEEN OUT OF SERVICE FOR THIS
CONDITION.

 10 NUMBER OF TIMES THE VEHICLE HAS BEEN TO THE DEALER FOR THIS
CONDITION.

 Y SERVICE MANAGER AWARE OF CASE.

 Y VEHICLE AT DEALER

Y VEHICLE AT DEALER

Y THOROUGH SEARCH OF DATA BASE FOR APPLICABLE SERVICE INFORMATION.

**_Y_ REVIEW AND VERIFY SBD INFORMATION FOR CONTINUITY AND
COMPLETENESS.**

**_Y_ REVIEW RESULTS OF REQUESTED TESTS, TEMPLATES OR CHARTS WHICH ARE
DOCUMENTED IN CASE TEXT.**

**_Y_ VERIFY CONDITION PARAMETERS (HOT, COLD, UNDER LOAD, ETC) AND WHEN
CONDITION STARTED.**

**_NA_ OFFER ANY SPECIAL TEST OR FUNCTIONAL EXERCISE WHICH MAY APPLY
(TECH 2 OUTPUT CONTROL)**

Y CHANGE ASSIGN LEVEL TO LEVEL 4.

Y SEND CASE TO LIAISON'S INBOX.

Y SEND VME TO LIAISON ADVISING OF CASE ESCALATION.

03/04/2003 15:39:29 BRIGGS - REVIEWED CASE - ASKED T.L. TO

VERIFY 110% THAT LAST MOTOR REPLACED WAS THE "NEW" PART MOTOR. MAY WANT

TO CHECK GMVIS TO VERIFY DATE OF THE "LAST TIME IN"MANY "OLD

STYLE" PARTS REMAIN IN DLR INVENTORY DUE TO THEM STOCK PILING MOTORS IN

THE FALL. ALSO, TEXT SAYS "COWL DRAINS ARE CLEAR".. DID DLR ACTUALLY DO

THE DRAIN TEST PER PI?

IF ALL OF THIS CHECKS OUT AND CONCERN IS INTERMITTENT, I WILL ADVISE AVM

TO CONTACT RSE HIMSELF. IF RSE WANTS ME TO ESCALATE THIS INTERMITTENT

CASE, I WILL.

NOTE THAT CONCERN MAY NOT BE DIRECTLY RELATED TO PI & "TYPICAL" WIPER

MOTOR ISSUE WE ARE FAMILAR WITH. CONCERN COULD BE "SOMETHING ELSE".

03/04/2003 16:08:35 BATES

ACCORDING TO GMVIS OLD STYLE MOTOR WAS REPLACED WITH SAME TYPE ON

12/24/2002. PN 12487889.

NEW STYLE MOTOR ASM WAS INSTALLED 02/18/03. PN 15094704. AS PER PI00413.

PER CONVERSATION WITH ASST. SERV. MGR., DAVE GERSHENFELD, NO FAULTS WITH

COWL DRAINAGE, DLR. ALSO ADDED ADDITIONAL DRAIN HOLE TO COWL (NOT

RECOMMENDED BY TAC).

CUST. ALLEGED FAULT OCCURRED DURING SNOW STORM, POSSIBLE ICE/SNOW BUILDUP

COULD HAVE CAUSED MOTOR CIRCUIT BREAKER TO OPEN, TO PREVENT MOTOR DAMAGE.

03/04/2003 16:58:59 BRIGGS

- SENT VME TO AVM JAMIESON D.

PROVAN 9140655/8447 ADVISING HIM RSE WOULD NOT BE SENT AT THIS TIME FOR INT CONCERN. ADVISED THAT VEH APPARENTLY HAS THE NEW WIPER MOTOR & NO COWL DRAIN ISSUES. ALSO NOTED THAT VEHICLE LIKELY HAD A LEGITMATE WIPER MOTOR PROBLEM IN THE FALL & THAT ALTHOUGH CURRENT CONCERN MAY BE DIFFERENT (RELATED TO ICE & SNOW OVERLOADING WIPER MOTOR), CUST IS CONNECTING IT TO PRIOR ISSUE. SUGGEST AVM CONTACT RSE DIRECT FOR OPINION ON INT PROBLEM. ADVISED I WOULD FORMALLY ESCALATE IF RSE WANTS ME TO...

03/05/2003 11:08:33 BRIGGS

- AVM REPLIED THAT HE IS GOING

TO MEET WITH CUST 3-10 TO REVIEW. AVM ADVISED DLR THAT A TAC CASE WOULD NEED TO BE OPENED FOR ANY CHANCE OF RSE COMING OUT. AVM ADVISED DLR HE COULD NOT JUST HAVE AN RSE STOP BY. NOT SURE IF AVM UNDERSTANDS THAT I AM THE ONE THAT WOULD BE DOING THE ESCALATION IF HAPPENS THRU TAC.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6293377	VIN Number:	1GNET16S326138182
Date Opened:	3/4/2003	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B09026	MRange:	8801
Address:	COURTESY CHEVROLET-CKINGSPO	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— PERFORMANCE WIPER WIPER OERFORMANCE

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

03/04/2003 12:43:04 SBD TEMPLATE - MEISSNER

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) DALE ANDES TECH

CUSTOMER CONCERN - WIPER PERFORMANCE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) TECH STATED THE WIPER WILL WORK ERRATIC
INTERMITTENTLY. TECH STATED HE DID REPLACE THE WIPER MODULE BOARD. TECH
STATED HE IS LOOKING FOR HELP ON THIS CONCERN.

TAC RECOMMENDATION - TAC ADVISED OF THE P100413 FOR THE WIPERS.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487688

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

12487687

PIGTAIL

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

TAC ADVISED TO CALL BACK.

03/04/2003 12:43:04 HISTORY - MEISSNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6294824	VIN Number:	1GNDT13S232104923
Date Opened:	3/4/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B03895	Mileage:	21181
Address:	FAIRGROUND CHEVROLETROLLA	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WASHER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

03/04/2003 14:27:33 SBD TEMPLATE - BEHLEN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

ERIC CULP - TECHNICIAN

CUSTOMER CONCERN -

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

TECH STATES WIRE CONNECTOR WAS CORRODED, REPLACED WIPER MOTOR ASSEMBLY

AND THEN THE CONNECTOR, NOW ALL EVERYTHING OK BUT THE WASHERS.

TAC RECOMMENDATION - TAC ADVISED TECH TO CHECK FOR A VOLTAGE SIGNAL ON

TERMINAL C, AND A GROUND AT TERMINAL J, ADVISED TECH ON DOC. 877475.

03/04/2003 14:27:33 HISTORY - BEHLEN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6296117	VIN Number:	1GKES165936100988
Date Opened:	3/5/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 2WD
Dealer Code:	G53105	Mileage:	11601
Address:	ALL STAR MOTORS COMP GREENVILLE	State:	MS
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS ERRATIC P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/05/2003 10:25:34 SBD TEMPLATE - JACOB

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)

REGINALD HACKETT TECH

CUSTOMER CONCERN -

CUSTOMER STS THE WIPER IS ERRATIC

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

COMPARE TO LIKE VEHICLE?)

TECH STS HE REPLACED THE WIPER MODULE ONE TIME AND IT IS BACK WITH THE

WIPER MOTOR FULL OF WATER AGAIN

TAC RECOMMENDATION -

TAC ADVISES TECH OF P# P100413

WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

03/06/2003 10:25:34 HISTORY - JACOB

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6296785	VIN Number:	1GKDT13S122187039
Date Opened:	3/5/2003	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	G06592	Mileage:	28800
Address:	PURITAN BUICK PONTIAC HYANNIS	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT WIPER AND

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION--

UCC CODE 3———

UCC-3 DESCRIPTION--

03/05/2003 11:45:18 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)

MATT GRISWOLD

CUSTOMER CONCERN -

FRONT WIPER AND WASHER INOP

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

**INSPECTED HARNESS AT KNEE BOLSTER WITH NO CHANGE. HAS NO POWER TO WIPER
SWITCH ON CKTS 94, 477 AND 478.**

TAC RECOMMENDATION -

**ADVISE TECH TO REPLACE WIPER MOTOR AND, IF NECESSARY, REPLACE WIPER
CONNECTOR.**

03/05/2003 11:46:18 HISTORY - 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.

PE83-042 / GM644

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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 #16094704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 16094705

OLD

12487687

PIGTAIL

16308416 2002 MODEL YEAR

88986271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6297266	VEN Number:	1GNET16S826117988
Date Opened:	3/5/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B14190	MBRange:	10795
Address:	KOONS CHEVROLET INC WHITE MARSH	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER INOPERATIVE FRONT P100

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/05/2003 13:39:58 SBD TEMPLATE - ROAT

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)

DARYL BUHRMAN- TECH

CUSTOMER CONCERN -

WIPERS INOPERATIVE.

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

COMPARE TO LIKE VEHICLE?)

TECH HAS CLEANED AND DRIED MOTOR AND CONNECTOR. WAS TOWED IN TODAY.

TAG RECOMMENDATION -

REPLACE MOTOR AND PIG TAIL PER PI PI00413

03/05/2003 13:39:58 HISTORY - ROAT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6297437	VIN Number:	1GNET16S83B110993
Date Opened:	3/5/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B13016	Mileage:	7329
Address:	GLEN CAMPBELL CHEVRO WILLIAMSVILL	State:	NY
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

03/05/2003 14:07:29 SBD TEMPLATE - HOOPER

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 MCHUGH SM

CUSTOMER CONCERN -

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

REPEAT WIPER MOTOR CONCERNS

TAC RECOMMENDATION -

TECH STATES HAS REPLACED MOTOR 2X BACK SAME CONCERN TECH HAS NOT USED

UPDATED PART. ADVISED OF PI00413 ADVISED TO REPLACE WITH UPDATED PART

03/05/2003 14:07:28 HISTORY - HOOPER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6302741	VIN Number:	1GNET16S828126589
Date Opened:	3/7/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B32341	Mileage:	10014
Address:	TRACY MOTORS INC PLYMOUTH	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WATER IN WIPER MOTOR P100

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/07/2003 09:18:13 SBD TEMPLATE - COWGER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH TRYING TO MEASURE CKT372 AND 387 FOR OPEN,

TECH STS CKTS SHOE OPEN WITH METER BUT WHEN PLUGGED THE SYSTEM WORKS OK,

NEW RECOMMENDATIONS

ADVISED TECH TO MEASURE VOR ANY VOLTAGE ON CKT'S

TECH STS THET A COUPLE OF VOLTS WAS MEASURED AT THE RADIO

ADVISED TECH TO TRY ANOTHER METER FOR DIAG.

RE-ADVISED TECH OF :

TEST CKT'S 372 AND 387 FROM VCIM TO RADIO AND CHECK 1706 DRAIN FOR SHORTS

AND LOOSE CONNECTIONS OR SHORT TO GROUND.

04/30/2002 12:33:06 KOPAH

- DLR CALLED BACK

DLR TECH, JIM COWAN, STS INTERMITTENTLY THE RADIO HAS NO SOUND BUT THE

PE83-642 / GM644

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TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6304735	VIN Number:	1GNDT13S332164882
Date Opened:	3/7/2003	Model Year:	2003
Date Closed:	4/3/2003	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B05373	Mileage:	6834
Address:	HUBER CHEVROLET CO IOWAHA	State:	NE
Dealer Phone:			

SYMPTOM ABSTRACT— PERFORMANCE WINDSHIELD WIPER INTERMITTENTLY I

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—

03/07/2003 16:05:14 SBD TEMPLATE - KOSMOWSKI

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 SCHOLTZ, TECH

CUSTOMER CONCERN -

CUSTOMER ALLEGES WINDSHIELD WIPERS DO NOT WORK.

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

COMPARE TO LIKE VEHICLE?)

DEALER STATES THE CONCERN IS INTERMITTENT. DEALER STATES THEY CANNOT

DUPLICATE THE CONCERN. DEALER STATES THEY CALLED LOOKING FOR INFORMATION.

TAC RECOMMENDATION -

ADVISED DEALER OF INFORMATION IN PI00413.

03/07/2003 16:05:14 HISTORY - KOSMOWSKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6304841	VIN Number:	1GNET16S338139270
Date Opened:	3/7/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B14190	Mileage:	5218
Address:	KOONS CHEVROLET INC WHITE MARSH	State:	MD
Dealer Phone:			

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---

03/07/2003 16:28:03 SBD TEMPLATE - ORR

STRATEGY BASED DIAGNOSTICS

NUMBER OF TIMES IN FOR THE SAME CONDITION

1

NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

1

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

N

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

DAN HASSELBERGER

CUSTOMER CONCERN

WIPERS INOP -

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

COMPARE TO LIKE VEHICLE?)

CAN VERIFY LOOKING FOR PI NUMBER

TAC RECOMMENDATION-

ADVISED AND READ DLR PI00413 FOR THIS 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 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.

CLEAN THE TERMINAL ENDS. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD

PE83-842 / GM644

CLEAN THE TERMINAL ENDS. 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

PIGTAIL

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

03/07/2003 16:28:03 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6385628	VIN Number:	1GNET16S036148780
Date Opened:	3/10/2003	Model Year:	2003
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B02100	Mileage:	1300
Address:	GEARHART CHEVROLET IDENVILLE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER BOTH FRONT AND R

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/10/2003 08:24:22 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) BILL PENWAY TECH

CUSTOMER CONCERN - BOTH FRONT AND REAR WIPERS ERRATIC

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

DLR STS UNABLE TO DUPLICATE CONDITION AND WAS CALLING IN FOR INFO.

**TAC RECOMMENDATION - ADVISED DLR OF PI00413 FOR FRONT WIPERS N O OTHER
CASES OR PI FOUND ON REAR WIPER ISSUE . HAJJ 40772**

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

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.

03/10/2003 08:24:22 HISTORY - HALJ

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6386881	VIN Number:	1GNES16S126137082
Date Opened:	3/10/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B20483	Mileage:	7880
Address:	M K SMITH CHEVROLET CHINO	C State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP WATER INSIDE MO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

03/10/2003 11:51:41 SBD TEMPLATE - HELTON

.STRATEGY BASED DIAGNOSTICS

3 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 - STEVEN MCCRACKEN TECH

CUSTOMER CONCERN - CUSTOMER STS WIPERS INOP.

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

**TECH STS WIPERS INOP AND STS HE HAS ALREADY REPLACED WIPER MOTOR ONCE BUT
RAINED LAST NITE AND NEW WIPER MOTOR WENT INOP.**

TAC RECOMMENDATION -

PI00413 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:

FE03-042 / GM644

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.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487889

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

12487887

PIGTAIL

15308415 2002 MODEL YEAR

68988271 2003 MODEL YEAR

03/10/2003 11:51:41 HISTORY - HELTON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6397744	VIN Number:	1GKDT13S022113812
Date Opened:	3/10/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G10580	MBrange:	23840
Address:	GAMBACORTA BUICK, INNEW CASTLE	State:	DE
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WASHER WINDSHIELD WIPER FRONT WIP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

03/10/2003 14:21:10 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)

JIM HOLZMAN TECH

CUSTOMER CONCERN -

FRONT WIPERS AND WASHERS INOP.

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

TECH CAN DUPLICATE CONDITION. INSPECTED FUSES WITH NTF.

TAC RECOMMENDATION -

**INSPECT WIPER MOTOR CONNECTOR FOR CORROSION OR SIGNS OF WATER DAMAGE IF
PRESENT, REPLACE WIPER MOTOR PER PI00413. IF NO CORROSION OR SIGNS OF
WATER DAMAGE THEN FOLLOW PUBLISHED DIAGNOSTICS AND RECORD ALL TEST VALUES
FOR EACH STEP TAKEN.**

03/10/2003 14:21:10 HISTORY - RICHARDSON

PI00413

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

PIGTAIL

15308415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6387983	VIN Number:	1GNDT13S722231892
Date Opened:	3/10/2003	Model Year:	2002
Date Closed:	3/10/2003	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B32469	Mileage:	22229
Address:	MEDEIROS WILLIAMS CHWILBRAHAM	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER MOTOR INFO

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/10/2003 14:44:44 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)CARL LASARD

CUSTOMER CONCERN - WIPERS INOP

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

TECH CALLED TO ORDER NEW WIPER MOTOR.

TECH WAS TOLD BY PARTS DEPT THAT IT WAS NESSECARY TO TAC.

TAC RECOMMENDATION -

NO KNOWN RESTRICTION ON WIPER MOTOR.

READ TECH PI00413

W/O RAIN SENSE

NEW PART #15094704

OLD 12487689

03/10/2003 14:44:44 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6366587	VIN Number:	1GNDT13S922200868
Date Opened:	3/10/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B13322	Mileage:	28161
Address:	CHARAPP CHEVROLET OF MONESSEN	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INOPERATIVE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

03/10/2003 18:14:34 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)

JASON , TECH

CUSTOMER CONCERN -

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

TECH IS TRYING TO MEASURE INPLUTS FROM MFS W/ MOTOR DISCONNECTED.

TAC RECOMMENDATION -

ADVISED VOLTAGES ON THOSE CKTS COME FROM THE MOTOR. INSPECT MODULE FOR

WATER INTRUSION.

03/10/2003 18:14:34 HISTORY - COLE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6309498	VIN Number:	1GNET16SX36118738
Date Opened:	3/11/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B18311	Mileage:	999
Address:	RAY HUTSON CHEVROLET LA CROSSE	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT ERRATIC

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

03/11/2003 09:18:24 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)

DAVID MINOR, TECHNICIAN

CUSTOMER CONCERN -

ERRATIC WIPER OPERATION.

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

**HAS DUPLICATED BUT IS UNABLE TO GET A CURRENT DIAGNOSIS. IT ONLY SEEMS TO
ACT UP AFTER A COLD SOAK BRIEFLY.**

TAC RECOMMENDATION -

ADVISED TO TEST THE DRAIN AND INSTALL A REVISED WIPER MOTOR.

03/11/2003 08:19:24 HISTORY - SLEEMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6311942	VIN Number:	1GNET16S836132816
Date Opened:	3/11/2003	Model Year:	2003
Date Closed:	3/18/2003	Series:	T1
Dealer Code:	B25004	Mileage:	B172
Address:	ALLEN CHRY INC	State:	IN
City:	CAMBRIDGE CITY		
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER WINDSHIELD WIPERS INOP AT T

RESOLUTION ABSTRACT- W/B WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

03/11/2003 16:11:35 SBD TEMPLATE - ORR

STRATEGY BASED DIAGNOSTICS

NUMBER OF TIMES IN FOR THE SAME CONDITION

1

NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

1

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

N

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

JAMES PECKINPAUGH

CUSTOMER CONCERN

WIPERS INOP AT TIMES, -

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

COMPARE TO LIKE VEHICLE?)

CAN VERIFY LOOKING FOR LIKE CASES

TAC RECOMMENDATION-

ADVISED DLR OF PI00413 AND READ TO DEALER:WINDSHIELD WIPERS ARE

INOPERATIVE OR OPERATE ERRATICALLY. 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:

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. CLEAN THE TERMINAL ENDS. 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.

PE03-042 / GM644

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

PIGTAIL

16308415 2002 MODEL YEAR

68966271 2003 MODEL YEAR

03/11/2003 15:11:35 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6314857	VIN Number:	1GNES16S026128034
Date Opened:	3/12/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B16443	Mileage:	17720
Address:	FLOW CHEVROLET, LLC WINSTON-SALE	State:	NC
Dealer Phone:			

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---

03/12/2003 13:08:51 SBD TEMPLATE - HALLER

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) JAMIE HUTCHENS - TECH

CUSTOMER CONCERN - WIPERS INOP INTERMITTENT

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

**DLR STS HE HAS VERIFIED THE CONCERN AND ON A PREVIOUS VISIT REPL THE
CONNECTOR AND WIPER MOTOR. DLR SEEKING SUGGESTIONS AS THIS WIPER MOTOR
ALSO IS FULL OF WATER.**

**TAC RECOMMENDATION - TAC ADV DLR TO INSTALL REVISED WIPER MOTOR PER
PI00413 TO CORRECT THE CONCERN.**

ADV DLR OF UPDATED P/N IN PI.

03/12/2003 13:06:51 HISTORY - HALLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6315337	VIN Number:	1GNET16S626135311
Date Opened:	3/12/2003	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B25102	Mileage:	13056
Address:	CARDINAL CHEV CAD HAZARD	K	State: KY
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER P100413 WIPER INOPERA

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

03/12/2003 14:28:07 SBD TEMPLATE - RAUCH

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) FREDDY CHILDERS TECH

CUSTOMER CONCERN -HE STS THE WIPERS ARE INOPERATIVE ALL MODES.

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

**HE STS THE WIPER MOTOR ASSEMBLY HAS BEEN REPLACED 1X ON 2001. HE IS
INQUIRING ON ANY NEW INFORMATION ON THE CONCERN.**

TAC RECOMMENDATION -

**-ADVISED OF PI-PI00413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC
OPERATION**

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

PR03-043 / GM644

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 #15084704

OLD 12487689

16306415 2002 MODEL YEAR

03/12/2003 14:28:07 HISTORY - RAUCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6315472	VIN Number:	1GNET16S026124498
Date Opened:	3/12/2003	Model Year:	2002
Date Closed:		Serial:	T1
Dealer Code:	B17179	Mileage:	17636
Address:	BRENNECKE CHEVROLET JACKSON	State:	MO
Dealer Phone:			

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—

03/12/2003 14:43:58 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) PAUL WESTRICH TECH

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 ONCE

TAC RECOMMENDATION -

ADVISED TECH OF PI00413 NEW PART # FOR MOTOR AND FOR PIGTAIL

03/12/2003 14:43:58 HISTORY - WACHTMEISTER

03/18/2003 13:32:46 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6315707	VIN Number:	1GNET16SX26116966
Date Opened:	3/12/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B02013	Mileage:	8319
Address:	OCEAN CHEVROLET TOMS RIVER	State:	NJ
Dealer Phone:			

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---

03/12/2003 15:21:36 SBD TEMPLATE - EGGLING

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

BELOW)

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

CUSTOMER CONCERN - WIPERS ARE INOPERATIVE.

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

TECH STATES THAT THE CONNECTOR IS FULL OF WATER.

TAG RECOMMENDATION - READ PI00413 TO THE TECH.

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.

03/12/2003 15:21:36 HISTORY - EGGLING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6316939	VIN Number:	1GKET16S436103441	
Date Opened:	3/13/2003	Model Year:	2003	
Date Closed:		Series:	Envoy XL 4WD	
Dealer Code:	G06540	Mileage:	6704	
Address:	SALERNO DUANE PON-BUNEWTON		State:	NJ
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER INO

RESOLUTION ABSTRACT-

UGC CODE 1-----

UGC-1 DESCRIPTION— BODY AND ACCESSORIES

UGC CODE 2-----

UGC-2 DESCRIPTION—

UGC CODE 3-----

UGC-3 DESCRIPTION—

03/13/2003 09:18:47 SBD TEMPLATE - SCOTT

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

STEVE VISAGGIO TECH

CUSTOMER CONCERN -

WIPERS INOP INTMT

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

**TECH HAS NOT DONE ANYTHING BUT VERIFIED THAT HE COULD NOT DUPLICATE THE
CONCERN. TECH CALLED TO FIND OUT IF WE HAD ANYTHING BEFORE HE STARTED
WORKING ON THE VEH.**

TAC RECOMMENDATION -

ADVISED TECH

1 OF PI00413.

03/13/2003 09:18:47 HISTORY - SCOTT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6318026	VIN Number:	1GNES16S136123412
Date Opened:	3/13/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B03198	Mileage:	5678
Address:	TATE LAWRENCE CHEVROMELBOURNE	State:	AR
Dealer Phone:			

SYMPTOM ABSTRACT— WASHER 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—

03/13/2003 11:48:24 SBD TEMPLATE - DORLAND

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 WATTS TECHNICIAN

CUSTOMER CONCERN -WIPERS INOP

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

**DEALER STATES THAT WIPERS ARE INOP AND WASHER PUMP IS ALSO INOP. TECH
STATES THAT WATER HAS GOT DOWN INTO THE CONNECTOR AND INTO THE MOTOR.
TECH STATES THAT ALL WIRING IS CONTAMINATED, CALLING FOR INFO ON UPDATED
WIPER MOTOR.**

**TAC RECOMMENDATION -ADVISED TECH OF PI00413 WHERE WATER INTRUSION CAUSES
WIPER TO BECOME INOP. ADVISED TECH TO REPLACE MOTOR. W/O RAIN SENSE NEW
PART #15094704. ALSO ADVISED TECH A NEW COVER AVAILABLE IN THE FUTURE.**

03/13/2003 11:48:24 HISTORY - DORLAND

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6319622	VIN Number:	1GNDT13S832208988	
Date Opened:	3/13/2003	Model Year:	2003	
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer	
Dealer Code:	B09437	Mileage:	5850	
Address:	COUGHLIN CHEVROLET INEWARK		State:	OH
Dealer Phone:				

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—

03/13/2003 16:06:23 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)

ROGER PEPPERS

CUSTOMER CONCERN -

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

DLR STS WIPERS ARE INOP

DLR STS FLOW CHART LEADS HIM TO CHECK POWER ON GROUND CIRCUIT

TAC RECOMMENDATION -

DLR TO CHECK FOR POWER AT CIRCUIT 143 NOT 477

DLR TO FOLLOW FLOW CHART

DLR OF PI00413 CONCERNS WIT WATER INTRUSION INTO WIPER MOTOR

03/13/2003 16:06:23 HISTORY - LAWSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6322283	VIN Number:	1GNES16S226132845	
Date Opened:	3/14/2003	Model Year:	2002	
Date Closed:		Series:	Trafficblazer Ext 2WD	
Dealer Code:	B08460	Mileage:	14698	
Address:	TEAM CHEVROLET AT NOALPHARETTA		State:	GA
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WIPER P100413 FRONT WIPERS INOPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION--

UCC CODE 3—

UCC-3 DESCRIPTION—

03/14/2003 14:21:46 SBD TEMPLATE - ESCH

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) DOUG ROCHELE TECH

CUSTOMER CONCERN -CUSTOMER STATES FRONT WIPERS INOP.

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

DEALER STATES HAS MOISTURE IN WIPER MOTOR AND CORROSION IN CONNECTOR.

DEALER STATES WONDERING IF ANY PARTS ARE UPDATED.

TAC RECOMMENDATION -

TAC ADVISED P100413

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

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.

03/14/2003 14:21:48 HISTORY - ESCH