

GM
11-12-03

ATTACHMENT "2B" Continued

Book 7 of 7

Part 1 of 3

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6461953	VIN Number:	1GNET16S138150770
Date Opened:	5/12/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B25348	Mileage:	1680
Address:	KUTCHE CHEV-OLDS-PONELWOOD	State:	IN
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—

05/12/2003 10:14:30 SBD TEMPLATE - DIEHL

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME J C WRIGHT TECH

CUSTOMER CONCERN - THE WIPERS DO NOT WORK

DEALER COMMENTS/DIAGNOSIS - HAVE DUPLICATED THE CONCERN, THE WINDSHIELD
WIPERS ONLY WORK INTERMITTENTLY ON THE HI-SPEED SETTING. HAVE FOUND
WATER IN THE MODULE.

TAC RECOMMENDATION - P100413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC
OPERATION REPLACE THE WIPER MODULE (NEW PN'S)

05/12/2003 10:14:30 HISTORY - DIEHL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6462224	VIN Number:	1GKE5168736127980
Date Opened:	5/12/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	G53127	Mileage:	5888
Address:	WYNN PON-OLD-BUI-GMOCARTERSVILLE	State:	GA
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—

05/12/2003 10:51:27 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) MARION WATSON TECH

CUSTOMER CONCERN - WIPER INOP AT TIMES

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

TECH HAS NOT DUPLICATED CONCERN, BUT SM HAS. DLR LOOKING FOR SUGG.

TAG RECOMMENDATION - P100413 WHICH STS:

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

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

15306415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

05/12/2003 10:51:27 HISTORY - RICKETTS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6464411	VIN Number:	1GNDT13S822264982
Date Opened:	5/12/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B18654	Mileage:	31323
Address:	WHEELERS INC	MARSHFIELD	W
State:		State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— 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—

05/12/2003 16:16:22 880 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)

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

GALEN WIERSIG TECH

CUSTOMER CONCERN -

WIPERS INOP

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

**TECH STATES LOOKING TO SEE IF WE HAVE ANY INFORMATION ON WATER IN THE
MOTOR AREA AND WIPER MOTOR PART # FOR HIM.**

TAC RECOMMENDATION -

**TAC ADVISED TECH OF P100413 AND ADVISED ON WATER DRAIN CHECKS AND MOTOR
PART #.**

05/12/2003 16:18:22 HISTORY - BEHLEN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6464335	VIN Number:	1GNDT13S822397632
Date Opened:	5/12/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B03411	Mileage:	32149
Address:	SMOKY JENNINGS CHEVRPALMYRA	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS OPERATE ERRATIC PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/12/2003 16:36:52 SBD TEMPLATE - SEALIE

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

EDDIE ADAMS - TECH

CUSTOMER CONCERN -

THE WIPERS OPERATE ERRATICALLY.

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

DEALER STATES THE CONCERN HAS NOT BEEN DUPLICATED.

TAG RECOMMENDATION -

ADVISED DEALER OF P100413 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

PE03-042 / 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 #15094704

OLD 12487689

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

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88988271 2003 MODEL YEAR

05/12/2003 16:38:52 HISTORY - SEALIE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6464348	VIN Number:	1GNDT13S522195359
Date Opened:	5/12/2003	Model Year:	2002
Date Closed:	5/12/2003	Series:	T1
Dealer Code:	B14329	Model:	20400
Address:	CARDINAL CHEVROLET IAPPOMATTOX	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT PERFORMANCE WINDSHIELD WIPER P10

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/12/2003 18:46:46 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)

MICHEAL HARRIS TECH.

CUSTOMER CONCERN -

WIPERS ERRATIC THEN STAYED STRAIGHT UP.

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

**NOT DUPLICATED BUT THIS HAPPENED TO THE SALESMAN. DEALER STATES THAT IT
HAS BEEN RAINING RECENTLY AND WHEN THE SALESMAN WENT TO MOVE THE CAR THE
WIPERS SWIPED A COUPLE OF TIMES THEN JUST STOPPED IN THE UP POSITION.**

DEALER STATES THAT HE SUSPECTS THE WIPER C/B IS FAULTY.

TAG RECOMMENDATION -

**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**

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 #16094704

OLD 12487889

PIGTAIL

15306415 2002 MODEL YEAR

05/12/2003 16:46:46 HISTORY - BENNETT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6468967	VIN Number:	1GNDT13S132200607
Date Opened:	5/13/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B05630	Mileage:	7800
Address:	TIM O'NEILL CHEVROLE	State:	IA
Dealer Phone:	COUNCIL BLUF		

SYMPTOM ABSTRACT— INOPERATIVE FRONT WIPER COMPLETELY INOP P1004

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/13/2003 16:02:25 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) KEVIN SCHECHINGER, SHOP

FOREMAN.

CUSTOMER CONCERN - WIPERS INOPERATIVE.

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

DLR STS HE DUPLICATED THE CONCERN, PLUGGED IN A NEW WIPER SWITCH, AND
FOUND CORROSION IN THE WIPER MOTOR CONNECTOR.

TAC RECOMMENDATION -

PI00413 STS INSTALL WIPER MOTOR W/O RAIN SENSE PART #15094704 AND PIGTAIL
NUMBER

88986271 FOR 2003 MODEL YEAR R.K.

05/13/2003 16:02:26 HISTORY - KOPAH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6469630	VIN Number:	1GKET16S438113340
Date Opened:	5/14/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G10195	Mileage:	18900
Address:	VANN YORK PONTIAC, BHIGH POINT	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WINDSHEILD 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—

05/14/2003 10:48:47 SBD TEMPLATE - YORK

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 -

WINDSHIELD WIPERS INOP

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

**DEALER STATES HE HAS VERIFIED THE CONCERN AND STATES HE HAS CHECKED THE
CONNECTION AT THE WIPER MOTOR AND HAS FOUND WATER INTRUSION CAUSING A
RUSTED AND CORRODED TERMINALS.**

TAC RECOMMENDATION -

**ADVISED DEALER OF PI 00413. ADVISED DEALER TO REPLACE THE WIPER MOTOR AND
HARNESS PIGTAIL WITH UPDATED PART NUMBERS.**

DEALER TO CALL BACK WITH UPDATE

05/14/2003 10:48:47 HISTORY - YORK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6469977	VIN Number:	1GNDS13S722615882
Date Opened:	5/14/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B16014	 mileage:	25304
Address:	MICHAEL CHEVROLET-OLSUMMERYILL	State:	SC
Dealer Phone:			

SYMPTOM ABSTRACT— WATER WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

05/14/2003 11:36:55 SBD TEMPLATE - HOFFMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME - TECHNICIAN JOSH CORYELL

CUSTOMER CONCERN - CUSTOMER STATES WIPERS INOPERATIVE.

DEALER COMMENTS/DIAGNOSIS - TECHNICIAN STATES HE CAN DUPLICATE.

TECHNICIAN STATES HE HAS WATER IN WIPER MOTOR.

TAC RECOMMENDATION - I READ PI INFO PI00413.

06/14/2003 11:38:55 HISTORY - HOFFMAN

PI00413

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.**

PE83-842 / GM644

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

16306416 2002 MODEL YEAR

88988271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6472991	VIN Number:	1GKDT13S322142012
Date Opened:	5/15/2003	Model Year:	2002
Date Closed:	5/15/2003	Series:	T1
Dealer Code:	G26035	Mileage:	32602
Address:	DON MILLER PONTIAC-GMADISON	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER WIP

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/15/2003 10:08:16 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MIKE REIMANN TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WIPERS WORK ERRATICLY.

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

DLR. HAS VERIFIED CONCERN AND IS LOOKING FOR DIRECTION.

TAC RECOMMENDATION -

REVIEWED PI00413 (WIPER MOTOR REPLACEMENT) WITH DLR.

05/15/2003 10:08:16 HISTORY - GARBARINO

05/15/2003 11:01:27 REGAN CASE UPDATE

MIKE WANTED TO DOUBLE CHECK THE PART NUMBER FOR THE WIPER PIGTAIL.

VERIFIED CORRECT PART NUMBER.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6474783	VIN Number:	1GNET16S836110608
Date Opened:	5/15/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B36115	Mileage:	13694
Address:	DON 'K' CHEVROLET, IWHITEFISH	State:	MT
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/15/2003 14:58:07 SBD TEMPLATE - LOFFREDI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BOB STEWART / TECHNICIAN

CUSTOMER CONCERN -

CUSTOMER ALLEGES THAT THE WIPERS ARE INOPERATIVE.

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

**DEALER STATES THAT HE THOUGHT THERE WAS A BULLETIN ON THIS ISSUE BUT
CANNOT FIND IT.**

TAC RECOMMENDATION -

**TAC ADVISED TECHNICIAN OF PI00413, REPLACE THE WIPER MOTOR IF WATER HAS
INTRUDED IT.**

05/15/2003 14:38:07 HISTORY - LOFFREDI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6476448	VIN Number:	1GNET16S436118329
Date Opened:	5/16/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B11105	Mileage:	3578
Address:	CARROLL CHEV INC CROWN POINT	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— 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—

06/16/2003 10:05:17 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)

ISAAC HUNGBERGER TECH

CUSTOMER CONCERN -

WIPERS AND WASHERS INOP

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

**TECH STATES HAS POWER AND GROUND, JUST CALLING TO SEE IF THERE ARE ANY
LIKE CASES.**

TAC RECOMMENDATION -

**TAC ADVISED TECH OF P100413 FOR A REVISED WIPER MOTOR. ADVISED TECH TO USE
DOCUMENT ID# 877479 FOR A AID IN DIAGNOSING THE SIGNAL TO THE WIPER
MOTOR.**

05/16/2003 10:06:17 HISTORY - BEHLEN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6477586	VIN Number:	1GNDS13S622127042
Date Opened:	5/16/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B06908	Mileage:	23771
Address:	SERVICE MOTOR COMPANWAHIAWA	State:	HI
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—

05/16/2003 13:23:12 SBD TEMPLATE - GARBARINO

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)

TODD YEE TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WIPER MOTOR IS INOP. AT TIMES.

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

COMPARE TO LIKE VEHICLE?)

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

TAC RECOMMENDATION -

REVIEWED P100413 (WIPER MOTOR REPLACEMENT) WITH DLR.

05/16/2003 13:23:12 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6479227	VIN Number:	1GNET16S336100470
Date Opened:	5/19/2003	Model Year:	2003
Date Closed:	5/19/2003	Series:	Trailblazer Ext 4WD
Dealer Code:	B15126	Mileage:	15470
Address:	GRAY CHEV OLDS CAD STROUDSBURG	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WASHER 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—

06/19/2003 09:21:59 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)

TOM DIGIACINTO -TECH

CUSTOMER CONCERN -

WIPERS INOP.

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

COMPARE TO LIKE VEHICLE?)

LOOKING FOR REPAIR. NO DIAGNOSIS HAS BEEN DONE.

TAC RECOMMENDATION -

ADVISED DEALER OF P100413. REPLACE MOTOR AND INSPECT CONNECTOR.

05/19/2003 09:21:59 HISTORY - MILLER

05/19/2003 13:01:23 DALEY - CASE CLOSED

REPLACED WIPER MOTOR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6479642	VIN Number:	1GNDT13SX32106645
Date Opened:	3/19/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B36100	Mileage:	11200
Address:	MEDVED CHEVROLET SOUCASTLE ROC	State:	CO
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER ERRATIC OPERATION P100413

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/19/2003 10:36:07 SBD TEMPLATE - LESZCYNski

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 SHANE

CUSTOMER CONCERN - WIPERS ERRATIC

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DEALER CANNOT DUPLICATE THE CONCERN
DEALER IS ASKING FOR BULLETIN OR PI INFORMATION**

TAC RECOMMENDATION -

ADVISED DEALER ON PI 00413 WATER IN WIPER MOTOR

05/19/2003 10:36:07 HISTORY - LESZCYNski

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6483728	VIN Number:	1GNES16S226128900
Date Opened:	3/20/2003	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B08323	Mileage:	17580
Address:	IVAN LEONARD CHEVROLHOVER	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOPERATIVE PI00413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/20/2003 12:17:43 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 EDDIE WRIGHT - TECH

CUSTOMER CONCERN -WIPERS INOPERATIVE

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

TECH STS THAT WIPERS ARE INOPERATIVE.

TAC RECOMMENDATION -TAC ADVISED TECH:

1) P100413 WHICH TALKS ABOUT NEW PART NUMBER WIPER MOTOR AND PIGTAIL

05/20/2003 12:17:43 HISTORY - EPLIN II

05/26/2003 08:55:49 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6483981	VIN Number:	1GNDT138522379023
Date Opened:	5/20/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B15034	Mileage:	30811
Address:	DAVIDSON CHEVROLET IROME	State:	NY
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--

05/20/2003 13:13:23 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)

JIM WIEDMER TECH

CUSTOMER CONCERN

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

CAN VERIFY, IS FOLLOWING SCHEMATIC IN SI-2000, HAS REPLACED MULTIFUNCTION

SWITCH NO CHANGE,

TAC RECOMMENDATION-

ADV DLR TO CHECK GROUND TO WIPER SWITCH AND TO VOLTAGE DROP CKT 477.

ADV DLR OF PI00413 READ TO DLR: 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.

05/20/2003 13:13:23 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6486399	VIN Number:	1GNET16S836149448	
Date Opened:	5/21/2003	Model Year:	2003	
Date Closed:	5/21/2003	Series:	T1	
Dealer Code:	G26265	Mileage:	3714	
Address:	REBBEC MOTOR CO. EL PASO	IL	State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER 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—

05/21/2003 10:48:31 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)

BRIAN DRAUGHAN TECH

CUSTOMER CONCERN -

WIPER INTMT INOP

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

**TECH STATES THAT HE FOUND THE CONNECTOR WAS FILLED WITH CORROSION AND 2
OF THE WIRES WERE FUSED TOGETHER. TECH STATES HE REPLACED THE PIGTAIL
HARNESS AND THE WIPER MOTOR WITH NEW UPDATED PARTS AND VEH IS NOW FIX BUT
TECH WANTED TO SEE IF WE HAD ANY THING ON THIS.**

TAC RECOMMENDATION -

ADVISED TECH

1 OF P100413

05/21/2003 10:46:31 HISTORY - SCOTT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6489019	VIN Number:	1GNES16S536114489
Date Opened:	5/21/2003	Model Year:	2003
Date Closed:	5/28/2003	Series:	Trailblazer Ext 2WD
Dealer Code:	B24006	Mileage:	885
Address:	PETE MOORE CHEVROLET/PENSACOLA	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPER INOP PI004

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—

05/21/2003 16:12:01 SBD TEMPLATE - KAY

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JOE COOPER TECH

CUSTOMER CONCERN -

FRONT WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

TECH IS CALLING FOR UPDATED INFORMATION RELATED TO WATER INTRUSION INTO

WIPER MOTOR

TAC RECOMMENDATION -

ADVISED TECH:

1. REVIEWED PI00418 WITH TECH AND ADVISED TO REPLACE WIPER MOTOR AND

CONNECTOR AS NEEDED

05/21/2003 16:12:01 HISTORY - KAY

05/28/2003 12:22:19 WARNER - CASE CLOSED BY VME.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6489497	VIN Number:	1GNDT13S922334702
Date Opened:	5/21/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B07127	Mileage:	35684
Address:	BATTISON CHEVROLET-ODUNCAN	State:	OK
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/21/2003 17:48:01 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

GERALD TAHBONEMAH TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WIPERS ARE INOP.

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

DLR. HAS REPLACED THE MOTOR AND STS. THAT THE MOTOR MAKES A HUMMING
NOISE. DLR. IS LOOKING FOR DIRECTION.

TAC RECOMMENDATION -

REVIEWED PI00413 (WIPER MOTOR REPLACEMENT) WITH DLR. DLR. HAD REPLACED
THE WIPER MOTOR WITH THE CORRECT PART NUMBER. ADVISED DLR. TO PIN CHECK
THE CIRCUIT WITH A HALOGEN BULB.

05/21/2003 17:48:01 HISTORY - GARBARINO

05/27/2003 15:44:16 BURKETT -

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

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

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

DLR HAS FOUND THE POWER FEED CKT 143 AND 2 FUSES IN THE RBEC ONLY HAVE 9
VOLTS. ALL OTHER FUSES HAVE BATTERY VOLTAGE.

NEW RECOMMENDATIONS

REPLACED RBEC ASSM.

06/04/2003 16:27:49 KOPAH

CALLER'S NAME (FIRST, LAST, AND POSITION) GERALD TAHBONEMAH, TECHNICIAN.

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR STS THE WIPER MOTOR AND REAR FUSE BLOCK HAVE BEEN REPLACED AND
CONCERN IS STILL PRESENT.

TAC HAD DLR MONITOR TERMINAL F VOLTAGE AT MOTOR WITH EVERYTHING PLUGGED

IN, HIGH SPEED SELECTED; DLR REPORTS ABOUT 4 VOLTS.

TAC HAD DLR CHECK TERMINAL B8 OF C201 WITH HIGH SPEED SELECTED; DLR
REPORTS ABOUT 4 VOLTS.

TAC HAD DLR CHECK TERMINAL D2 OF C201; DLR REPORTS 12 VOLTS.

NEW RECOMMENDATIONS

1)CHECK FOR LOOSE TERMINALS AT THE IGN SWITCH ITSELF.

2)IF OK, REPLACE THE IGN SWITCH AND EVALUATE. R.K.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6489673	VIN Number:	1GKDT13S522440304
Date Opened:	5/22/2003	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	D30757	Mileage:	8306
Address:	PRESTON BUICK PONTIAC CAMBRIDGE	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER P10

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/22/2003 08:10:01 SBD TEMPLATE - POULOS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - CUSTOMER STS THAT WIPER BLADES STOP IN MOTION INT.

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

- ED STS THAT HE CANNOT VERIFY THE CONCERN. DEALER WAS LOOKING FOR
ASSISTANCE.

TAC RECOMMENDATION -

- TAC ADVISED DLR OF P/I PI00413. ADVISED DLR TO REPLACE WIPER MOTOR.

ADVISED DLR OF FIG TAIL CONNECTOR PART NUMBER.

- CLOSED/INVALID

06/22/2003 08:10:01 HISTORY - POULOS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6490987	VIN Number:	1GKES16S336126616
Date Opened:	5/22/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	G30825	Mileage:	18631
Address:	SAPAUGH MOTORS, INC.HERCULANEUM	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WINDSHIELD WIPER FRONT WIPE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/22/2003 09:24:04 SBD TEMPLATE - RAUCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -HE STS THE FRONT WIPER INOPERATIVE.

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

HE HAS PERFORMED THE DIAGNOSTICS FOR THE FRONT WIPERS. HE STS THE WIPER
MODULE HAS BEEN REPLACED. HE STS THE POWER CIRCUIT 143 HAS VOLTAGE WHILE
TESTING WITH A HEADLAMP BULB TO THE WIPER GROUND CIRCUIT 850 TO G105. HE
STS NO VOLTAGE IS AT THE WIPER MOTOR ON CIRCUITS 476, 477 OR 94. HE IS
INQUIRING ON ANY INFORMATION FOR THIS CONCERN. HE STS NO DTC'S PRESENT.
HE STS THIS VEHICLE HAS NO RAIN SENSE AND THE VIS ALSO DOES NOT SHOW
OPTION RPO CE1.

TAC RECOMMENDATION -

-ADVISED TO REPLACE THE MOTOR MODULE ASSEMBLY AND EVALUATE THE CONCERN.

05/22/2003 09:24:04 HISTORY - RAUCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6490463	VIN Number:	1GNET16S838131695
Date Opened:	5/22/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B13205	Mileage:	2756
Address:	JIM CRIVELLI CHEVROLMC KEES ROCKS	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT OPERATION WINDSHIELD WIPER P1004

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/22/2003 10:33:42 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) JOE McDONOUGH TECH

CUSTOMER CONCERN - ERRATIC WIPER

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

DLR STS HE HAS ERRATIC WIPER OPERATION AND IS AWARE OF A PI FOR WATER INTRUSION BUT CAN NOT FIND THE INFO IN SI.

TAC RECOMMENDATION -

TAC SUPPLIED THE FOLLOWING INFO TO DLR -

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

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

88968271 2003 MODEL YEAR

MIKE HAWKINS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6491122	VIN Number:	1GNET16S636104383
Date Opened:	5/22/2003	Model Year:	2003
Date Closed:	5/22/2003	Series:	Trailblazer Ext 4WD
Dealer Code:	B16217	Mileage:	13321
Address:	ELLINGTON-BRIM CHEVYCREEDMOOR	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP PI00413

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/22/2003 12:06:58 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)

BRIAN GUPTON TECH

CUSTOMER CONCERN

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

CAN VERIFY, WIPERS INOP LOOKING FOR ASSISTANCE

TAC RECOMMENDATION-

ADV DLR OF PI00413 FOR UPDATED WIPER MOTOR AND TO CHECK FOR POSSIBLE

DRAINAGE ISSUES, AND SEPARATE PIGTAIL PART NUMBERS

DLR WANTS CASE CLOSED

05/22/2003 12:06:56 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6492138	VIN Number:	1GKET16S438153532
Date Opened:	5/22/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G06353	Mileage:	3167
Address:	SHARRETT PONTIAC BUIHAGERSTOWN	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP. PIO

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/22/2003 14:49:58 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

WAYNE VOLIET TECH.

CUSTOMER CONCERN -

CUST. STS. THAT THE WIPERS ARE INOP.

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

**DLR. STS. THAT THE WIPER MOTOR IS FULL OF WATER. DLR. IS LOOKING FOR ANY
IMPROVED PROCEDURES.**

TAC RECOMMENDATION -

**REVIEWED PID0413 (WIPER MOTOR REPLACEMENT AND COWL DRAINAGE INSP.) WITH
DLR.**

05/22/2003 14:49:58 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6493991	VIN Number:	1GHDT13S122271355
Date Opened:	3/23/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	D41255	Mileage:	26769
Address:	JAMES MATTHEWS, INC. MARION	I	State:
Dealer Phone:			IN

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP INTERMITTENT P10

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/23/2003 10:34:16 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)CHARLES STUPPLES

CUSTOMER CONCERN - WIPER ERRATIC

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

NONE

TAC RECOMMENDATION -

PI00413

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487889

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

12487687

PIGTAIL

16306415 2002 MODEL YEAR

88966271 2003 MODEL YEAR

05/23/2003 10:34:16 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6495373	VIN Number:	1GNDT13S422137145
Date Opened:	5/23/2003	Model Year:	2002
Date Closed:		Serial:	T1
Dealer Code:	B13003	Mileage:	22477
Address:	A Z CHEVROLET INC PITTSBURGH	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— OPERATION WIPER P100413 ERRATIC WIPER OPERATI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

05/23/2003 15:00:06 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)

TOM SCIULLI SM CARES

CUSTOMER CONCERN -WIPER GO "HAYWIRE"

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

**TECH STATES THAT HE HAS DUPLICATED CONCERN. TECH STATES THAT WIPERS
OPERATE VERY ERRATICLY. TECH STATES THAT THERE ARE NO CODES.**

TAC RECOMMENDATION -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.**

06/23/2003 15:00:08 HISTORY - DORLAND

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6583732	VIN Number:	1GNET188736115294
Date Opened:	5/28/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B25089	Mileage:	918
Address:	JIM HADLEY CHEV INC MADISON	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/28/2003 16:04:02 SBD TEMPLATE - BEHLEN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

7 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MIKE ALBRIGHT SD

CUSTOMER CONCERN -

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

**TECH STATES CKT 478 HAS NO VOLTAGE, REPLACED WIPER MOTOR ASSEMBLY, ALL
WORKS BUT HIGH, REPLACED MULTIFUNCTION SWITCH WORKED OK FOR A LITTLE BIT
THEN THEY WOULDN'T SHUT OFF, THE WASHERS OR THE WIPERS. TECH STATES IF HE
GROUNDS THE PINK WIRE IT WORKS OK OR IF HE REMOVES THE WASHER RELAY THE
WIPERS WORK FINE.**

TAC RECOMMENDATION -

**TAC ASKED TECH WHAT PART # THEY USED, HE SAID 15094704 AND STATED THEY
HAVE RAIN SENSE, ADVISED TECH THAT IS THE WRONG PART #, IT SHOULD BE
15094705 WITH RAIN SENSE.**

05/28/2003 16:04:02 HISTORY - BEHLEN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6505761	VIN Number:	1GNDT13S822344234
Date Opened:	5/29/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B28399	Mileage:	19353
Address:	MARTIN CHEVROLET INCWARREN	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— 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—

05/29/2003 11:43:17 SBD TEMPLATE - BENNETT

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TERRY KROL TECH.

CUSTOMER CONCERN -

WIPERS INOP INT.

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

NOT DUPLICATED. NOTHING REPLACED. NO CODES.

TAC RECOMMENDATION -

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.**

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.

PART INFORMATION:

WIPER MODULE (MOTOR)

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

12487687

PIGTAIL

15308415 2002 MODEL YEAR

05/28/2003 11:43:17 HISTORY - BENNETT

07/22/2003 16:02:17 MEISSNER -

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

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

DETAILS OF THE CONCERN) TECH STATED HE REPLACED THE WIPER MOTOR. TECH

STATED THE RAIN SENSOR IS NOT WORKING CORRECTLY. TECH STATED DELAY 4 IS

WHEN THE CONCERN HAPPENS MOST OFTEN. TECH STATED HE REPLACED THE RAIN
SENSOR AND STILL HAS THE SAME CONCERN. TECH STATED HE COMPARED TO A 2003
AND IT WORKS DIFFERENT.

NEW RECOMMENDATIONS TAC ADVISED TO COMPARE TO OTHER LIKE YEAR. TAC
ADVISED TO MONITOR VOLTAGE ON CIRCUIT 481 FROM THE RAIN SENSOR. TAC
ADVISED TO CHECK THE INPUTS FROM THE WIPER SWITCH ON CIRCUIT 478 AND 84.
TAC ADVISED IF NO CONCERN FOUND TO REPLACE THE WIPER AND RECHECK FOR
CONCERN. TAC ADVISED TO CALL BACK.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6586722	VIN Number:	1GKET16S826134707
Date Opened:	5/29/2003	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	B18180	Mileage:	7329
Address:	CRESCENT CHEVROLET IDES MOINES	State:	IA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

05/29/2003 14:07:00 SBD TEMPLATE - EGGLEING

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 WRIGHT -TECH

CUSTOMER CONCERN - WIPER INOPERATIVE

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

THE TECH CALLED FOR PI00413.

TAC RECOMMENDATION - ADVISED THE TECH OF UP-DATED PART NUMBER FOR THE
WIPER MOTOR AND PIG TAIL.

PIGTAIL

15308415 2002 MODEL YEAR

05/28/2003 14:07:00 HISTORY - EGGLEING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6507867	VIN Number:	1GNES16S936150618
Date Opened:	5/29/2003	Model Year:	2003
Date Closed:	6/9/2003	Series:	S1
Dealer Code:	B13582	Mileage:	6316
Address:	ALL AMERICAN AUTO	State:	MS
Dealer Phone:	PLEINDIANOLA		

SYMPTOM ABSTRACT— WIPER WIPERS 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—

05/29/2003 17:12:05 SBD TEMPLATE - HOOPER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

WILLIAM HANCOCK SM

CUSTOMER CONCERN -

WIPERS INOP

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

TECH STATES WIPERS INOP WAS CUST CONCERN NOW VEH WILL NOT START HAS
P1633 AND U1000

TAC RECOMMENDATION -

ADVISED TO INSP G103,G105,107,108 AND G110 ADVISED TO ALSO INSP IGN

VOLTAGE 0 ADVISED TO FOLLOW DOC 791883 FOR P1633 ALSO ADVISED OF WATER

CONCERNS WITH WIPER MOTOR ADVISED TO INSP AND CALL WITH UPDATE.

05/29/2003 17:12:06 HISTORY - HOOPER

06/09/2003 11:28:24 SHERMAN - VME CASE CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6508088	VIN Number:	1GNES16S236109065
Date Opened:	5/29/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B30313	Mileage:	10348
Address:	BERT OGDEN CHEVROLET MISSION	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP. P10

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

05/29/2003 17:49:59 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

MIKE GALINDO S.F.

CUSTOMER CONCERN -

CUST. STS. THAT THE WIPER MOTOR IS INOP. AT TIMES.

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

DLR. STS. THAT THE WIPER MOTOR CONNECTOR IS FULL OF WATER AND CORRODED.

TAC RECOMMENDATION -

REVIEWED PI00413 (WIPER MOTOR AND PIGTAIL HARNESS) WITH DLR.

05/29/2003 17:49:59 HISTORY - GARBARINO

06/10/2003 10:42:14 PAWLIK -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6511586	VIN Number:	1GNET16S726111650
Date Opened:	6/2/2003	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B32130	Mileage:	22100
Address:	CHICOPEE CHEVROLET-OCHICOPEE	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413 02-08-64

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/02/2003 09:08:13 SBD TEMPLATE - HOFFMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME - TECHNICIAN JACK SANTOS

CUSTOMER CONCERN - CUSTOMER STATES THE WIPERS ARE INOPERATIVE. CUSTOMER STATES THE DRIVER WINDOW AND MIRROR INOPERATIVE INTERMITTENT.

DEALER COMMENTS/DIAGNOSIS - TECHNICIAN STATES THE WIPER CONNECTOR IS CORRODED. TECHNICIAN STATES HE CANNOT DUPLICATE DDM ISSUES.

TAC RECOMMENDATION - ADVISE PI INFO PI00902A. ADVISE BULLETIN 02-06-64-017 FOR THE DRIVER DOOR ISSUES. ADVISE TO DUPLICATE DRIVER DOOR ISSUED AND SEE IF THERE IS A COMMUNICATION ISSUE. ADVISE TO CHECK DDM PROGRAM FOR BEING UP TO DATE.

06/02/2003 09:08:13 HISTORY - HOFFMAN

06/02/2003 09:35:16 ORR -

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

TECHNICIAN JACK SANTOS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR REPLACED DDM, AND IS LOOKING FOR PROGRAMMING VCI NUMBER

NEW RECOMMENDATIONS

ADV DLR THAT HE NEEDS TO CALL TECHLINE FOR VCI NUMBERS,

ADV DLE HE NEEDS OLD AND NEW PART #'S, HE DID NOT, ADV DLR OF PHONE

NUMBER TO CALL THEM WHEN NUMBERS ARE AVAILABLE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6516467	VIN Number:	1GNET16S136126517	
Date Opened:	6/3/2003	Model Year:	2003	
Date Closed:	6/13/2003	Series:	Trailblazer Ext 4WD	
Dealer Code:	B09270	Mileage:	8060	
Address:	LIMA AUTO MALL, INC. LIMA	OH	State:	OH
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER ERRATIC

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/03/2003 11:32:23 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)

KEVIN SNYDER

CUSTOMER CONCERN

WIPERS ERRATIC,

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

COMPARE TO LIKE VEHICLE?)

CAN VERIFY, NO LOW OR HIGH SPEED, TECH FOUND WATER IN CONNECTOR , LOOKING

FOR ASSISTANCE

TAG RECOMMENDATION-

ADV DLR OF PI00413 READ TO DLR: 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:

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

PE03-042 / GM644

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

88885271 2003 MODEL YEAR

08/03/2003 11:32:23 HISTORY - ORR

08/13/2003 16:20:25 ROAT - VME CASE CLOSING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6519846	VIN Number:	1GKET16S526118917
Date Opened:	6/4/2003	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G44606	Mileage:	15679
Address:	SUNTRUP BUICK-PONTIASAINT PETERS	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER WIPER INOPERATIVE WAT

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/04/2003 10:21:04 SBD TEMPLATE - RAUCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

**CUSTOMER CONCERN -HE STS WATER INTRUSION IN THE FRONT WIPER MOTOR
ASSEMBLY AND THE WIPERS ARE INOPERATIVE.**

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

**HE STS NO DTC'S PRESENT. HE STS NO PARTS HAVE BEEN REPLACED TO DATE . HE
IS INQUIRING ON ANY LIKE CASES.**

TAC RECOMMENDATION -

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

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #16094704

OLD 12487689

WITH RAIN SENSE (RPO = CE1) NEW PART# 16094706 OLD

12487687

PIGTAIL

15308415 2002 MODEL YEAR

88998271 2003 MODEL YEAR

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

FE83-642 / GM644

THERE IS A MOTOR HOUSING KIT, PART # 12487690, AVAILABLE FROM SPO. THIS WAS A FOR THE OLD MOTOR AND WILL NOT FIT ON THE NEW MOTOR. A COVER KIT

FOR THE NEW MOTOR WILL BE AVAILABLE IN THE FUTURE. IF WATER IS FOUND IN THE CIRCUIT BOARD AREA, IT IS LIKELY THAT WATER IS ALSO IN THE MOTOR.

THEREFORE, A COMPLETE MODULE WOULD BE NEEDED VS. JUST THIS KIT.

08/04/2003 10:21:04 HISTORY - RAUCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6325668	VIN Number:	1GNET16S836115742
Date Opened:	6/5/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B18465	Mileage:	10098
Address:	CLEMENTS CHEVROLET-CNORFOLK	State:	NE
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/05/2003 15:36:42 SBD TEMPLATE - STEVENS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPER INOP

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

NO WATER IN MOTOR

NO VOLTAGE AT PIN E CIRCUIT 478

**TAC RECOMMENDATION - BACK OUT WIRE AT MOTOR AND SEE IF THERE IS VOLTAGE
AT PIN AND IF SO TRACE DOWN SHORT TO GROUND IN CIRCUIT 478**

06/05/2003 15:36:42 HISTORY - STEVENS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6526281	VIN Number:	1GHDT13S022104801
Date Opened:	6/5/2003	Model Year:	2002
Date Closed:		Series:	Bravada 4WD 4DR
Dealer Code:	B18010	Mileage:	53419
Address:	DIRKS MOTOR COMPANY AKRON	State:	IA
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—

06/05/2003 17:28:27 SBD TEMPLATE - REGAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JAMES BISHOP TECH

CUSTOMER CONCERN -

WIPERS INOP.

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

WIPERS INOP, THE SWITCH WAS REPLACED WITH NO CHANGE.

TAC RECOMMENDATION -

ADVISE ON PI00413.

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.**

PR63-042 / 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.

06/05/2003 17:28:27 HISTORY - REGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6526791	VIN Number:	1GNDT13S922263212
Date Opened:	6/6/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B44009	Mileage:	41516
Address:	ANDREWS CHEVROLET SAMASON	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/06/2003 09:31:34 8BD TEMPLATE - LOFFREDI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JIM KRANZ / TECHNICIAN

CUSTOMER CONCERN -

CUSTOMER ALLEGES THAT THE WIPERS ARE INOPERATIVE.

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

**DEALER STATES HE HAS REMOVED THE WIPER MODULE AND FOUND THAT IT IS ALL
RUSTY AND THE RUST HAS MOVED DOWN INTO THE MOTOR.**

**DEALER STATES THAT HE HAS SEEN A FEW OF THESE SAME CONCERNS WITH THE SAME
OUT COME AND WANTS TO MAKE US AWARE OF THIS ISSUE.**

TAC RECOMMENDATION -

**TAC ADVISED TECHNICIAN OF P100413, REPLACE THE WIPER MOTOR/MODULE
ASSEMBLY, POSSIBLE PIGTAIL IF NEEDED. SUPPLIED TECHNICIAN WITH NEW PART
NUMBERS.**

06/06/2003 09:31:34 HISTORY - LOFFREDI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6526793	VIN Number:	1GNDT13S122273541
Date Opened:	6/6/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B28682	MI Long:	15974
Address:	NORTHTOWNE CHEVROLETTEMPERANC	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/06/2003 09:24:27 SBD TEMPLATE - EGGLING

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

BELOW)

CALLER'S NAME (FIRST, LAST, AND POSITION) DAVID BROWNFIELD, TECH.

CUSTOMER CONCERN - WIPER INOP.

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

TECH CALLED FOR LIKE CASES.

TAC RECOMMENDATION - READ P100413 TO THE TECH.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

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

12487687

08/08/2003 09:24:27 HISTORY - EGGLEING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6527945	VIN Number:	1GNET16S438139873	
Date Opened:	6/6/2003	Model Year:	2003	
Date Closed:		Series:	T1	
Dealer Code:	B05030	Mileage:	9050	
Address:	SHORE MOTOR COMPANY CLARINDA		State:	IA
Dealer Phone:				

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

PIGTAIL

88986271 2003

06/06/2003 12:23:14 HISTORY - ROSS

SYMPTOM ABSTRACT— FRONT INOPERATIVE WINDSHIELD WIPER FRONT WIPE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

06/06/2003 12:23:14 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) JASON MCNEESE (TECH)

CUSTOMER CONCERN - FRONT WIPER INOP / UNWANTED WASHER

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

TECH HAS DUPLICATED THE CONCERN, AND IS CALLING FOR KNOWN ISSUES.

TAC RECOMMENDATION -

ADVISED TECH:

PI00413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

PR03-042 / GM644

Page 1677 of 2561

**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**

**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.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6528148	VIN Number:	1GNET16S426109077
Date Opened:	6/6/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B15075	Mileage:	17167
Address:	RED LION CHEV-OLDS GRED LION	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— PERFORMANCE WIPER WIPER FULL OF WATER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/06/2003 13:09:46 8BD TEMPLATE - ELDORADO

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)

KEN HEIGHES - TECH

CUSTOMER CONCERN -

WIPER INOP

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

DLR HAS REPLACED THE WIPER MOTOR A FEW MONTHS AGO.

DLR STS THE NEW MOTOR IS FULL OF WATER.

TAC RECOMMENDATION -

TAC ADVISED DLR TO REPLACE THE MOTOR AGAIN AS PER P/I PI00413 AND VERIFY

THERE ARE NO COWL WATER DRAINAGE ISSUES.

DLR TO ADVISE.....FE

08/08/2003 13:09:46 HISTORY - ELDORADO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6528268	VIN Number:	1GKET16S336115547
Date Opened:	6/6/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	D37315	Mileage:	5962
Address:	MOSES CAD-BUI-PON-GMCHARLESTON	State:	WV
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—

06/06/2003 13:39:07 SBD TEMPLATE - ELDORADO

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)

[REDACTED]

CUSTOMER CONCERN -

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

DLR HAS NOT REPLACED ANYTHING YET.

DLR IS LOOKING FOR ANY INFO.

TAC RECOMMENDATION -

TAC ADVISED DLR OF P/I PI00413.

DLR TO ADVISE.....FE

06/06/2003 13:39:07 HISTORY - ELDORADO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6529482	VIN Number:	1GNET18SX36114074
Date Opened:	6/9/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B47428	Mileage:	5846
Address:	MCELENEY AUTOCENTER CLINTON	State:	IA
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER WIPER ERRATIC

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/09/2003 09:37:51 SBD TEMPLATE - DALEY

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

3__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -

ERRATIC WIPER OPERATION

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

DLR ST THAT THE WIPERS OPERAT ERRATIC.

**DLR STS THAT HE WIPER MODULE/MOTOR ASSEMBLY WERE REPLACED PRIOR FOR THE
SAME CONCERN.**

DLR STS THAT THE IS WATER INSIDETHE CONECTOR.

DLR LOOKING FOR DIAG.

TAC RECOMMENDATION -

TAC ADV DLR OF PI00413:

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

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.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487688

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

06/09/2003 09:37:51 HISTORY - DALEY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6529625	VIN Number:	1GNDT13B422117445
Date Opened:	6/9/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B15002	Mileage:	43952
Address:	LESTER CHEV INC	State:	KY
City:	CENTRAL CITY		
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—

06/09/2003 09:56:16 SBD TEMPLATE - SLEEMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TOM EDWARDS TECH

CUSTOMER CONCERN -

WIPERS ARE ERRATIC.

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

COMPARE TO LIKE VEHICLE?)

UNSURE HOW TO PROCEED.

TAC RECOMMENDATION -

ADVISED TO TEST THE PLENUM DRAIN AND INSTALL THE REVISED WIPER MOTOR PER

P100413. REPORT RESULTS TO TAC.

06/09/2003 09:58:16 HISTORY - SLEEMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6536282	VIN Number:	1GNET16S136151787
Date Opened:	6/9/2003	Model Year:	2003
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B15691	Mileage:	6933
Address:	VIDEON CHEVROLET INC NEWTOWN SQU	State:	PA
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---

06/09/2003 11:24:28 SBD TEMPLATE - ELDORADO

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

RICH WARREN

CUSTOMER CONCERN -

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

DLR HAS NOT REPLACED ANYTHING YET.

DLR IS LOOKING FOR ANY INFO.

TAC RECOMMENDATION -

TAC ADVISED DLR OF P/I P100413.

DLR TO ADVISE.....FE

08/08/2003 11:24:28 HISTORY - ELDORADO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6531262	VIN Number:	1GNET16SX38154087
Date Opened:	6/9/2003	Model Year:	2003
Date Closed:	6/9/2003	Series:	Traillazer Ext 4WD
Dealer Code:	B18622	MBadge:	10628
Address:	BERGSTROM CHEV-OLDS-APPLETON	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INOP

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/09/2003 14:05:12 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)

CUSTOMER CONCERN - WINDSHIELD WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH HAS FOUND WATER INTRUSION IN THE MOTOR AND CONNECTOR. STATES THE TERMINALS ARE DIS-COLORED.

**TAC RECOMMENDATION - VEHICLE WAS BUILT 10-28-02. 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**

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

15308415 2002 MODEL YEAR

88968271 2003 MODEL YEAR

06/09/2003 14:05:12 HISTORY - GLEDHILL

CASE WILL BE CLOSED PER ASM'S REQUEST; REPLACE WIPER MOTOR.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6531482	VIN Number:	1GNET16S736149886	
Date Opened:	6/9/2003	Model Year:	2003	
Date Closed:		Series:	Trafficblazer Ext 4WD	
Dealer Code:	B13146	Mileage:	4302	
Address:	DEL CHEVROLET INC PAOLI	PA	State:	PA
Dealer Phone:				

SYMPTOM ABSTRACT— MOTOR WIPER WIPER MOTOR INOP P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/09/2003 14:39:16 SBD TEMPLATE - JACOB

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TED CURRENT 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 IS FULL OF WATER

TAC RECOMMENDATION -

TAC ADVISES TECH OF PI# P100413

WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

06/09/2003 14:39:16 HISTORY - JACOB

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6532428	VIN Number:	1GNES16S130101877
Date Opened:	6/9/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B30422	Mileage:	2876
Address:	TINDALL CHEV-PONT INDILLEY	T	State: TX
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/08/2003 16:43:11 SBD TEMPLATE - GLEDHILL

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) [REDACTED]

CUSTOMER CONCERN - WINDSHIELD WIPER INOP

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO PARTS/REPAIRS. NO DTCS. TECH HAS VERIFIED THE CONCERN.

TAC RECOMMENDATION - VEHICLE BUILD 7-19-02. ADVISED TECH OF PI00413,

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,

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

86985271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6533518	VIN Number:	1GKDS13SX32207260
Date Opened:	6/10/2003	Model Year:	2003
Date Closed:	6/20/2003	Series:	S1
Dealer Code:	G30119	Mileage:	8020
Address:	FOLEY-SWEITZER MOTORMARION	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INT INOP WIPERS NO DUPLICATI

RESOLUTION ABSTRACT- MODULE, LIFT GATE CONTROL CONTROL

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/10/2003 10:01:43 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)RON JENNINGS

CUSTOMER CONCERN -INT INOP WIPERS

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

TECH HAS NOT DUPLICATED CONCERN CALLING FOR ISSUES

TAC RECOMMENDATION -

ADVISED TECH OF PI 00413 AND PART # FOR FRONT WIPERS IF NEEDED ALSO

VERIFY LGM CODES FOR REAR WIPER ISSUE.

08/10/2003 10:01:43 HISTORY - WACHTMEISTER

08/20/2003 10:59:24 COWGER - CASE CLOSING

**REPLACED LGM FOR REAR WIPER CONCERN AND FRONT WIPER MOTOR FOR FRONT WIPER
CONCERN**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6533814	VIN Number:	1GNET16S826112631
Date Opened:	6/10/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B47119	Mileage:	11008
Address:	CREST CHEV-OLDS-CADIDELAVAN	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WASHER WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/10/2003 15:24:08 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TECHNICIAN DARIN RHODE

CUSTOMER CONCERN -

WIPERS INOP.

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

COMPUTERS DOWN. LOOKING FOR INFORMATION.

TAC RECOMMENDATION -

ADVISED DEALER OF PI00413.

06/10/2003 15:24:08 HISTORY - MILLER

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,
PE83-042 / 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.

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

15306415 2002 MODEL YEAR

86986271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6537331	VIN Number:	1GNES16S336139482
Date Opened:	6/11/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B30018	Mileage:	8532
Address:	MUNDAY CHEVROLET HOUSTON	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER ERRATIC

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/11/2003 09:51:00 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)

TONY HYDEN TECH

CUSTOMER CONCERN

WIPER ERRATIC

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

CAN VERIFY, CANNOT ISOLATE, LOOKING FOR ASSISTANCE

TAC RECOMMENDATION-

ADV DLR OF PI00413 FOR REVISED WIPER MOTOR, VEH BUILD IS 10/02/02,

ADV DLR OF PART NUMBERS FOR MOTOR AND PIGTAILS AND ADVISED TO CHECK FOR
PROPER DRAINAGE OF PLENUM USING GARDEN WATER HOSE PRESSURE SHOULD NOT
OVERFILL.

06/11/2003 09:51:00 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6537573	VIN Number:	1GNES16S520132998
Date Opened:	6/11/2003	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 2WD
Dealer Code:	B24874	Mileage:	18151
Address:	HOOD NORTH LAKE COVINGTON	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER P100413 WIPER MOTOR HAS 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—

06/11/2003 10:28:28 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)

CUSTOMER CONCERN -

FRONT WIPERS ARE INOP

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

TECH FOUND RATER IN THE WIPER MOTOR MODULE.

TAC RECOMMENDATION -

TAC ADVISED OF PI P100413

06/11/2003 10:28:28 HISTORY - SHERMAN

06/17/2003 13:11:56 KEREKES -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6539848	VIN Number:	1GNDT13S522249100
Date Opened:	6/11/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B28598	Mileage:	14946
Address:	SPARTAN CHEVROLET YOUNGSTOWN	State:	OH
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—

06/11/2003 14:04:33 SBD TEMPLATE - KOSMOWSKI

STRATEGY BASED DIAGNOSTICS

2? NUMBER OF TIMES IN FOR THE SAME CONDITION

4? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CRISS CAPUTO, TECHNICIAN

CUSTOMER CONCERN -

CUSTOMER ALLEGES WIPERS ARE SOMETIMES INOPERATIVE.

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

**DEALER STATES THEY HAVE NOT DUPLICATED THE CONCERN ON THIS VISIT. DEALER
STATES THE WIPER MOTOR WAS REPLACED ON THE PREVIOUS VISIT. DEALER STATES
THEY HAVE DONE NO DIAGNOSIS ON THIS VISIT.**

TAC RECOMMENDATION -

**SUGGEST DEALER CHECK WIPER CONNECTOR FOR WATER INTRUSION. SUGGEST DEALER
DUPLICATE THE CONCERN.**

06/11/2003 14:04:33 HISTORY - KOSMOWSKI

06/30/2003 17:06:41 ESCH -

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

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

6 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL

PE03-042 / GM644

07/01/2003 13:43:46 ZAJECHOWSKI -

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

JEARMY RICHEY TECH

? NUMBER OF TIMES IN FOR THE SAME CONDITION

? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STATES WIPERS ARE INOP. TECH REPLACED WIPER MOTOR AND PIGTAIL WITH
NO CHANGE IN CONCERN.

NEW RECOMMENDATIONS

ADVISED TECH TO INSPECT G105 AND TEST CKTS 478, 477, AND 84 FOR OPEN AND
SHORT TO GROUND. ADVISED TECH ALSO POSSIBLE WIPER SWITCH CONCERN.

07/02/2003 15:45:11 SANFORD -

PE03-842 / GM644

Page 1914 of 1991

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

? NUMBER OF TIMES IN FOR THE SAME CONDITION

? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

DEALER OWNER VEHICLE

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

REPLACED WIPER MOTOR TWICE,MULTIFUNCTION SWITCH,RESTRUNG WIRING AND
WIPERS ARE STILL INOP.

TECH ADVISED HE HAS REPLACED WIPER MOTOR PIG TAIL,BUT DOESN'T KNOW PART
NUMBER USED.TECH FOUND SEVERAL WIRES CHAFFED IN PASS THROUGH,REPAIRED
WIRING.

NEW RECOMMENDATIONS: CHECK PIG TAIL PART NUMBER USED.RECOMMENDED
#16306415 IF CORRECT PIGTAIL WAS USED,TRY A KNOWN GOOD WIPER MOTOR,LOGIC
CIRCUIT IN MODULE MAY HAVE BEEN DAMAGED FROM THE WIRING SHORT/CHAFFING
CONDITION.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6548493	VIN Number:	1GNES16S936123304
Date Opened:	6/11/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B20384	Mileage:	16260
Address:	SIERRA CHEVROLET/OLD MONROVIA	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/11/2003 17:32:43 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)

CURT BANNISTER TECH

CUSTOMER CONCERN

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

CAN VERIFY,, HAS NO POWER TO WIPER ALLEGES TECH. RAN VIS, VEHICLE HAS

CE1(RAINSENSE) ADV DLR OF OPERATION OF CIRCUIT, AND OF BUILD DATE, ADV

DLR IF HE HAS CONCERNS ON LOW AND HI INOP WILL NEED WIPER MOTOR.

TAC RECOMMENDATION-

ADV DLR OF P100413 READ TO DLR: 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:

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

PE03-042 / GM644

HOSE" WATER PRESSURE, THE PLENUM SHOULD NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM. 3. VERIFY THAT THE

CONNECTOR TERMINALS ARE IN GOOD CONDITION.

06/11/2009 17:32:43 HISTORY - ORR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6546934	VIN Number:	1GKES16S136120393
Date Opened:	6/12/2003	Model Year:	2003
Date Closed:	6/12/2003	Series:	Envoy XL 2WD
Dealer Code:	G50235	Mileage:	13388
Address:	WADE RAULERSON PONTI GAINESVILLE	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/12/2003 09:07:41 SBD TEMPLATE - LOFFREDI

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CHRIS MORTIMER / TECHNICIAN

CUSTOMER CONCERN -

CUSTOMER ALLEGES THAT THE WIPERS ARE INOPERATIVE.

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

DEALER STATES HE HAS REPLACED THE WIPER MOTOR ASSEMBLY 2 OTHER TIMES.

**DEALER STATES THAT THE WIPER MOTOR HAS WATER INSIDE IT AND IS ALL RUSTY
EVERY TIME IT COMES IN.**

DEALER IS WONDERING IF THERE IS A FIX FOR THIS.

TAC RECOMMENDATION -

**TAC ADVISED TECHNICIAN OF PI00413, REPLACE THE WIPER MOTOR WITH A NEW
P/N.**

08/12/2003 09:07:41 HISTORY - LOFFREDI

08/12/2003 13:44:23 YORK - CASE CLOSING - DEALER STATES

HE HAS REPLACED THE WIPER MODULE TO CURE THE CONCERN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6541288	VIN Number:	1GKES16S836122092
Date Opened:	6/12/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 2WD
Dealer Code:	G44606	Mileage:	8497
Address:	SUNTRUP BUICK-PONTIAC SAINT PETERS	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— WINDOW WINDSHIELD WIPERS 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—

08/12/2003 09:56:38 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)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

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/12/2003 09:56:38 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) JOE DICKENS - TECH

CUSTOMER CONCERN - WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

DLR STS HE HAS VERIFIED THE CONCERN AND ON A PREVIOUS VISIT HE REPL THE

WIPER MODULE. DLR STS HE HAS FOUND WATER INTRUSION.

TAC RECOMMENDATION - TAC ADV DLR OF P100413 TO REPL THE WIPER MOTOR AFTER
VERIFY THE COWL DRAINS ARE NOT PLUGGED.

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

16306416 2002 MODEL YEAR

88986271 2003 MODEL YEAR

06/12/2003 09:56:38 HISTORY - HALLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4341432	VIN Number:	1GKET16S036154533
Date Opened:	6/12/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	001260	MBays:	7350
Address:	FARRICELLI AUTO WORBRANFORD	State:	CT
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—

06/12/2003 13:31:43 SBD TEMPLATE - LESZCYNski

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 BOB

CUSTOMER CONCERN - WIPERS INOPERATIVE

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DEALER CAN DUPLICATE THE CONCERN DEALER
IS ASKING FOR BULLETIN OR PI INFORMATION**

TAC RECOMMENDATION -

ADVISED DEALER ON PI 00413 NEW STYLE MOTOR

06/12/2003 13:31:43 HISTORY - LESZCYNski

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6541735	VIN Number:	1GKDT13S222222868
Date Opened:	6/12/2003	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	012599	Mileage:	23004
Address:	AUFFENBERG OF CARBONCARBONDALE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— 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—

06/12/2003 11:02:55 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) WADE MCCOWEN TECH

CUSTOMER CONCERN - WIPERS OPERATE ERRATIC

**DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) TECH STATED HE IS CALLING FOR A CASE NUMBER.
TECH STATED HE CALLED IN BEFORE FOR THIS CONCERN AND IS LOOKING FOR PART
NUMBERS.**

**TAC RECOMMENDATION - TAC ADVISED TECH PF PI00413 FOR THIS CONCERN AND
GAVE TECH THE PART NUMBERS. TAC ADVISED TO CALL BACK.**

06/12/2003 11:02:55 HISTORY - MEISSNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6541833	VIN Number:	1GNDS13S222304315
Date Opened:	6/12/2003	Model Year:	2002
Date Closed:		Series:	Blazer 2WD 4DR Trailblazer
Dealer Code:	B17409	Mileage:	21557
Address:	MOUNTAIN VIEW CHEVROMOUNTAIN VI	State:	AR
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPER INOPERATIVE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/12/2003 11:45:58 SBD TEMPLATE - ESCAMILLA

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)

PAUL ADAMS - SM

CUSTOMER CONCERN -

WIPER ARE INOPERATIVE AND WASHER PUMP WILL NOT SHUT OFF

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

COMPARE TO LIKE VEHICLE?)

PAUL ADAMS REPORTS THE VEH HAS HAD 3 WIPERS MOTOR REPLACED.

TAG RECOMMENDATION -

PAUL ADAMS OF P100413. THE VEH HAS HAD THE OLD PART NUMBERS PARTS

INSTALLED.

VAL ESCAMILLA

08/12/2003 11:45:58 HISTORY - ESCAMILLA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6547197	VIN Number:	1GKE616S936152346	
Date Opened:	6/13/2003	Model Year:	2003	
Date Closed:	6/27/2003	Series:	Envoy XL 2WD	
Dealer Code:	D47766	Mileage:	7696	
Address:	VISALIA BUICK-PONTIACVISALIA	CA	State:	CA
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER INOPERATIVE WIPERS INOP

RESOLUTION ABSTRACT- MULTIFUNCTION SWITCH - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/13/2003 16:24:47 SBD TEMPLATE - CIAVERELLA

STRATEGY BASED DIAGNOSTICS

1 __ NUMBER OF TIMES IN FOR THE SAME CONDITION

1 __ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

BELOW)

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

NICK WARREN TECH

CUSTOMER CONCERN -

STS WIPER INOP.

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

COMPARE TO LIKE VEHICLE?)

STS HAS POWER TO MOTOR

TAC RECOMMENDATION -

RECOMMENDATION/INSTRUCTIONS:

ADV DLR OF P100413 FOR CHECK OF COWL DRAINS.

REPLACE MOTOR/CONNECTOR

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:

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

12487687

PIGTAIL

88886271 2003 MODEL YEAR

06/13/2003 18:24:47 HISTORY - CIAVERELLA

06/25/2003 18:21:38 LOFFREDI -

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

MIGUEL NAVARRO / TECHNICIAN

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)

DEALER STATES THAT HE HAS REPLACED THE WIPER MOTOR & PIGTAIL AND NOW THE
WIPERS WILL WORK EXCEPT FOR ON HIGH.

DEALER IS WONDERING WHAT ELSE COULD BE WRONG.

DEALER STATES THAT HE HAS P.N. 15094705 IN THERE.

PE03-042 / GM644

DEALER STATES THAT HE HAS P.N. 15094705 IN THERE.

NEW RECOMMENDATIONS

TAC ADVISED TECHNICIAN THAT P.N. 15094705 IS FOR VEHICLES EQUIPPED WITH RAIN SENSE WIPERS (RPO CE1) THIS VEHICLE IS NOT EQUIPPED WITH THAT FEATURE.

ADVISED TO GET P.N. 15094704, THAT ONE IS FOR VEHICLES NOT EQUIPPED WITH THAT FEATURE.

06/27/2009 12:29:24 THOMPSON -

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

MIGUEL- TECH

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STS HAS INATALLED CORRECT MODULE, REPLACED MULTIFUNCTION SWITCH, NOW WORKS OK.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6547850	VTN Number:	1GNES16S432158193
Date Opened:	6/16/2003	Model Year:	2003
Date Closed:	6/20/2003	Series:	S1
Dealer Code:	B47237	Mileage:	9996
Address:	AMERICAN CHEV OLDS CDANVILLE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS SWEEP INT

RESOLUTION ABSTRACT- WIPER/WASHER SYSTEM

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/16/2003 09:17:29 SBD TEMPLATE - CIAVERELLA

STRATEGY BASED DIAGNOSTICS

1 __ NUMBER OF TIMES IN FOR THE SAME CONDITION

1 __ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

BELOW)

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

GARY RIGGLEMAN (SF)

CUSTOMER CONCERN -

STS WIPER RUNS INT.

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

COMPARE TO LIKE VEHICLE?)

STS LOOKING FOR CASE INFO

TAC RECOMMENDATION -

RECOMMENDATION/INSTRUCTIONS:

ADV DLR OF P100413 FOR CHECK OF COWL DRAINS.

REPLACE MOTOR/CONNECTOR

RECOMMENDATION/INSTRUCTIONS:

PE03-042 / GM644

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

PIGTAIL

88988271 2003 MODEL YEAR

08/18/2003 09:17:29 HISTORY - CIAVERELLA

08/20/2003 14:53:38 BEERE - CASE CLOSING

REPLACED WIPER MOTOR AND PIG TAIL AS PER PI00413.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6548463	VIN Number:	1GNES16S236105615
Date Opened:	6/16/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B17208	Mileage:	1658
Address:	ALLEN TILLERY CHEVROLET SPRINGS	State:	AR
Dealer Phone:			

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

REDACTED

CUSTOMER CONCERN -

WIPERS INOP

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

DEALER STATES HE HAS VERIFIED THE CONCERN AND STATES HE HAS NO CODES

TAC RECOMMENDATION -

ADVISED DEALER OF PI 00413 (REPLACE MODULE WITH UPDATED MODULE AND
PIGTAIL)

DEALER TO CALL BACK WITH UPDATE

06/16/2003 11:13:41 HISTORY - YORK

CALLER'S NAME (FIRST, LAST, AND POSITION) [REDACTED]

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STS HE RECIEVE THE CONNECTOR AND IT ONLY HAS WHITE WIRES ON IT.

NEW RECOMMENDATIONS

ADVISE TO SPLICE THE WIRES TO THE ORIGINAL LOCATIONS.

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—

UGC-3 DESCRIPTION—

06/18/2003 11:13:41 SBD TEMPLATE - YORK

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:	6549027	VIN Number:	1GKET16S136103770
Date Opened:	6/16/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G10684	Mileage:	14597
Address:	GALLO GMC TRUCK SALEVINELAND	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT NO PERFORMANCE WIPER FRONT WIPER INOPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/16/2003 12:11:08 SBD TEMPLATE - RAUCH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -HE STS THE FRONT WIPER IS INOPERATIVE.

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

HE STS THE FRONT WIPER IS INOPERATIVE. HE STS A U1000 IN THE PCM. HE IS INQUIRING ON ANY INFORMATION ON THIS CONCERN.

TAC RECOMMENDATION -

-ADVISED OF PI- PI00413 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,

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

06/16/2003 12:11:06 HISTORY - RAUCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6349374	VIN Number:	1GNET16S536153888
Date Opened:	6/16/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B09637	Mileage:	16507
Address:	WHITE-ALLEN CHEVROLE DAYTON	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/16/2003 13:23:08 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)

WES , TECH

CUSTOMER CONCERN -

WIPER INOP

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

COMPARE TO LIKE VEHICLE?)

TECH REPLACED MOTOR FOR WIPER INOP CONCERN WITHOUT REPAIR. TECH DIDN'T
HAVE HIS DEALER CODE OR AND MEASUREMENTS FROM THE SWITCH OR MOTOR. CHECK
POWER AND GROUND AT MOTOR W/ TESTLIGHT.

TAC RECOMMENDATION -

ADVISED VOLTAGE IS PROVIDED TO THE SWITCH BY THE MOTOR , REVIEW DOC ID#

877478

06/16/2003 13:23:08 HISTORY - COLE

06/16/2003 14:29:09 RICHARDSON -

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

WES CUTLIP TECH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STS RPO DOES NOT INDICATE RAINSENSE BUT HE HAS RAINSENSE SENSOR AND
FUSE FOR RAINSENSE. WHEN ASKED HE SAID THE SENSOR IS SQUARE. TECH IS

PE03-042 / GM644

FUSE FOR RAINSENSE. WHEN ASKED HE SAID THE SENSOR IS SQUARE. TECH IS INSTALLING WIPER MOTOR P/N 15094704 BECAUSE VEHICLE RPO INDICATES IT DOES

NOT HAVE RAINSENSE. WIPERS WILL COME UP 1/4 INCH THEN COME BACK DOWN.

TECH STS THE WIPER MOTOR CONNECTOR IS CLEAN.

NEW RECOMMENDATIONS

ADVISE TECH THAT WHAT HE HAS FOUND IS NOT A RAINSENSE SENSOR, THAT IS THE

GPS ANTENNA. THE RAINSENSE SENSOR IS ROUND. ADVISE TECH TO BACKPROBE A

JUMPER INTO TERMINAL D CIRCUIT 477. THEN PLACE OTHER END OF JUMPER WIRE

TO GROUND WITH IGNITION ON, WIPER SWITCH OFF. IF WIPER MOTOR TURNS ON TO

HIGH SPEED THEN REPAIR SWITCH OR ITS WIRING. IF WIPER MOTOR DID NOT TURN

ON THEN VERIFY POWER AND GROUND TO WIPER MOTOR. REPAIR POWER, GROUND, OR

REPLACE THE WIPER MOTOR IF NTF WITH VOLTAGES.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6550050	VIN Number:	1GNET16S530118260
Date Opened:	6/16/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B11457	Mileage:	15100
Address:	LARRY ROESCH CHEV INBENSENVILLE	State:	IL
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—

06/16/2003 14:54:05 SBD TEMPLATE - BEHLEN

STRATEGY BASED DIAGNOSTICS

2-3_ 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)

LARRY VANN TECH

CUSTOMER CONCERN -

WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

TECH STATES WIPER MOTOR MODULE WAS REPLACED AND CONNECTOR WET, BACK

AGAIN-SAME CONCERN.

TAC RECOMMENDATION -

TAC ADVISED TECH OF PI00413 FOR A UPDATED WIPER MOTOR ASSEMBLY.

06/16/2003 14:54:05 HISTORY - BEHLEN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6550110	VIN Number:	1GNET16S726116402
Date Opened:	6/16/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B05275	Mileage:	13352
Address:	GARY GROSS CHEVROLET WILBER	State:	NE
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER FRONT WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/16/2003 15:03:37 SBD TEMPLATE - GARBARINO

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JIM KALKWARF S.M.

CUSTOMER CONCERN -

CUST. STS. THAT THE WIPERS ARE INOP.

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

DLR. HAS VERIFIED CONCERN. DLR. IS LOOKING FOR DIRECTION.

TAC RECOMMENDATION -

REVIEWED PI00413 (WIPER MOTOR) WITH DLR.

06/18/2003 15:03:37 HISTORY - GARBARINO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6559753	VIN Number:	1GKET16S936103743
Date Opened:	6/16/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B18500	Mileage:	5246
Address:	IRA MITCHELL MOTORS NEWTON	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/16/2003 16:32:26 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) BOB MOCHKA TECH

CUSTOMER CONCERN - WIPERS INOP

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

NONE AT ALL!!!!!!!!!!!!!!

TAC RECOMMENDATION -

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

06/16/2003 16:32:26 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6552406	VIN Number:	1GKES16S538140360
Date Opened:	6/17/2003	Model Year:	2003
Date Closed:	6/19/2003	Series:	Envoy XL 2WD
Dealer Code:	G10064	Mileage:	8508
Address:	HALL PONTIAC-GMC TRUVIRGINIA BEAC	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER WIPERS INOPERATIVE.

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/17/2003 11:07:57 SBD TEMPLATE - MILLER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

J.T. MARSH

CUSTOMER CONCERN -

WIPERS INOPERATIVE.

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

TECHNICIAN STATES WIPERS INOPERATIVE.

STATES REPLACED THE WIPER MOTOR.

TAC RECOMMENDATION -

TAC ADVISES P100413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

TECHNICIAN TO CALL BACK.

06/17/2003 11:07:57 HISTORY - MILLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6553987	VTN Number:	1GNET16S426115784
Date Opened:	6/17/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B04324	Mileage:	13585
Address:	HARRY K CHEV-OLDS-POOACOMA	State:	SD
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—

06/17/2003 14:58:57 SBD TEMPLATE - HELTON

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 - BOB ELLIS TECH

CUSTOMER CONCERN - CUSTOMER STS WIPER INOP.

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

TECH CALLED IN FOR PART NUMBERS ON NEW UPDATED WIPER MOTOR.

TAC RECOMMENDATION - ADVISED TECH OF INFO ON PI00413

06/17/2003 14:58:57 HISTORY - HELTON

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.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

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

12487687

PIGTAIL

15305415 2002 MODEL YEAR

88985271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6554920	VIN Number:	1GNET16S238131161
Date Opened:	6/17/2003	Model Year:	2003
Date Closed:	6/17/2003	Series:	TrafficBlazer Ext 4WD
Dealer Code:	B03829	Mileage:	82073
Address:	WEIDINGER CHEVROLET VIENNA	State:	MO
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—

06/17/2003 17:58:28 SBD TEMPLATE - SHERMAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

RICK BUSCHMAN

CUSTOMER CONCERN -

WIPER IS INOP

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

**TECH IS LOOKING FOR DIAGNOSTIC HELP. TECH STATES THAT THE WIPER MOTOR
HAS WATER INTRUSION.**

TAC RECOMMENDATION -

TAC ADVISED OF PI PI00413

06/17/2003 17:58:28 HISTORY - SHERMAN

07/02/2003 15:05:41 MURPHY -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6555436	VIN Number:	1GNES16SX36116233
Date Opened:	6/18/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B08530	Mileage:	12687
Address:	FIVE STAR CHEVROLET-WARNER ROBINS	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/18/2003 09:28:27 SBD TEMPLATE - EGGLING

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) SHAFFIN HENDERSON S/F

CUSTOMER CONCERN - WIPERS ARE INOPERATIVE INTERMITTENTLY.

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

THE TECH CALLED FOR PI INFORMATION, DID NOT HAVE A NUMBER.

TAC RECOMMENDATION - READ P100413 TO THE TECH

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #16084704

OLD 12487688

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

12487687

PIGTAIL

16306416 2002 MODEL YEAR

88886271 2003 MODEL YEAR

06/18/2003 09:28:27 HISTORY - EGGLEING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6539265	VIN Number:	1GKET16S236121517
Date Opened:	6/19/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G10487	Mileage:	14475
Address:	KOONS OF MANASSAS MANASSAS	State:	VA
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—

06/18/2003 09:24:31 SBD TEMPLATE - COWGER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

KEVIN HAMIRLIR-TECH

CUSTOMER CONCERN -

WIPER MOTOR INOP

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

DLR STS VEHICLE WAS IN BACK IN MARCH AND HAD A WIPER REPLACED FOR THE
SAME CONCERN , DLR USED PART NUMBER 12487689 , NOW VEHICLE HAS RETURNED
WITH SAME CONCERN WIPER INOP AND THE WIPER MOTOR IS FULL OF WATER .

TAC RECOMMENDATION -

ADV TECH OF PI00413 ADV TECH TO REPLCE WIPER WITH UPDATED WIPER MOTOR W/O
RAISENSE 15094704 ALSO ADV TECH TO CHECK CONNECTION FOR CORRISION , IF
CONNECTOR IS DAMAGED THE REPLACE THE PIG TAIL WITH PART NUMBER 88936271 .
DLR TO CALL BACK WITH UPDATE

08/19/2003 08:24:31 HISTORY - COWGER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6559482	VTN Number:	1GNET16S726108487
Date Opened:	6/19/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B28692	Mileage:	23544
Address:	WALKER BROS. BUICK-CEDINBORO	State:	PA
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—

06/18/2003 09:55:19 SBD TEMPLATE - WARNER

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) RICK WALKER

CUSTOMER CONCERN -WIPERS INOP PI00413

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

DEALER HAS REPLACED WIPER MOTOR 2X THE LAST TIME BEING IN NOV 02

TAC RECOMMENDATION -

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

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

15306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

06/19/2003 09:55:19 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6560552	VIN Number:	1GNET16S236151989
Date Opened:	6/19/2003	Model Year:	2003
Date Closed:	7/14/2003	Series:	Trailblazer Ext 4WD
Dealer Code:	B03272	Mileage:	4794
Address:	ELCO CHEVROLET INC BALLWIN	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER INT WIPER INOP P100413

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

06/19/2003 12:29:44 SBD TEMPLATE - DALEY

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BILL GAWLIKOWSKI - TECH

CUSTOMER CONCERN -

WIPER ERRATIC

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

COMPARE TO LIKE VEHICLE?)

DLR STS THAT INT THE WIPER ARE INOP OR OPERATE ERRATIC.

DLR STS THAT HE CAN NO DUPLICATE CONCERN.

DLR LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -

TAC ADV DLR OF PI00413:

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

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

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.

DLR TO CALL BACK WITH UPDATE

06/19/2003 12:29:44 HISTORY

07/14/2003 16:43:41 HAWKINS

- VME CASE CLOSING - REPLACE

WIPER MODULE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6561871	VIN Number:	1GKET16SX36118448
Date Opened:	6/19/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G06499	Mileage:	3789
Address:	ARENA BUICK-PONTIAC-HAMMONTON	State:	NJ
Dealer Phone:			

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 #15084704

OLD 12487689

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

12487687

PIGTAIL

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

SYMPTOM ABSTRACT— UNWANTED WASHER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/19/2003 15:43:21 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)

JULIAS AKRUS SM

CUSTOMER CONCERN -

WASHERS WONT SHUT OFF. WIPERS ERRATIC.

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

WORKING NOW. LOOKING FOR CAUSE.

TAC RECOMMENDATION -

ADVISED DEALER OF P100413.

06/19/2003 15:43:21 HISTORY - MILLER

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6561921	VTN Number:	1GNET16SX26127891
Date Opened:	6/19/2003	Model Year:	2002
Date Closed:	6/19/2003	Series:	T1
Dealer Code:	B25413	Mileage:	16105
Address:	MONTGOMERY CHEV LOUISVILLE	State:	KY
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP P100413

RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - ABNORMAL CONDITION - UNPUBLIS

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/19/2003 15:48:15 SBD TEMPLATE - REGAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -

WIPERS INOP.

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

WIPERS INOP.

TAC RECOMMENDATION -

ADVISE 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,

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.

06/19/2003 16:49:16 HISTORY - REGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6562582	VIN Number:	1GHDT13S622130906
Date Opened:	6/19/2003	Model Year:	2002
Date Closed:		Series:	Bravada 4WD 4DR
Dealer Code:	B04563	Mileage:	3600
Address:	MILLER BROS INC VALENTINE NE	State:	NE
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS ARE INOP ALL MODES

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/19/2003 16:04:00 SBD TEMPLATE - WEBER

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) DWAYNE SCHNIEDER

CUSTOMER CONCERN - WIPERS ARE INOP.

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

██████████ STATES THAT HE CAN NOT FIND THE ACC. POWER CIR AS DESCRIBED IN THE
DIAG. FLOW CHART.

██████████ STATES THAT THERE IS POWER ON THE YELLOW WIRE TO THE MODULE.

TAC RECOMMENDATION -

ADVISED ██████████ THAT THAT IS THE POWER CIR. HE NEEDS TO CHECK.

ADVISED ██████████ TO CHECK THE SWITCH OPERATION, WENT THROUGH THE FLOW CHART
WITH HIM AND ADVISED THAT IF THE SWITCH SHOWS GOOD, TO REPLACE THE WIPER
MODULE.

08/19/2003 18:04:00 HISTORY - WEBER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6563708	VIN Number:	1GNET16S726113138
Date Opened:	6/20/2003	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B04517	Mileage:	20380
Address:	PERKINS INC	VALLEY CITY	ND
State:		State:	ND
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT PUMP WASHER 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--

06/20/2003 11:28:25 SBD TEMPLATE - FOULOS

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - CUSTOMER STS THAT WIPERS HAVE QUIT WORKING ON TUESDAY.

CUSTOMER ADVISED DLR THAT WASHER PUMP STAYED ON ALL THE TIME.

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

- JESSE STS THAT HE ISOLATED WASHER SWITCH AND RELAY TO AVAIL DEALER CAN
NOT VERIFY THE CONCERN. DEALER IS LOOKING FOR LIKE CONCERNS.

TAC RECOMMENDATION -

- TAC ADVISED DLR OF P/I PI00413. ADVISED DLR TO REPLACE MOTOR AND
PIGTAIL AS NEC.

- CLOSED/INVALID.

06/20/2003 11:28:25 HISTORY - POULOS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6564501	VIN Number:	1GNET16SB36154587
Date Opened:	6/20/2003	Model Year:	2003
Date Closed:	6/20/2003	Series:	T1
Dealer Code:	B02346	Mileage:	7353
Address:	WIGDER CHEVROLET INC LIVINGSTON	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER

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—

06/20/2003 13:59:42 SBD TEMPLATE - KOSMOWSKI

STRATEGY BASED DIAGNOSTICS

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -

WIPERS INOPERATIVE.

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

COMPARE TO LIKE VEHICLE?)

DEALER CALLED LOOKING FOR INFORMATION.

TAG RECOMMENDATION -

ADVISED DEALER OF INFORMATION IN PI000413.

08/20/2003 13:59:42 HISTORY - KOSMOWSKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6566269	VIN Number:	1GNDT13S32255686
Date Opened:	6/23/2003	Model Year:	2002
Date Closed:	7/2/2003	Series:	T1
Dealer Code:	B47680	Mileage:	20891
Address:	BILL RASMUSSEN CHEV-MATTOON	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER WIPER OPERATIO

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/23/2003 09:57:20 SBD TEMPLATE - BACK

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS COME ON WHEN STARTED, SOMETIMES WON'T OPERATE

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

TECH STS CURRENTLY OPERATING FINE.

TECH HAS NOT REPLACED ANY PARTS, CHECKED CONNECTIONS YET.

TECH LOOKING FOR KNOWN CONCERNS.

TAC RECOMMENDATION -

ADVISED TO CHECK FOR WATER INTRUSION INTO WIPER MOTOR/CONNECTOR.

ADVISED TO REPLACE WIPER MOTOR WITH REVISED MOTOR PER PI00413.

06/23/2003 09:57:20 HISTORY - BACK

07/02/2003 13:05:08 BACK - CASE CLOSING

REPLACED WIPER MOTOR PER PI00413.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6568069	VIN Number:	1GKES16S026137430
Date Opened:	6/23/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B08470	Mileage:	16841
Address:	MILLER SUTHERLIN AUTPELL CITY	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WATER INTRUSION

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/23/2003 16:21:41 SBD TEMPLATE - LEITHAUSER

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)

NOTE VIS6 INDICATES 4 VISITS, 6 DAYS.

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

CUSTOMER CONCERN -WIPER OPERATION IS ERRATIC.

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

TECH SAYS THE WIPER MOTOR HAS WATER INSIDE IT AGAIN.

TAC RECOMMENDATION -

ADVISED TECH TO REPLACE THE WIPER MOTOR & CONNECTOR WITH REVISED PARTS,
PER PI00413.

06/23/2003 15:21:41 HISTORY - LEITHAUSER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6572369	VIN Number:	1GKET16S326111948
Date Opened:	6/24/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B44484	Mileage:	33700
Address:	CARON CHEVROLET OLDSMARSHALL	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/24/2003 15:44:24 SBD TEMPLATE - SANFORD

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:	6357157	VIN Number:	1GKES16S836107876	
Date Opened:	3/28/2003	Model Year:	2003	
Date Closed:		Series:	S1	
Dealer Code:	G08176	Mileage:	12457	
Address:	EDDIE WIGGINS BUICK-WARNER ROBINS		State:	GA
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—

03/28/2003 15:40:00 SBD TEMPLATE - HOFFMAN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6581788	VIN Number:	1GNET16S526118080
Date Opened:	6/27/2003	Model Year:	2002
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B25178	Mileage:	12992
Address:	DAN YOUNG INC	TIPTON	IN
State:		IN	
Dealer Phone:			

SYMPTOM ABSTRACT-- INOPERATIVE WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/27/2003 11:57:22 SBD TEMPLATE - SANFORD

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) CHARLES WALDEN (TECH)

CUSTOMER CONCERN - WINDSHEIL WIPERS ARE INOP

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

REPLACED SWITCH PER SI DIAGNOSIS CHART,NO EFFECT

TAC RECOMMENDATION - RECOMMENDED INFO FROM P100413,VEHICLE BUILT PRIOR TO
NEW MODULE PRODUCTION PER VISS CHECK.

06/27/2003 11:57:22 HISTORY - SANFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6582348	VIN Number:	1GNES16S836142717
Date Opened:	6/27/2003	Model Year:	2003
Date Closed:	6/30/2003	Series:	Trailblazer Ext 2WD
Dealer Code:	B05385	Mileage:	8711
Address:	RUBLE-VANCE CHEV OLDPERRY	State:	OK
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER STAYS ON OR ERRATIC

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/27/2003 12:51:57 SBD TEMPLATE - DIEHL

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME DAVID BALL TECH

CUSTOMER CONCERN - THE WINDSHIELD WIPERS STAY ON OR WORK ERRATIC

DEALER COMMENTS/DIAGNOSIS -

**VERIFIED THE CONCERN. RAN THE FLOW CHART FOR WIPERS STAYING ON ALL THE
TIME. SUSPECT THE WIPER MODULE.**

TAC RECOMMENDATION - REPLACE THE MODULE PER PI00413

08/27/2003 12:51:57 HISTORY - DIEHL

08/30/2003 10:10:09 MILLER - REPLACED THE WIPER MOTOR.

CASE CLOSED.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6582558	VIN Number:	1GKET16S026129193
Date Opened:	6/27/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G10634	Mileage:	10525
Address:	COLE MOTOR COMPANY BLUEFIELD	State:	WV
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

06/27/2003 13:38:18 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) DANNY ROSE TECH

CUSTOMER CONCERN - CUSTOMER STATES FRONT WIPERS INOPERATIVE.

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

DEALER STATES HAS REPLACED WIPER MOTOR ON PREVIOUS VISIT.

DEALER STATES NO CODES.

TAC RECOMMENDATION -

TAC ADVISE OF PI00413:

**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

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.

08/27/2003 13:38:18 HISTORY - ESCH

08/30/2003 13:27:54 BEHLEN -

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

DANNY ROSE TECH

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STATES REPLACED THE WIPER MOTOR AND THE PIGTAIL HAS 1 EXTRA WIRE.

NEW RECOMMENDATIONS

TAC ADVISED TECH HE DOESNT HAVE RAIN SENSE, VERIFIED PART #S, ADVISED

TECH THAT WIRE MOST LIKELY IS UNUSED UNLESS VEHICLE HAS RAIN SENSE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6582835	VIN Number:	1GKET16S538131877
Date Opened:	6/27/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G30108	Mileage:	7236
Address:	KEN WASCHKE AUTO PLAVIRGINIA	State:	MN
Dealer Phone:			

SYMPTOM ABSTRACT--- 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---

06/27/2003 14:35:45 SBD TEMPLATE - REGAN

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JOE PUGLEASA-TECH

CUSTOMER CONCERN -

WIPERS INOP.

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

COMPARE TO LIKE VEHICLE?)

WIPERS INOP. THERE IS POWER TO THE WIPER MOTOR.

TAC RECOMMENDATION -

ADVISE ON PI00413.

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

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.

06/27/2003 14:35:45 HISTORY - REGAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6582939	VIN Number:	1GNDT13S422102427
Date Opened:	6/27/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B03496	Mileage:	31834
Address:	DON DARR CHEVROLET SAINT LOUIS	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INTER INOP

RESOLUTION ABSTRACT—

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/27/2003 14:54:41 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) JAY GONSTAL

CUSTOMER CONCERN - WIPERS INOP INTER

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO DTC'S. NO PARTS/REPAIRS. TECH HAS NOT VERIFIED THE CONCERN. TECH STATES THE CONNECTOR IS CLEAN AND FREE OF CORROSION.

TAC RECOMMENDATION - ADVISED TECH OF P100413, 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,

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

58986271 2003 MO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6586566	VIN Number:	1GNET16SX36108782
Date Opened:	6/30/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B47005	Mileage:	4708
Address:	KENOSHA CHEVROLET KENOSHA	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER WIPER ARE INOPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

06/30/2003 15:58:32 SBD TEMPLATE - ERMAN

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - THE WIPERS ARE INOPERATIVE

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

**MARCELO SAID THEY DID REPLACE A WIPER MOTOR ON THE FIRST VISIT. MARCELO
SAID HE DID REPLACE THE MULTIFUNCTION SWITCH BUT STILL HAS TEH SAME
CONCERN.**

TAC RECOMMENDATION -

ADVISED I GAVE INFORMATION FROM PID0413

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

08/30/2003 15:58:32 HISTORY - ERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6584172	VIN Number:	1GNET16S326111094
Date Opened:	7/1/2003	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B07722	Mileage:	14844
Address:	PLAINS CHEVROLET, LTAMARILLO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/01/2003 10:58:28 SBD TEMPLATE - HELTON

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 - RONNY RHEA TECH

CUSTOMER CONCERN - CUSTOMER STS WIPERS INOP.

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

TECH STS HE HAS VERIFIED CONCERN.

TECH REPLACED WIPER MOTOR BUT NEEDS THE PART NUMBER FOR THE CONNECTOR.

TAC RECOMMENDATION - ADVISED TECH OF P100413 AND PART NUMBERS NEEDED.

07/01/2003 10:58:28 HISTORY - HELTON

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

PE83-642 / GM644

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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

15306416 2002 MODEL YEAR

88986271 2003 MODEL YEAR

ADDITIONAL DETAILS:

DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THERE IS A MOTOR HOUSING KIT, PART # 12487690, AVAILABLE FROM SPO. THIS WAS A FOR THE OLD MOTOR AND WILL NOT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6588538	VIN Number:	1GKET16SX36108160	
Date Opened:	7/1/2003	Model Year:	2003	
Date Closed:		Series:	Envoy XL 4WD	
Dealer Code:	B11550	Mileage:	10939	
Address:	BILL WALSH CHE-BUI IOTTAWA	IL	State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/01/2003 11:48:15 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)

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

JASON SCHUPP TECH

CUSTOMER CONCERN -

WIPERS INOP AT TIMES

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

TECH STATES HAS NOT DUPLICATED, LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -

TAC ADVISED TECH OF P100413 ON A UPDATED WIPER MOTOR ASSEMBLY.

07/01/2003 11:46:15 HISTORY - BEHLEN

07/06/2003 10:13:45 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6592637	VIN Number:	1GNET16S236148916
Date Opened:	7/2/2003	Model Year:	2003
Date Closed:		Series:	Traiblazer Ext 4WD
Dealer Code:	B13158	Mileage:	913
Address:	BILL FORBES CHEVROLENEW MARTINSVI	State:	WV
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER U1000

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/02/2003 13:20:14 SBD TEMPLATE - BEHLEN

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)

LYOD HILL TECH

CUSTOMER CONCERN -

WIPERS WORKING ERRATICALLY

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

COMPARE TO LIKE VEHICLE?)

TECH STATES REPLACED THE SWITCH, STILL ACTING UP, HAS A U1000 IN THE BCM.

TAC RECOMMENDATION -

TAC ADVISED TECH OF PI00413 FOR A UPDATED WIPER MOTOR.

07/02/2003 13:20:14 HISTORY - BEHLEN

07/08/2003 13:40:56 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6592999	VIN Number:	1GNDS13S822140522
Date Opened:	7/2/2003	Model Year:	2002
Date Closed:	7/7/2003	Series:	S1
Dealer Code:	B26113	Mileage:	50916
Address:	COGGIN CHEVROLET AT JACKSONVILLE	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— OPERATION WIPER ERRATIC

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/02/2003 14:12:19 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 - DON HARRIS - TECH

CUSTOMER CONCERN - WIPER OPERATION.

DEALER COMMENTS/DIAGNOSIS - DONALD STS AN ERRATIC OPERATION.

TAC RECOMMENDATION - TAC ADV DONALD OF INFO FROM PI00413.

07/02/2003 14:12:19 HISTORY - ELLIOTT

PI00413 STS:

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

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

08066271 2003 MODEL YEAR

07/07/2003 14:24:23 MEISSNER - CASE CLOSING TECH STATED THEY

REPLACED THE WIPER MODULE AGAIN TO CORRECT THE CONCERN OF THE WIPERS

CHADDERING

07/14/2003 16:44:10 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6394746	VIN Number:	1GKET16S226126386
Date Opened:	7/3/2003	Model Year:	2002
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	B14212	Mileage:	25001
Address:	BOB SMITH AUTOMOTIVEEASTON	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER INOP 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—

07/03/2003 09:05:54 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)TIM HARTISTY

CUSTOMER CONCERN -WIPERS INOP

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

MOTOR WAS REPLACED OLD PART #

TAC RECOMMENDATION -

ADVISED TECH OF PI00413 AND NEW PART #

07/03/2003 09:05:54 HISTORY - WACHTMEISTER

07/03/2003 09:52:28 KEY - CASE UPDATE -

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

TIM HARTISTY

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH CALLED TO CLARIFY REPAIRS, TECH STATED PN GIVEN FROM PI MATCHES

SUPERSEDED PART NUMBER, TECH IS NOT CLEAR WHAT IMPROVEMENTS HAVE BEEN
MADE

NEW RECOMMENDATIONS

PE83-842 / GM644

NEW RECOMMENDATIONS

ADVISED TECH:

1. REVIEWED P100413 WITH TECH, ADVISED TECH OLD MOTOR PN WILL SUPERSEDE
TO NEW PART NUMBER DUE TO DESIGN CHANGE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6597084	VIN Number:	1GNET16S436114672
Date Opened:	7/3/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B15485	Mileage:	6933
Address:	SCOTT CHEVROLET INC EMMAUS	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT— OPERATION WIPER ERRATIC

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/03/2003 15:58:49 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 - GEORGE REINSMITH - TECH

CUSTOMER CONCERN - WIPERS ERRATIC

**DEALER COMMENTS/DIAGNOSIS - GEORGE STS INTERMITTENTLY THE WIPERS AND
WASHER ARE INOP.**

TAC RECOMMENDATION - TAC ADV GEORGE OF INFO FROM PI00413.

07/03/2003 15:58:49 HISTORY - ELLIOTT

PI00413 STS:

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

Page 2825 of 2301

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

16306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

BELOW THE LINE - INTERNAL ONLY - DO NOT FAX OR

EMAIL

PI00413 2-24-03 SUPERSEDES PI00413 12-16-02 , 12-10-02 , 11-21-02,

11-12-02, 8-27-02, 8-23-02 AND I000935 1-23-02

ADDITIONAL DETAILS:

DEALERS SHOULD ALSO BE WARY OF MOTORS OBTAINED FROM OTHER DEALERS (OFF THE SHELF) SINCE THEY WOULD LIKELY BE THE "OLD" PART.

THERE IS A MOTOR HOUSING KIT, PART # 12487890, AVAILABLE FROM SPO. THIS WAS A FOR THE OLD MOTOR AND WILL NOT FIT ON THE NEW MOTOR. A COVER KIT FOR THE NEW MOTOR WILL BE AV

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6597343	VIN Number:	1GKET16S836140547
Date Opened:	7/3/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	013041	Mileage:	12198
Address:	COMMUNITY MOTORS OF IOWA CITY	State:	IA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WATER INTRUSION INTO THE MO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/03/2003 16:54:57 SBD TEMPLATE - WEBER

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) DAN KUROVSKI

CUSTOMER CONCERN - WIPERS ARE INOP.

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

DAN STATES THAT THIS IS THE SECOND WIPER MODULE REPLACED ON THIS VEHICLE.

DAN STATES THAT WATER CAME OUT OF THE CONNECTOR WHEN REMOVED.

TAC RECOMMENDATION -

ADVISED DAN OF P100413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC
OPERATION.

ADVISED DAN TO CHECK THE COWL DRAINAGE SYSTEM.

07/03/2003 18:54:57 HISTORY - WEBER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6598544	VIN Number:	1GNES16S436162144
Date Opened:	7/7/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B30331	Mileage:	4631
Address:	KEATING YOUNG MOTOR WINNIE	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WASHER 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—

07/07/2003 10:23:22 SBD TEMPLATE - HELTON

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 - GARY MAINERO -TECH

CUSTOMER CONCERN - CUSTOMER'S WIPERS INOP

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

TECH STS HE HAS VERIFIED CONCERN.

TECH STS HE HAS REPLACED WIPER MOTOR ABOUT 3000 MILES AGO.

TECH STS FLOW CHART LEADS HIM TO REPLACE ANOTHER WIPER MOTOR.

TAC RECOMMENDATION -

ADVISED TECH OF PI00413.

07/07/2003 10:23:22 HISTORY - HELTON

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

12487887

PIGTAIL

15306415 2002 MODEL YEAR

68986271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6599963	VIN Number:	1GNET16S736122603
Date Opened:	7/7/2003	Model Year:	2003
Date Closed:	8/1/2003	Series:	Trailblazer Ext 4WD
Dealer Code:	B11374	Mileage:	11478
Address:	MAX MYERS MOTORS INC MIDDLEBURY	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER

RESOLUTION ABSTRACT- W/S WIPER MOTOR R&R

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/07/2003 14:16:18 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)

BRAD FISHER SM

CUSTOMER CONCERN -

WIPERS INOP.

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

REPLACED WIPER MOTOR TRANSMISSION ASSEMBLY.

NOW ALL WIPER FUNCTIONS ARE OK EXCEPT FOR HIGH SPEED (INOP).

SM STS THAT THERE IS NOT A BLK/WHT WIRE IN TERMINAL A OF C2 AT THE
SWITCH.

TAG RECOMMENDATION -

-INFORMED SM THAT THE WIRE FOR CKT 751 IS TAN PER SI 882230.

07/07/2003 14:16:18 HISTORY - KUEHNL

08/11/2003 10:40:58 DORLAND - CASE CLOSING

REPLACED WIPER MOTOR TO CORRECT CONCERN.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	660052	VIN Number:	1GNET18SX36139360
Date Opened:	7/7/2003	Model Year:	2003
Date Closed:	7/10/2003	Series:	T1
Dealer Code:	B15386	Mileage:	3731
Address:	BRODHEADSVILLE CHEVRGILBERT	State:	PA
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT WASHER WINDSHIELD WIPER WIPERS A

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/07/2003 14:42:12 SBD TEMPLATE - SANFORD

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 TEICHERT - TECH

CUSTOMER CONCERN - WIPERS ERRATIC

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

TECH FINDS MOISTURE AND WATER IN CIRCUIT BOARD,REPLACED WIPER MOTOR
PRIOR,WITH UPDATED DESIGN,WATER INTRUSION STILL OCCURING.

TAC RECOMMENDATION - RECOMMENDED REPLACING WIPER MOTOR AND PIGTAIL PER
PI00413.CHECK WATER DRAINS FOR PROPER DRAINING ETC.

07/07/2003 14:42:12 HISTORY - SANFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6682554	VIN Number:	1GKES16S726128670
Date Opened:	7/8/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	G53427	Mileage:	13985
Address:	PROCTOR PONTIAC; PROTALLAHASSEE	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER ERRATIC OPERATION

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/08/2003 11:19:38 SBD TEMPLATE - LESZCYNSKI

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 ROBERT

CUSTOMER CONCERN - WIPERS ERRATIC AFTER RAIN

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) DEALER HAS RESEALED THE COVER ON A PREVIOUS
VISIT

DEALER IS CONFUSED ON HOW TO DIAGNOSE

TAC RECOMMENDATION -

ADVISED DEALER ON PI00413 REPLACE MOTOR AND COVER

07/08/2003 11:19:36 HISTORY - LESZCZYNSKI