

PE03-042

Gm

11-12-03

Attachment

2B

Book 7 of 7

Part 2 of 3

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6682681	VIN Number:	1GNET16S438111588
Date Opened:	7/8/2003	Model Year:	2003
Date Closed:	7/8/2003	Series:	Trafficblazer Ext 4WD
Dealer Code:	B09694	Mileage:	10615
Address:	BEECHMONT CHEVROLET CINCINNATI	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WATER WINDSHIELD WIPER WIPER MOTO

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—

07/08/2003 11:28:47 SBD TEMPLATE XXXXXXXXXX

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 CAHILL SF

CUSTOMER CONCERN -

WIPERS INOP.

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

COMPARE TO LIKE VEHICLE?)

WIPERS INOP. REPLACED WIPER MOTOR ON PREVIOUS VISIT. WIPER MOTOR HAS

WATER IN IT TODAY ALSO.

TAC RECOMMENDATION -

ADVISE SF TO REPLACE THE WIPER MOTOR WITH REVISED PART NUMBER 15084704

PER PI00413.

07/08/2003 11:28:47 HISTORY XXXXXXXXXX

PI00413

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002.

PE03-042 / GM644

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 #16094704

OLD 12487689

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

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88885271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6604227	VIN Number:	1GNET16S726128418	
Date Opened:	7/8/2003	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B47097	MBRange:	10389	
Address:	LEMAN'S CHEVROLET CIBLOOMINGTON		State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/08/2003 15:10:37 SBD TEMPLATE - XXXXXXXXXX

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 RAY STRANGE

CUSTOMER CONCERN -

WIPERS INOP.

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

LOOKING FOR PART NUMBER FOR NEW WIPER MOTOR.

TAC RECOMMENDATION -

ADVISED DEALER OF PI00413.

07/08/2003 15:10:37 HISTORY [REDACTED]

A REVISED WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002.

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

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

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

AREA. THE DRAINS ARE ON

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

THE PLENUM SHOULD

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

DRAINS TO PLENUM.

PE03-042 / GM644

DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

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

REPLACEMENT IS NECESSARY, A

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

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

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

THE PLATFORM LIAISON.

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15094704

OLD 12487689

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

OLD

12487687

PIGTAIL

16308416 2002 MODEL YEAR

88886271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6688868	VIN Number:	1GNES16SX36162438
Date Opened:	7/9/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B30141	Mileage:	5823
Address:	CHAMPION CHEVROLET GHOUSTON	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT--- INTERMITTENT ON WIPERS ON INTERMITTENT P10041

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/09/2003 14:50:28 8BD TEMPLATE - EPLIN II

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME KEITH REUTER-TECH

CUSTOMER CONCERN -WIPERS COME ON BY THEMSELVES INTERMITTENTLY

DEALER COMMENTS/DIAGNOSIS -TECH STS THAT LAST TIME IN THE CONCERN WAS THAT WIPERS ARE INOPERATIVE. TECH STS THAT HE CAN DUPLICATE CONCERN TODAY. TECH STS THAT HE HASN'T CHECK FOR CODES. TECH STS THAT CONNECTOR IS FULL OF WATER AND THE MOTOR IS ALSO.

TAC RECOMMENDATION -

1) P100413 WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

07/09/2003 14:50:28 HISTORY - EPLIN II

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6688425	VIN Number:	1GNET16S336121397
Date Opened:	7/9/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B02099	Mileage:	5834
Address:	FUTURE CHEVROLET INCOLD BRIDGE	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/09/2003 15:38:01 SBD TEMPLATE - COWGER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

RON GRABINSKY-TECH

CUSTOMER CONCERN -

WIPER INOP OR STOP IN THE MIDDLE OF THE WINDSHIELD

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

COMPARE TO LIKE VEHICLE?)

DLR STS HE HAS DUPLICATED THE CONCERN AND STS HE IS LOOKING FOR ANY

UPDATES .

TAC RECOMMENDATION -

ADV TECH OF UPDATED WIPER MOTOR MODULE ASSEMBLY PART #16094704 , ADV TECH

TO REPLACE THE ASSEMBLY AND EVALUATE CONCERN .

DLR TO CALL BACK WITH UPDATE .

07/09/2003 15:38:01 HISTORY - COWGER

07/14/2003 19:40:37 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6613679	VIN Number:	1GNET16SX26137014	
Date Opened:	7/11/2003	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	023060	Mileage:	14378	
Address:	HENDERSON CHEVROLET HENDERSON		State:	KY
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER WIPERS OPERATING ERRATICLY

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

07/11/2003 09:45:41 SBD TEMPLATE [REDACTED]

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)

CAREY HAZELWOOD TECH

CUSTOMER CONCERN -WIPER MOTOR PERFORMANCE

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

TECH STATES THAT THE WIPER MOTOR IS COLLECTING WATER AND CORRODED. TECH
STATES THAT THEY ARE OPERATING ERRATICLY. TECH STATES THAT THEY HAVE
REPLACED THE MOTOR PREVIOUSLY FOR THE SAME CONDITION BUT ACCORDING TO VIS
IT IS THE OLD PART NUMBER

TAC RECOMMENDATION -ADVISED TECH OF P100413. ADVISED TECH TO INSPECT
DRAINS AND REPLACE WITH NEW PART NUMBER.PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15084704

OLD 12457689

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

12487687

PIGTAIL

15306415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

07/11/2003 09:45:41 HISTORY

PE03-042 / GM644

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6614667	VIN Number:	1GNDT138922331346
Date Opened:	7/11/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B05167	Mileage:	27625
Address:	SUBURBAN CHEVROLET, CLAREMORE	State:	OK
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—

07/11/2003 10:41:34 88D TEMPLATE - CRUMB

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 TONY COMER

CUSTOMER CONCERN - WIPERS INOP IN ALL SPEEDS

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

TAG RECOMMENDATION - REPLACE WIPER MOTOR AND CONNECTOR PER PI00413

07/11/2003 10:41:34 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6614886	VIN Number:	1GKDT139822132882	
Date Opened:	7/11/2003	Model Year:	2002	
Date Closed:		Series:	Jimmy Envoy 4WD 4DR	
Dealer Code:	G21584	MI Range:	13987	
Address:	HOWARD BELL, INC. CARO	MI	State:	MI
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPER OPERATE ERRATIC

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

07/11/2003 10:44:52 SBD TEMPLATE [REDACTED]

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) LARRY GREEN (TECH)

CUSTOMER CONCERN - WIPERS MAY NOT WORK AT ALL,PHANTOM WIPE,ERRATIC SPEEDS

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

REPLACED WIPER MOTOR AND MULTIFUNCTION SWITCH,NO EFFECT

TAC RECOMMENDATION - CHECK AND POSSIBLE REPLACE PIGTAIL,CHECK WIRING FROM
MULTIFUNCTION SWITCH TO WIPER MOTOR,CHECK FOR WIRING CONCERNS FROM
WINDSHEILD LEAK THAT WAS REPAIRED IN VISS CHECK.

07/11/2003 10:44:52 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6614165	VIN Number:	1GNET18S536117903
Date Opened:	7/11/2003	Model Year:	2003
Date Closed:		Series:	Traiblazer Ext 4WD
Dealer Code:	B47574	Mileage:	19774
Address:	SAWICKI MOTOR CO INC ROCHELLE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER WIPERS ERATIC

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/11/2003 11:02:31 SBD TEMPLATE - [REDACTED]

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)

JASON PERMENTER

CUSTOMER CONCERN -

WIPER OPERATION IS ERRATIC IN DIFFERENT OPERATIONS

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

**DEALER STATES THEY HAVE VERIFIED THE CONCERN AND STATES THEY HAVE
REPLACED THE MULTIFUNCTION SWITCH TO NO AVAIL.**

TAC RECOMMENDATION -

ADVISED DEALER OF PI 00413 (REPLACE WIPER MODULE WITH UPDATED PART)

DEALER TO CALL BACK WITH UPDATE

07/11/2003 11:02:31 HISTORY ██████████

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6614519	VIN Number:	1GNET16S626133753	
Date Opened:	7/11/2003	Model Year:	2002	
Date Closed:		Series:	Trailblazer Ext 4WD	
Dealer Code:	B44163	Mileage:	13400	
Address:	GRAFF MOTOR SALES INGLADWIN		State:	MI
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—

07/11/2003 11:48:01 SBD TEMPLATE

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 GAWEL TECH

CUSTOMER CONCERN - WINDSHIELD WIPERS INOP IN ALL MODES

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO DTCS. NO PARTS/REPAIRS. TECH STATES THAT HE HAD ONE A COUPLE OF WEEKS AGO WHICH ENDED BEING A MOTOR. TECH STATES THAT THE CONNERTOR ON THIS VEHICLE HAS CORROSION IN IT.

TAG 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

07/11/2003 11:48:01 HISTORY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6617179	VIN Number:	1GNET16SX38107738
Date Opened:	7/14/2003	Model Year:	2003
Date Closed:	7/14/2003	Series:	T1
Dealer Code:	B09418	Mileage:	11114
Address:	MCALLISTER CHEVROLETCHILLICOTHE	State:	OH
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—

07/14/2003 10:27:50 SBD TEMPLATE - ELLIOTT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME - MIKE HOWARD SM

CUSTOMER CONCERN - ERRATIC WIPER OPERATION.

DEALER COMMENTS/DIAGNOSIS - MIKE STS THE WIPER MOTOR WAS REPLACED FOR THIS CONCERN LAST NOVEMBER.

TAC RECOMMENDATION - TAC ADV MIKE OF INFO FROM PI00413. MIKE REQUESTS TO CLOSE CASE.

07/14/2003 10:27:50 HISTORY - ELLIOTT

PI00413 STS:

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002.

THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN

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

THE OLD PART NUMBER WILL SUPERSEDE.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

PE03-042 / GM644

REPLACEMENT:

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

AREA. THE DRAINS ARE ON

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

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

2. CLEAN THE TERMINAL ENDS.

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

REPLACEMENT IS NECESSARY, A

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

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

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

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

12487687

PIGTAIL

15308415 2002 MODEL YEAR

88986271 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6618891	VIN Number:	1GNET16SX36116925
Date Opened:	7/14/2003	Model Year:	2003
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B09412	Mileage:	15451
Address:	MCCLUSKEY CHEVROLET CINCINNATI	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOPERATIVE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/14/2003 14:35:25 SBD TEMPLATE - CRUMB

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME LEE SCHURGAST

CUSTOMER CONCERN -WIPERS INOPERATIVE

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

TAC RECOMMENDATION - ADVISED OF PARTS FROM PI00413

07/14/2003 14:35:25 HISTORY - CRUMB

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6623347	VIN Number:	1GHDT13SX22249340	
Date Opened:	7/15/2003	Model Year:	2002	
Date Closed:	8/21/2003	Series:	T1	
Dealer Code:	003037	Mileage:	38000	
Address:	PERRY-EGAN CHEV AND OCEAN CITY		State:	NJ
Dealer Phone:				

SYMPTOM ABSTRACT--- WINDSHIELD WIPER P100413 ERRATIC OR INOP I

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--

07/15/2003 16:47:28 SBD TEMPLATE - STEVENS

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPER ERRATIC OR INOP

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

TECH SAW THIS AND THE WIPERS STARTED WORKING AGAIN

DEALER IS LOOKING FOR LIKE CASES

TAG RECOMMENDATION -P100413 POSS WATER IN MOTOR OR CORREDED CONNECTIONS

07/15/2003 15:47:28 HISTORY - STEVENS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6626888	VIN Number:	1GNDS13S922254867
Date Opened:	7/16/2003	Model Year:	2002
Date Closed:	7/1/2003	Series:	Blazer 2WD 4DR Trailblaz
Dealer Code:	B08028	Mileage:	34581
Address:	KENT CHEVROLET REYNOLDS	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE NO VOLTAGE OUT OF WIPER MOTOR TO

RESOLUTION ABSTRACT- OPEN OR INTERMITTENT CONNECTIONS WITH METRI-PAK 150

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/16/2003 14:57:05 SBD TEMPLATE [REDACTED]

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 - BUCK PANDOLFI TECH

CUSTOMER CONCERN - CUSTOMER STS FRONT WIPER INOP.

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

TECH STS HE HAS VERIFIED CONCERN.

TECH STS NO DTC.

TECH STS WIPER MODULE, MOTOR AND MULTIFUNCTION SW HAVE BEEN REPLACED.

TECH STS WIPER MOTOR HAS VOLTAGE BUT MULTIFUNCTION SWITCH DOES NOT.

TAC RECOMMENDATION -

ADVISED TECH TO VOLTAGE DROP THE POWER AND GROUND CKTS AT THE WIPER
MODULE MOTOR USING SI DOCUMENT 668006.

07/16/2003 14:57:05 HISTORY

07/16/2003 16:36:38 SEALIE

- CALLED IN CASE CLOSING

DEALER STATES FINDING TERMINALS SPREAD APART UNDER THE REAR SEAT AT
CAVITY 33

07/22/2003 14:29:56 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6691365	VIN Number:	1GNET16SX26135120
Date Opened:	7/17/2003	Model Year:	2002
Date Closed:		Series:	TrailBlazer Ext 4WD
Dealer Code:	B39287	MIrange:	15749
Address:	BRADLEY CHEVROLET LAKE HAVASU CI	State:	AZ
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER ERRATIC OPEATION AND WASHER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/17/2003 18:42:46 SBD TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

SCOTT TRUDEAU TECH.

CUSTOMER CONCERN -

WINDSHIELD WIPER ERRATIC OPERATION AND WASHER PUMPS RUNS CONTINUOUSLY.

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

TECH STATES HE CHECKED ALL THE POWER AND THEY ARE GOOD BUT IS NOT ABLE TO
LOCATE THE GROUND LOCATION IN SI AND WANTS TO KNOW IF WE HAVE ANY
INFORMATION ON THIS CONCERN.

TAC RECOMMENDATION -

ADVISED TECH

1 OF HOW TO FINE COMPONENTS IN SI AND GAVE TECH INFORMATION FROM
PI00413.

07/17/2003 18:42:45 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6632560	VIN Number:	1GKET16S526127374	
Date Opened:	7/18/2003	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	G21658	Mileage:	21015	
Address:	BETTEN AUTO CENTER, GRAND HAVEN		State:	MI
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/18/2003 10:44:34 SBD TEMPLATE [REDACTED]

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 -

DLR STATES THE WIPERS ARE INOP.

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

COMPARE TO LIKE VEHICLE?

DLR STATES THE TERMINALS ARE CORRODED AT THE MOTOR.

TAC RECOMMENDATION -

ADVISE DLR OF PI00413.

07/18/2003 10:44:34 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6637243	VIN Number:	1GNDS13S222455609
Date Opened:	7/21/2003	Model Year:	2002
Date Closed:		Series:	Blazer 2WD 4DR Trailblaz
Dealer Code:	B11016	Mileage:	21686
Address:	ARROW CHEVROLET INC MIDLOTHIAN	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

07/21/2003 14:28:17 SBD TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - THE WINDSHIELD WIPERS ARE INOPERATIVE.

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

ANDREW SAID THEY REPLACED THE WIPER MOTOR 04/04/03 WITH PART #12487689.

ANDREW SAID THIS TRUCK IS BACK AND THE WIPERS DO NOT WORK AGAIN. ANDREW
SAID THERE IS WATER IN THE CONNECTOR AT THE WIPER MOTOR.

TAC RECOMMENDATION -

ADVISED I GAVE INFORMATION FROM PI00413

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

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

12487687

PIGTAIL

16306416 2002 MODEL YEAR

88988271 2003 MODEL YEAR

07/21/2003 14:26:17 HISTORY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6637988	VIN Number:	1GNET16SX26137305
Date Opened:	7/21/2003	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B11192	Mileage:	7210
Address:	GATES CHEV CORP SOUTH BEND	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WINDSHIELD WIPER MOTOR INOPERATIVE/ERRA

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/21/2003 15:53:35 SBD TEMPLATE [REDACTED]

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 CAMPBELL TECH

CUSTOMER CONCERN -WIPERS INOP

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

TECH STATES THAT HE HAS CHECKED THE FUSE AND IT IS GOOD BUT THAT IS IT.

TECH STATES THAT HE HAS NOT PERFORMED ANY OTHER DIAGNOSTICS, REPLACED ANY
PARTS, OR MADE ANY REPAIRS.

TAC RECOMMENDATION -ADVISED TECH OF P100413. ADVISED TECH TO STILL CHECK
FOR POWER AND GROUND AND MAKE SURE THERE ARE NO DRAINAGE ISSUES.

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

07/21/2003 15:53:35 HISTORY

PE03-942 / GM644

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6642114	VIN Number:	1GNET16SX36113412	
Date Opened:	7/22/2003	Model Year:	2003	
Date Closed:		Series:	Trailblazer Ext 4WD	
Dealer Code:	B04710	Mileage:	15855	
Address:	LUTHER EGGBRECHT CHHERMANTOW		State:	MN
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---

07/22/2003 16:21:15 SBD TEMPLATE [REDACTED]

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)

ERIC PETERSON TECH

CUSTOMER CONCERN -

WIPER INOP

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

TECH STATES HE NEEDS THE PART # OF THE PI.

TAC RECOMMENDATION -

TAC ADVISED TECH OF PART #,S ON PI00413

07/22/2003 16:21:15 HISTORY [REDACTED]

07/28/2003 11:40:24 MURPHY -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6642285	VIN Number:	1GNES16S730130347	
Date Opened:	7/22/2003	Model Year:	2003	
Date Closed:		Series:	Trafficblazer Ext 2WD	
Dealer Code:	B08479	Mileage:	10299	
Address:	NASH CHEVROLET COMPALAWRENCEVIL		State:	GA
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER WIPERS INOP IN

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/22/2003 16:45:56 SBD TEMPLATE -

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

STEVE WALRAVEN - TECH

CUSTOMER CONCERN -

THE WIPER ARE INOP INT.

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

DEALER STATES THE WIPER MOTOR WAS REPLACED PREVIOUSLY WITHOUT CHANGE.

DEALER STATES POWER AND GROUND CONNECTION ARE OK.

TAC RECOMMENDATION -

**ADVISED DEALER TO CHECK WIPER CONNECTOR FOR WATER INTRUSION. ADVISED
DEALER IF WATER INTRUSION OR CORROSION IS PRESENT REPLACE CONNECTOR AND
MODULE. 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 8PO 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.

07/22/2003 16:45:58 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6442398	VIN Number:	1GNET16S426105143
Date Opened:	7/22/2003	Model Year:	2002
Date Closed:		Series:	Traiblazer Ext 4WD
Dealer Code:	B47149	MPackage:	16054
Address:	BRAD DEERY MTRS INC MAQUOKETA	State:	IA
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—

07/22/2003 17:18:51 SBD TEMPLATE -

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 ELKINS TECH

CUSTOMER CONCERN - WIPER INOPERATIVE

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH STATED HE CHECKED FOR POWER ON CIRCUIT 143 TO WIPER MOTOR AND DIDN'T HAVE POWER. TECH STATED HE PUT POWER ON CIRCUIT 143 AT WIPER MOTOR AND THE MOTOR IS INOPERATIVE. TECH STATED HE ALSO HAS CORROSION AT THE WIPER CONNECTOR. TECH STATED HE IS CALLING FOR HELP ON THIS CONCERN.

TAC RECOMMENDATION - TAC ADVISED TO CHECK CIRCUIT 143 AT REAR FUSE BLOCK FOR POWER. TAC ADVISED TO CHECK UNDER LEFT DOORSILL PLATE FOR ANY CONCERN. TAC ADVISED TECH OF PI00413 FOR WATER INTRUSION INTO THE WIPER MOTOR. TAC ADVISED TO RECHECK WHEN HE HAS POWER ON CIRCUIT 143 THE WIPER SWITCH IS TURNED ON. TAC ADVISED TO CALL BACK.

07/22/2003 17:18:51 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6644778	VIN Number:	1GNES16S138154434
Date Opened:	7/23/2003	Model Year:	2003
Date Closed:		Series:	Traiblazer Ext 2WD
Dealer Code:	B08507	Mileage:	309
Address:	FRANK ANDREWS CHEVRODUBLIN	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER NO OPERATION IN ANY RANGE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/23/2003 13:36:29 SBD TEMPLATE [REDACTED]

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 NAJERA

CUSTOMER CONCERN - WIPERS ARE INOP.

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

**DANNY STATES THAT THE WIPERS ARE INOP, HAS SEEN A LOT OF THE NEW BODY
STYLE S/T VEHICLES WITH THE SAME CONCERN IN THE PAST WEEK.**

DANNY WAS SEEKING ANY INFORMATION ON THIS CONCERN.

TAC RECOMMENDATION -

**ADVISED DANNY THAT THERE IS NO NEW PART THAT I HAVE BEEN MADE AWARE OF,
ADVISED DANNY TO INSPECT THE MODULE FOR WATER INTRUSION, AND WATER
INTRUSION INTO THE CONNECTOR.**

**ADVISED DANNY TO INSPECT THE COWL DRAINS BOTH SIDES CHECK TO SEE THAT
THEY ARE NOT BLOCKED.**

07/23/2003 13:36:29 HISTORY ██████████

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6645987	VIN Number:	1GKES16SX38139704	
Date Opened:	7/23/2003	Model Year:	2003	
Date Closed:		Series:	S1	
Dealer Code:	G53209	Mileage:	20452	
Address:	NEWTON OLDSMOBILE-GMCHATTANO		State:	TN
Dealer Phone:				

SYMPTOM ABSTRACT— PERFORMANCE WASHER 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—

07/23/2003 16:09:57 SBD TEMPLATE - [REDACTED]

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 KEN BAXTER TECH

CUSTOMER CONCERN - THE WINDSHIELD WIPER IS ERRATIC.

ALSO THE WASHER MAY NOT STOP

SQUIRTING WHEN ACTIVATED.

DEALER COMMENTS/DIAGNOSIS - HAVE NOT DUPLICATED THE CONCERN.

THE LOCAL ROAD CONDITIONS HAVE BEEN EXTREMELY

WET LATELY.

**TAC RECOMMENDATION - PI00413 REPLACE THE WASHER MODULE AND HARNESS WITH
REVISED P/N'S.**

07/23/2003 16:08:57 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6646157	VIN Number:	1GNET16S236109631	
Date Opened:	7/23/2003	Model Year:	2003	
Date Closed:		Series:	Trafficblazer Ext 4WD	
Dealer Code:	B18905	Mileage:	7850	
Address:	VAUGHN MOTORS OTTUMWA	I	State:	IA
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WASHER WIPER WIPER A

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/23/2003 16:40:48 SBD TEMPLATE - [REDACTED]

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) NATHEN JOYCE (TECH)

CUSTOMER CONCERN - INTERMITTENT THE FRONT WIPER AND WASHER INOP AND THEN
SOMETIME THE WIPER WILL NOT TURN OFF.

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

NATHAN STS INTERMITTENT THE FRONT WIPER AND WASHER INOP AND THEN SOMETIME
THE WIPER WILL NOT TURN OFF.

TAC RECOMMENDATION -

1. ADVISE TO FOLLOW PI00413 REPLACE THE WIPER MOTOR.

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

PIGTAL

88888271 2003 MODEL YEAR

07/23/2003 16:49:48 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6646949	VIN Number:	1GNDT13S632135012
Date Opened:	7/24/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B04710	Mileage:	20188
Address:	LUTHER EGGBRECHT CHERMANTOW	State:	MN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER CONNECTOR CORROD

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/24/2003 09:22:47 SBD TEMPLATE [REDACTED]

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 MONAHAN TECH

CUSTOMER CONCERN - WIPERS INOP

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

DLR STS THE CONNECTOR HAS SIGNS OF WATER INTRUSION.

TAC RECOMMENDATION -

**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.

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

88988271 2002 - 2003 MODEL YEAR

[REDACTED]

07/24/2003 09:22:47 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6652989	VIN Number:	1GKET16S836150805	
Date Opened:	7/23/2003	Model Year:	2003	
Date Closed:		Series:	T1	
Dealer Code:	G30602	Mileage:	4458	
Address:	BATES MOTOR COMPANY CARLINVILLE		State:	IL
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/25/2003 15:50:54 SBD TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JOHN AMBROSE-TECH

CUSTOMER CONCERN -

WIPERS INOP

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

**DLR STS THAT HE HAS FOUND THAT THE WIPER CONNECTION IS FULL OF WATER AND
RUST ,**

TAC RECOMMENDATION -

**ADV TECH OF PI PI00413A.ADV TECH TO REPLACE THE WIPER MOTOR WITH UPDATED
MOTOR AND REPLACE WIRING PIG TAIL .**

ADV TECH TO CALL BACK WITH UPDATE.

07/26/2003 16:50:54 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6653597	VIN Number:	1GKDS13S122520900	
Date Opened:	7/28/2003	Model Year:	2002	
Date Closed:		Series:	S1	
Dealer Code:	G50046	Mileage:	25043	
Address:	NALLEY PONTIAC-GMC TBRUNSWICK		State:	GA
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER WIPERS ERRATIC

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/28/2003 08:45:30 SBD TEMPLATE [REDACTED]

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 SCHWALLER (TECH)

CUSTOMER CONCERN -

WIPERS ERRATIC.

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

CONCERN DUPLICATED. TECH STATES THE WASHER IS INOP AND THE WIPERS WILL OPERATE ON THEIR OWN INTERMITTENTLY. TECH STATES THE WIPER MOTOR WAS REPLACED PREVIOUSLY.

TAC RECOMMENDATION -

ADVISED TECH OF PI00413A AND GAVE TECH THE P/N FOR THE WIPER MOTOR AND THE PIGTAIL.

07/28/2003 08:45:30 HISTORY [REDACTED]

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

PE93-842 / GM644

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

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

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

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

2. CLEAN THE TERMINAL ENDS.

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

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

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

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART # 15094704

OLD 12487689

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

12487087

PIGTAIL

88988271 2002 - 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6653789	VIN Number:	1GNET16S130101777	
Date Opened:	7/28/2003	Model Year:	2003	
Date Closed:		Series:	Traiblazer Ext 4WD	
Dealer Code:	B04793	Mileage:	12971	
Address:	SOUTHVIEW CHEVROLET INVER GROVE		State:	MN
Dealer Phone:				

SYMPTOM ABSTRACT---- INOPERATIVE WASHER WIPER WIPER AND WASHER INO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/28/2003 09:13:10 SBD TEMPLATE [REDACTED]

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) KARL ZERWAS TECH

CUSTOMER CONCERN - WIPERWASHER INOP

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

TECH STS HAS POWER TO WIPER.

TECH STS DOESN'T SEE WIPER ACTIVE CHANGE OF STATE WHEN SWITCH IS TURNED
ON.

TECH LOOKING FOR ANY KNOWN/LIKE CASE INFO.

TAC RECOMMENDATION -

ADVISED TO CHECK FOR WATER INTRUSION IN WIPER MOTOR PER PI00413A.

07/28/2003 09:13:10 HISTORY - [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6654677	VIN Number:	1GKET16S13B140978
Date Opened:	7/28/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	D43591	Mileage:	12333
Address:	ROYAL BUICK-PONTIAC, TILTON	I	State: IL
Dealer Phone:			

SYMPTOM ABSTRACT— PERFORMANCE WINDSHIELD WIPER WASHERS INOPERAT

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION—

07/28/2003 11:35:49 SBD TEMPLATE [REDACTED]

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) RICHARD CLARK-TECH

CUSTOMER CONCERN - CUSTOMER STATES WASHERS INOPERATIVE.

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

**DEALER STATES NO POWER AT WASHER PUMP AND LOW SPEED IS INTERMITTENT AND
HIGH SPEED IS LOW SPEED.**

DEALER STATES LOOKING FOR P'S OR BULLETINS OR LIKE CASES.

TAC RECOMMENDATION -

TAC ADVISE OF PI00413A:

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

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 12487889

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

12487887

07/28/2003 11:35:49 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6658130	VIN Number:	1GNES16S836132303
Date Opened:	7/29/2003	Model Year:	2003
Date Closed:		Series:	Trafficazer Ext 2WD
Dealer Code:	B16780	Mileage:	454
Address:	BOBBY MURRAY CHEVROLRALEIGH	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP INTERMITTANTLY

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/29/2003 10:38:20 SBD TEMPLATE

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 -

TECH STS CUST STS WIPERS ACT ERRATIC;

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

TECH STS HAS NOT DUPLICATED;

TAC RECOMMENDATION -

TAC DISCUSSED P100413A WHICH STS

***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

PE93-642 / GM644

Page 2116 of 2307

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 12487689

PIGTAIL

88986271 2002 - 2003 MODEL YEAR ..."

TECH TO COMPLY, ADVISE...

07/28/2003 10:38:20 HISTORY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6658521	VIN Number:	1GNET16S438106746
Date Opened:	7/29/2003	Model Year:	2003
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B17193	Mileage:	21784
Address:	MARTINDALE CHEV-OLDSNEW MADRID	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WIPER WIPERS INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

07/29/2003 11:30:11 SBD TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

AL FORRESTER TECH

CUSTOMER CONCERN -

CUSTOMER STS THE WIPERS ARE TOTALLY INOP

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

TECH STS THE WIPER MOTOR IS INOP AND HE HAS NOT DONE ANY DIAG ON THE
SYSTEM YET BECAUSE IT IS THE "BOSS WOMANS VEHICLE"

TAC RECOMMENDATION -

TAC ADVISES TECH OF PH# P100413A

WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

07/29/2003 11:30:11 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6659995	VIN Number:	1GNET16S138147576
Date Opened:	7/29/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B18800	Mileage:	20565
Address:	JUNGE CHEVROLET PONTANAMOSA	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER FI00413A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

07/29/2003 16:01:32 SBD TEMPLATE - [REDACTED]

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)

JAMIE RUNDLE

CUSTOMER CONCERN -

WIPERS ARE INOP

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

**TECH STATES THAT THE WASHER IS INOP AND THE WIPERS WILL GO INTO DELAY IN
LOW MODE. TECH HAS REPLACED THE MULTI FUNCTION SWITCH.**

TAC RECOMMENDATION -

TAC ADVISED TO CHECK THE MULTI FUNCTION SWITCH INPUT TO THE MODULE.

TAC ADVISED OF PI00413A

07/29/2003 15:01:32 HISTORY

08/06/2003 14:46:20 MURPHY

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6663931	VIN Number:	1GKET16S236148099
Date Opened:	7/30/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G10684	Mileage:	12209
Address:	GALLO GMC TRUCK SALEVINELAND	State:	NJ
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

07/30/2003 14:51:26 SBD TEMPLATE [REDACTED]

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 TECH

CUSTOMER CONCERN -

STS WIPER MOTOR INOP

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

STS WIPER MOTOR INOP NEEDS PI INFO .

TAC RECOMMENDATION -

PI00413 REPLACE MOTOR AND CHECK COWL DRAINS

RECOMMENDATION/INSTRUCTIONS:

**A REVISED "WATERPROOF" WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF
NOV. 4TH, 2002. THE SERVICE PART IS EXPECTED TO BE AVAILABLE AROUND THE
FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK**

FIRST WEEK OF DECEMBER. ANY ORDERS PLACED WILL GO ON NATIONAL BACK ORDER BUT WILL BE FILLED WITH THE NEW PART WHEN IT BECOMES AVAILABLE.

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

ADVISE THE TECHNICIAN OF THE FOLLOWING:

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

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

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

2. REPLACE THE WIPER MOTOR (ONCE PARTS ARE AVAILABLE).

3. CLEAN THE TERMINAL ENDS.

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

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

PART# 15094706 FOR CE1 RPO

PIGTAIL PART INFORMATION:

88886271 2003 MODEL YEAR

07/30/2003 14:51:28 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Crate No:	6667766	VIN Number:	1GKDT13S932120131
Date Opened:	7/31/2003	Model Year:	2003
Date Closed:	8/25/2003	Series:	Jimmy Ervo 4WD 4DR
Dealer Code:	G50170	Mileage:	16818
Address:	MCCONNELL AUTOMOTIVEMOBILE	State:	AL
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER

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—

07/31/2003 14:44:42 SBD TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

3 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)

SHOP FOREMAN LEE HOLUB

CUSTOMER CONCERN -

WIPERS INOP. INT.

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

DUPLICATED IN THE SERVICE ISLE BUT CANNOT NOW. LOOKING FOR ANY MORE UP
DATES. REPLACED THE WIPER MOTOR 2 TIMES WITH UPDATED PART. VERIFIED
PLENUM DRAIN AND ADDED DRAIN PER RSE. CONNECTOR CLEAN AND TIGHT.

TAC RECOMMENDATION -

DUPLICATE THE CONCERN AND DIAGNOSE. NO OTHER UPDATES.

07/31/2003 14:44:42 HISTORY - [REDACTED]

08/25/2003 11:00:02 DALEY - CASE CLOSED

REPLACED MULTIFUNCTION SWITCH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6678574	VIN Number:	1GNES16S328115147	
Date Opened:	8/1/2003	Model Year:	2002	
Date Closed:	8/1/2003	Series:	Trailblazer Ext 2WD	
Dealer Code:	B28675	Mileage:	17222	
Address:	GANLEY CHEVROLET, INCLEVBAND		State:	OH
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD FRONT WIPER 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—

08/01/2003 13:09:44 SBD TEMPLATE [REDACTED]

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) NICK VACCARO, TECHNICIAN.

CUSTOMER CONCERN - FRONT WIPER INOPERATIVE.

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

DLR STS HE FOUND THE WIPER MOTOR AND CONNECTOR HAD WATER INTRUSION,
INSTALLED NUMBER 15084705 MOTOR AND CLEANED CONNECTOR, BUT DELAY MODE
DOES NOT WORK.

TAC HAD DLR SELECT DELAY MODE AND POUR WATER ON THE WINDSHIELD, DLR
REPORTS WIPERS BEGAN TO RUN.

TAC RECOMMENDATION -

VEHICLE IS OPERATING AS DESIGNED WITH CE1 RAIN SENSE WIPERS. R.K.

08/01/2003 13:09:44 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6678848	VIN Number:	1GNET16S336148260
Date Opened:	8/1/2003	Model Year:	2003
Date Closed:	8/20/2003	Series:	Trailblazer Ext 4WD
Dealer Code:	B19179	Mileage:	2781
Address:	GOOTRE CHE-PON-BUI CHEHALIS	State:	WA
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT REAR WINDSHIELD WIPER INOPERATIVE U1000

RESOLUTION ABSTRACT- WINDSHIELD WIPER MOTOR - REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

06/01/2003 14:05:33 88D TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - FRONT AND REAR WIPERS INOP

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

DTC'S , HISTORY BCM = U1000 U1162, LGM = U1004 U1162. TECH STATES WIPERS
WILL NOT COMMAND ON WITH THE TECH II. SWITCH INPUT SHOWS IN THE LGM FOR
THE REAR WIPER. TECH CALLING FOR ANY INFO.

TAC RECOMMENDATION -

VEH BUILD DATE= 10/21/2002

ADVISED TECH:

PI00413A WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

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

PIGTAIL

PE03-042 / GM644

PIGTAIL

88886271 2002 - 2003 MODEL YEAR

ALSO ADVISED TECH

-CHECK BATT. CABLE TO THE UBEC FOR POOR CONNECTION - PER RESOLVED CASE

REPORT

08/01/2003 14:06:33 HISTORY

08/19/2003 11:37:57 ROSSOW

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

__ NUMBER OF TIMES IN FOR THE SAME CONDITION

__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CHUCK CALLED BACK AND STATES HE REPLACED THE FRT. WIPER MOTOR AND THE
CONCERN IS GONE ON THE FRT. CHUCK STATES REPLACED THE LIFT GATE MODULE
WITH NO CHANGE TO THE REAR. CHUCK STATES HE REPLACED THE REAR WIPER
MOTOR AND THE NOW EVERYTHING IS WORKING GOOD. CHUCK STATES HE CAN NOT
GET THE KEY FOBBS TO PROGRAM. CHUCK STATES THE LGM WILL ENTER THE LEARN

MODE BUT THE KEY FOBBS WILL NOT DO ANYTHING.

NEW RECOMMENDATIONS TOLD CHUCK TO PROGRAM A NEW KEY FOB AND IF IT WORKS
TO REPLACE THE KEY FOBBS EVEN THOUGH THEY PASSED THE KEY FOB TESTER.
DEALER TO CALL BACK WITH UPDATES.

08/20/2003 16:21:12 [REDACTED] - CASE CLOSING -

REPL FRONT AND REAR WIPER MOTORS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6674054	VIN Number:	1GNET16S436123630
Date Opened:	8/4/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B44023	Mileage:	10842
Address:	ZEHNDER CHEVROLET BUFRANKENMUT	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER FRONT WIPER INOP - CO

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/04/2003 14:27:21 SBD TEMPLATE [REDACTED]

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 -FRONT WIPER INOP - CONNECTOR CORRODED

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

TECH STATES WIPER CONNECTOR IS CORRODED, TECH CALLING FOR ANY INFO.

TAC RECOMMENDATION -

VEH BUILD DATE: 09/04/2002

ADVISED TECH:

PI00413A WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #16094704

OLD 12487688

PIGTAL

88886271 2002 - 2003 MODEL YEAR

REPORT

08/04/2003 14:27:21 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6675178	VIN Number:	1GNET16S636120809	
Date Opened:	8/4/2003	Model Year:	2003	
Date Closed:		Series:	TrailBlazer Ext 4WD	
Dealer Code:	B25042	MLounge:	13317	
Address:	COUNTRY CHEV PONT OLNORTH Verno		State:	IN
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER P100413A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/04/2003 17:39:17 SBD TEMPLATE [REDACTED]

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)

DICK WILSON

CUSTOMER CONCERN -

WIPER IS INOP

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

COMPARE TO LIKE VEHICLE?)

TECH FOUND THAT THE WIPER HAS WATER IN THE MOTOR.

TAC RECOMMENDATION -

TAC ADVISED OF P100413A

08/04/2003 17:39:17 HISTORY [REDACTED]

08/04/2003 17:53:13 MEISSNER -

CALLER'S NAME (FIRST, LAST, AND POSITION) DICK WILSON 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 STATED HE IS CALLING BACK BECAUSE HE DIDN'T

KNOW IF THE TRUCK HAD RAIN SENSE ON IT.

NEW RECOMMENDATIONS TAC ADVISED TECH THE TRUCK DOESN'T HAVE RPO CE1 FOR

RAIN SENSE. TAC ADVISED TO CALL BACK.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6675459	VIN Number:	1GNET16S226138545	
Date Opened:	8/5/2003	Model Year:	2002	
Date Closed:		Series:	Trafficblazer Ext 4WD	
Dealer Code:	B15428	Mileage:	13496	
Address:	FAULKNER CHEVROLET, BETHLEHEM		State:	PA
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER INT WIPERS

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/06/2003 08:33:11 SBD TEMPLATE - WACHTMEISTER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -INT WIPERS INOP

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

TECH CALLING FOR THE NEWEST PART # FOR WIPER MOTOR AND PIGTAIL.

TAG RECOMMENDATION -

ADVISED TECH OF INFO FROM PI 00413A

08/05/2009 08:33:11 HISTORY - [REDACTED]

08/14/2009 08:34:16 RATHKA -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6676328	VIN Number:	1GKET16S436108896
Date Opened:	8/5/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	D33770	Mileage:	13028
Address:	THE WALLINGFORD AUTOWALLINGFOR	State:	CT
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WINDSHIELD WIPER WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/05/2003 10:53:45 SBD TEMPLATE - [REDACTED]

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 GULLAGE

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

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

HE STS THE DIAGNOSTICS ARE INCORRECT FOR THE FRONT WIPER INOPERATIVE IN
SI. HE STS THE WIPER MOTOR POWER AND GROUND HAVE BEEN CHECKED. HE STS
THE MODULE IS SENDING VOLTAGE TO THE WIPER SWITCH BUT THE WIPER IS NOT
OPERATING WHEN OPERATING THE SWITCH.

TAC RECOMMENDATION -

-ADVISED OF PI- PI00413A WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC
OPERATION

06/05/2003 10:53:46 HISTORY - [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6679886	VIN Number:	1GKET16S038128636
Date Opened:	8/5/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G44177	Mileage:	12207
Address:	HIGH COUNTRY AUTO CERICHFIELD	State:	UT
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WASHER PUMP RUNS ALL THE TI

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/05/2003 17:28:05 SBD TEMPLATE - [REDACTED]

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 JACOBSON TECH

CUSTOMER CONCERN - CUSTOMER STATES WASHER PUMP RUNS ALL THE TIME AND
WIPERS INOPERATIVE.

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

DEALER STATES THINKS WIPER MODULE IS BAD.

TAC RECOMMENDATION -

TAC ADVISE OF PI00413A:

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

PE03-042 / GM644

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

88988271 2002 - 2003 MODEL YEAR

08/06/2003 17:28:06 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6679886	VIN Number:	1GKET16S838147077
Date Opened:	8/6/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G21005	MBongc:	14177
Address:	REED CITY GMC TRUCK, REED CITY	State:	MI
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPER INOP P100413A

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

08/06/2003 09:56:22 SBD TEMPLATE - [REDACTED]

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)

STEVE COOK TECH

CUSTOMER CONCERN -

WIPERS INOP.

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

**TECH CAN DUPLICATE CONDITION. TECH REPLACED MULTIFUNCTION SWITCH WITH NO
CHANGE. TECH STS HE HAS NO VOLTAGE FROM THE SWITCH BUT WAS MEASURING
SWITCH VOLTAGE WITH THE WIPER MOTOR DISCONNECTED.**

TAC RECOMMENDATION -

**ADVISE TECH THAT THE SWITCH RECIEVES VOLTAGE FROM THE MOTOR AND THEN
SENDS THAT VOLTAGE BACK TO THE MOTOR AS A SIGNAL. IF THE MOTOR IS
DISCONNECTED THEN IT WONT HAVE VOLTAGE. ADVISE TECH TO REPLACE WIPER
MOTOR PER PI00413A.**

08/08/2003 09:58:22 HISTORY [REDACTED]

PI00413A

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

PE03-842 / GM644

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 #16094704

OLD 12487689

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

12487687

PIGTAIL

8888271 2002 - 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6679924	VIN Number:	1GNET16B236154603
Date Opened:	8/6/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B11223	Mileage:	8671
Address:	Z FRANK LLC	CHICAGO	IL
State:		IL	
Dealer Phone:			

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 #16094704

OLD 12487689

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

OLD

12487687

PIGTAIL

88968271 2002 - 2003 MODEL YEAR

08/06/2003 10:11:23 HISTORY [REDACTED]

SYMPTOM ABSTRACT— WIPER P100413A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/06/2003 10:11:23 SBD TEMPLATE [REDACTED]

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 BEGEL - TECH.

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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6683819	VIN Number:	1GKET16S938162148
Date Opened:	8/6/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G26090	Mileage:	5823
Address:	MARTIN BUICK PONTIACPLYMOUTH	State:	IN
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPERS INOP INT PI00413A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/06/2003 17:40:09 SBD TEMPLATE - [REDACTED]

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS HAVE ERRATIC OPERATION.

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

TAC RECOMMENDATION - ADVISED DEALER TO CHECK FOR WATER DAMAGE AT WIPER
MOTOR AND CONNECTOR PER P100413A LISTED BELOW.

08/06/2003 17:40:09 HISTORY - [REDACTED]

P100413A

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #16094704

OLD 12487889

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

OLD

12487887

PIGTAIL

88686271 2002 - 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6684199	VIN Number:	1GKET16SX26117455
Date Opened:	8/7/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	G30447	Mileage:	16438
Address:	OZARK MOUNTAIN MOTORMOUNTAIN H	State:	AR
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—

08/07/2003 11:32:31 SBD TEMPLATE - [REDACTED]

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS INOP

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

DIAG PROCEDURE CONFUSED TECH, TESTING INCORRECT CIRCUIT FOR RAIN SENSE

TAG RECOMMENDATION - VEHICLE NOT WITH RAIN SENSE OPTION. RECOMMENDED INFO

PER PI00413, CHECK FOR WATER INTRUSION INTO WIPER MOTOR AND/OR PIG TAIL

HARNESB.

08/07/2003 11:32:31 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6685212	VIN Number:	1GNET10S230124873
Date Opened:	8/7/2003	Model Year:	2003
Date Closed:	8/7/2003	Series:	Trailblazer Ext 4WD
Dealer Code:	B47351	Model:	2076
Address:	CHUCK LINDSAY CHEV-OMORRISON	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— OPERATION UNWANTED WINDSHIELD WIPER WIPER ERR

RESOLUTION ABSTRACT- WIPERWASHER SYSTEM

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/07/2003 13:27:25 SBD TEMPLATE -

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 BIELEMA

CUSTOMER CONCERN - HE STS THE WIPERS TURN ON INTERMITTENTLY. HE STS THE WIPERS ARE INTERMITTENTLY INOPERATIVE.

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

HE STS PARTS HAVE BEEN REPLACED TO DATE. HE HAS NOT CHECKED FOR ANY DTC'S AS OF YET.

TAC RECOMMENDATION -

-ADVISED OF PI-PI00413A WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION.

08/07/2003 13:27:25 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6685935	VIN Number:	1GNES16S336128327
Date Opened:	8/7/2003	Model Year:	2003
Date Closed:		Series:	S1
Dealer Code:	B17790	Mileage:	15803
Address:	HOLLY CHEVROLET MARKED TREE	State:	AR
Dealer Phone:			

SYMPTOM ABSTRACT-- WINDSHIELD WIPER WIPER INOP P100413A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/07/2003 15:10:38 88D TEMPLATE - [REDACTED]

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) RICK SKIPPER

CUSTOMER CONCERN - WIPERS INOP

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

NONE!

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,

PE89-042 / 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 #16094704

OLD 12487889

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

12487687

PIGTAIL

88986271 2002 - 2003 MODEL YEAR

08/07/2003 15:10:38 HISTORY

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6686716	VIN Number:	1GKET16S236150290	
Date Opened:	8/7/2003	Model Year:	2003	
Date Closed:		Series:	Envoy XL 4WD	
Dealer Code:	G30108	MI#:	837	
Address:	KEN WASCHKE AUTO FLAVIRGINIA		State:	MN
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--

08/07/2003 16:55:51 SBD TEMPLATE - [REDACTED]

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME - TOM WICKSTROM - TECH

CUSTOMER CONCERN - WIPER OPERATION.

DEALER COMMENTS/DIAGNOSIS - TOM STS THE WIPERS DO NOT SHUT OFF.

TAC RECOMMENDATION - TAC ADV TOM OF INFO FROM P100413A.

06/07/2003 16:55:51 HISTORY [REDACTED]

P100413A STS:

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 GOWL WATER DRAINAGE ISSUES AT THE MOTOR

AREA. THE DRAINS ARE ON

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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

88886271 2002 - 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6689839	VIN Number:	1GNDT138522143293
Date Opened:	8/8/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B18364	Mileage:	32557
Address:	HOUSE CHEVROLET CO STEWARTVILLE	State:	MN
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--

08/08/2003 14:01:58 SBD TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) PETE SCHREIBER SM

CUSTOMER CONCERN - CUSTOMER STS THAT WIPERS DO NO WORK AT TIMES.

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

**- PETE STS THAT HE CANNOT FIND A CONCERN. DEALER STS THAT HE CANNOT
VERIFY THE CONCERN. DEALER IS LOOKING FOR LIKE CASES.**

TAC RECOMMENDATION -

- TAC ADVISED DEALER OF P/I P100413A FOR UPDATED MOTOR.

- CLOSED/INVALID

08/08/2003 14:01:58 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6689199	VIN Number:	1GNES16S026134288
Date Opened:	8/8/2003	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B17361	Mileage:	15299
Address:	ALEXANDER CHEVROLET,MURFREESBO	State:	TN
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER 3 TIMES IN SAME

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/08/2003 14:27:14 SBD TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

B+? NUMBER OF DAYS VEHICLE 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 LOWMAN

CUSTOMER CONCERN - WINDSHIELD WIPERS INOP

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) NO DTCS. TECH STATES THE WIPER MOTOR MODULE/COVER HAD BEEN REPLACED TWICE FOR THIS CONCERN ON PRIOR VISITS.

TAC RECOMMENDATION - VERIFIED VIS CLAIMS, MODULE WAS REPLACED WITH P/N

12487689. ADVISED TECH OF P100413A, 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 12

06/08/2003 14:27:14 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6689527	VIN Number:	1GNET16S836149085
Date Opened:	8/8/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B14135	Mileage:	5642
Address:	ADAMS CHEVROLET, INCHAYRE DE GRA	State:	MD
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER 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—

08/08/2003 16:31:32 SBD TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

1 __ NUMBER OF TIMES IN FOR THE SAME CONDITION

1 __ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

BELOW)

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

PHIL YOUNG TECH

CUSTOMER CONCERN -

STS WIPER INOP.

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

STS MOTOR IS INOP AND THERE IS NO POWER ON GRAY WIRE

TAC RECOMMENDATION -

RECOMMENDATION/INSTRUCTIONS:

ADV DLR OF PI00413 FOR CHECK OF COWL DRAINS.

REPLACE MOTOR/CONNECTOR

08/08/2003 15:31:32 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6691866	VIN Number:	1GNES16S836152969
Date Opened:	8/11/2003	Model Year:	2003
Date Closed:	8/11/2003	Series:	S1
Dealer Code:	B14297	Mileage:	784
Address:	HALL CHEVROLET CHESAPEAKE	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER P100413A

RESOLUTION ABSTRACT- TECHNICAL ASSISTANCE - ABNORMAL CONDITION - UNPUBLIS

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/11/2003 10:30:13 SBD TEMPLATE [REDACTED]

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)

DAVID BROCK / TECHNICIAN

CUSTOMER CONCERN -

CUSTOMER ALLEGES THE WIPERS WILL STOP WORKING.

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

DEALER STATES THAT HE FOUND WATER IN THE WIPER MOTOR.

DEALER IS WONDERING IF THERE WAS A BULLETIN ON THIS ISSUE OR A PI AND IF
THERE IS THAN HE WANTED TO KNOW IF THERE IS ANY WARRANTY TIME IN IT FOR
HIM.

DEALER STATES THAT THE VEHICLE IS FIXED, HE IS JUST LOOKING FOR LABOR
TIME.

TAC RECOMMENDATION -

TAC ADVISED TECHNICIAN OF PI00413A, AND THERE IS NO LABOR TIME IN IT,
JUST PART NUMBERS.

08/11/2003 10:30:13 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6692216	VIN Number:	1GNET16S238125980	
Date Opened:	8/11/2003	Model Year:	2003	
Date Closed:		Series:	Trailblazer Ext 4WD	
Dealer Code:	B02283	Mileage:	8901	
Address:	ROBERT CHEVROLET INCHICKSVILLE		State:	NY
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER WIPER FUSE OPEN REPEAT INTERMITTENT

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/11/2003 13:27:12 88D TEMPLATE [REDACTED]

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 TOM MURPHY-TECH

CUSTOMER CONCERN -WINDSHIELD WIPERS INOP INTERMITTENTLY OR QUIT

DEALER COMMENTS/DIAGNOSIS -TECH STS LAST TIME IN HE REPLACED A BLOWN FUSE
AND REPLACED THE CONNECTOR AT THE WIPER MOTOR AND MOTOR ITSELF.

TAC RECOMMENDATION -

- 1) CHECK FOR WATER DRAINAGE ISSUES
- 2) MAY WANT TO RESTRING CKT FOR FUSE AND REEVAL

08/11/2003 13:27:12 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6693226	VIN Number:	1GNET16S526138247
Date Opened:	8/11/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B11056	Mileage:	24736
Address:	JERRY BIGGERS CHEVROELGIN	I	State: IL
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT WIPER INOP AT TIMES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/11/2003 15:45:19 SBD TEMPLATE [REDACTED]

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 NICKLES

CUSTOMER CONCERN -

WIPERS INOP AT TIMES

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

COMPARE TO LIKE VEHICLE?)

TECH CAN DUPLICATE THE CONCERN, TECH FOUND WATER IN WIPER CONNECTOR AND

STATED DLR PREVIOUSLY REPLACED WIPER CONNECTOR FOR SAME CONCERN, TECH SI

CALLING FOR REPAIR SUGGESTIONS

TAG RECOMMENDATION -

ADVISED TECH:

1. REPLACE WIPER MOTOR AND CONNECTOR PER LIKE CASES

08/11/2003 16:46:18 HISTORY ██████████

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6694414	VIN Number:	1GKDT13S422275488
Date Opened:	8/12/2003	Model Year:	2002
Date Closed:		Series:	Jimmy Envoy 4WD 4DR
Dealer Code:	D43305	Mileage:	26501
Address:	MARQUARDT OF BARRINGBARRINGTON	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT STOP WINDSHIELD WIPER ALLEGED FR

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 09:20:08 SBD TEMPLATE - [REDACTED]

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS STOP AT MID POINT INTERMITTENTLY.

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

DLR STS HE HAS VERIFIED THE CONCERN AND STS IT WAS ON INTERMITTENT WHEN IT
HAPPENED. DLR SEEKING SUGGESTIONS.

TAC RECOMMENDATION - TAC ADV DLR TO REPL WIPER MOTOR PER PI00413A.

08/12/2003 09:20:08 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6695214	VIN Number:	1GNET16S138133077	
Date Opened:	8/12/2003	Model Year:	2003	
Date Closed:		Series:	Trafficblazer Ext 4WD	
Dealer Code:	B15459	Mileage:	8308	
Address:	SPIRIT CHEVROLET-OLDWOODBINE		State:	NJ
Dealer Phone:				

SYMPTOM ABSTRACT--- WIPER WIPERS ARE INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/12/2003 11:07:11 SBD TEMPLATE [REDACTED]

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)

RICK RODRIGUEZ TECH

CUSTOMER CONCERN -WIPERS INOP

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

**WIPERS ARE INOP. TECH STATES THAT HE HAS WATER INTRUSION INTO WIPER
MODULE AND TO CONNECTOR. TECH IS LOOKING FOR INFORMATION.**

**TAG RECOMMENDATION -ADVISED TECH OF P100413A 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.**

PE03-042 / 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

88966271 2002 - 2003 MODEL YEAR

08/12/2003 11:07:11 HISTORY XXXXXXXXXX

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6691435	VIN Number:	1GKET16S536114092
Date Opened:	8/12/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G06450	Mileage:	34615
Address:	SMITH BUICK PONTIAC RUTLAND	State:	VT
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS ERRATIC

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/12/2003 11:31:06 SBD TEMPLATE [REDACTED]

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)

RODNEY EVARTS (TECH)

CUSTOMER CONCERN -

WIPERS ERRATIC.

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

**CONCERN DUPLICATED. TECH STATES THE WIPER MOTOR WAS REPLACED ON THE
LAST VISIT. TECH LOOKING FOR ANY SUGGESTIONS.**

ASKED TECH WHAT IS THE P/N FOR THE WIPER MOTOR THAT WAS INSTALLED?

TECH STATES HE DOESN'T KNOW.

TAC RECOMMENDATION -

ADVISED TECH OF PI00413A.

08/12/2003 11:31:08 HISTORY [REDACTED]

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

PE03-042 / GM644

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

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

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

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

2. CLEAN THE TERMINAL ENDS.

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

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

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

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #16094704

OLD 12487689

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

12487887

PIGTAIL

88986271 2002 - 2003 MODEL YEAR

08/25/2009 12:04:40

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

? NUMBER OF TIMES IN FOR THE SAME CONDITION

? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DEALER STATES AFTER REPLACING THE WIPER MODULE AND PIG TAIL FRO CORROSION
THE WIPERS ARE INOP.

NEW RECOMMENDATIONS

ADVISED DEALER TO VERIFY CONNECTOR IS INSTALLED CORRECTLY. ADVISED DEALER
TO REPLACE THE WIPER MODULE WITH A KNOWN GOOD ONE. ADVISED DEALER TO CALL
BACK WITH THE RESULTS.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6691604	VIN Number:	1GKDS13SX22153267	
Date Opened:	8/12/2003	Model Year:	2002	
Date Closed:		Series:	Jimmy Envoy 2WD 4DR	
Dealer Code:	B07143	Mileage:	72348	
Address:	MCGRAW MOTORS INC MINERAL WELLS		State:	TX
Dealer Phone:				

SYMPTOM ABSTRACT— INTERMITTENT P100413A ERRATIC

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/12/2003 11:52:29 SBD TEMPLATE - [REDACTED]

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)

KIRK OBERHOLZER, TECHNICIAN

CUSTOMER CONCERN -

ERRATIC WIPER OPERATION INTERMITTENT.

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

COMPARE TO LIKE VEHICLE?)

HAS DUPLICATED BUT IS UNSURE HOW TO PROCEED.

TAC RECOMMENDATION -

ADVISED TO INSPECT THE WIPER MOTOR FOR WATER INTRUSION. IF NECESSARY . .

REPLACE THE MOTOR AND TEST THE COWL DRAINS PER PI00413A.

08/12/2003 11:52:29 HISTORY



TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6699417	VIN Number:	1GNET16S326109099
Date Opened:	8/13/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B05553	Mileage:	33817
Address:	CLAY CHEVROLET HAYS KS	State:	KS
Dealer Phone:			

SYMPTOM ABSTRACT— FRONT INOPERATIVE WIPER FRONT WIPER INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/13/2003 11:27:06 SBD TEMPLATE [REDACTED]

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - FRONT WIPER INOP

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

NO DTCS, TECH CALLING SCHEMATIC AND KNOWN WIPER CONCERNS.

TAC RECOMMENDATION -

VEH BUILD DATE = 04/17/2002

ADVISED TECH:

PI00413A WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

WITH RAIN SENSE (RPO = CE1) NEW PART# 16004705

12487687

PIGTAL

88988271 2002 - 2003 MODEL YEAR

ALSO ADVISED TECH:

REVIEWED SI DOCUMENT ID# 688009 WITH TECH

-CHECK MFS

REPORT

08/13/2003 11:27:08 HISTORY



08/19/2003 10:02:51 RATHKA

-DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6789981	VIN Number:	1GKES16S136116554	
Date Opened:	8/13/2003	Model Year:	2003	
Date Closed:		Series:	Envoy XL 2WD	
Dealer Code:	B26484	Mileage:	1254	
Address:	TRIANGLE CHE-BUY-OLDDEFUNIAK SPRI		State:	FL
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER ERATIC OPERATION

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/13/2003 16:15:46 SBD TEMPLATE [REDACTED]

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)

KENNY BROWN

CUSTOMER CONCERN -

WIPERS WORK ERRATIC

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

COMPARE TO LIKE VEHICLE?)

TECH STATES HE HAS VERIFIED THE CONCERN AND STATES HE IS LOOKING FOR

INFO. TECH STATES HE HAS NO OUTPUT VOLTAGE ON CKT 478.

TAC RECOMMENDATION -

ADVISED TECH OF PI 00413A. ADVISED TECH OF UPDATED WIPER MODULE AND

PIGTAIL AND ADVISED TO REPLACE.

TECH TO CALL BACK WITH UPDATE

TECH TO CALL BACK WITH UPDATE

08/13/2003 15:15:45 HISTORY XXXXXXXXXX

08/22/2003 14:57:01 KLIMKOWSKI -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6701592	VIN Number:	1GNDT13S222378350
Date Opened:	8/13/2003	Model Year:	2002
Date Closed:	8/13/2003	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B47420	Mileage:	22556
Address:	LYNCH CHEVROLET-OLDSBURLINGTON	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP

RESOLUTION ABSTRACT- W/S WPR TRANS ASSEMBLY REPLACE

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/13/2003 16:27:15 SBD TEMPLATE [REDACTED]

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)

?????

CUSTOMER CONCERN

WIPERS AND WASHERS INOP

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

CAN VERIFY, LOOKING FOR BULLETIN

TAC RECOMMENDATION-

ADV DLR OF 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.

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 ADVISED DLR OF PART NUMBER FOR MOTOR
AND PIGTAIL.

DLR WANTS CASE CLOSED,

08/13/2003 16:27:16 HISTORY [REDACTED]

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6712777	VIN Number:	1GNDY13S532105032	
Date Opened:	8/19/2003	Model Year:	2003	
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz	
Dealer Code:	B19442	Mileage:	26853	
Address:	TIP TOP CHE-OLD-CAD FAIRBANKS		State:	AK
Dealer Phone:				

SYMPTOM ABSTRACT— WASHER WINDSHIELD WIPER FRONT INOPERATIVE WAT

RESOLUTION ABSTRACT- HARNESS ASSY-WIRING REPAIR

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION--

UCC CODE 3—

UCC-3 DESCRIPTION—

08/19/2003 15:03:37 SBD TEMPLATE - [REDACTED]

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) JEREMIAH RECORD, TECH

CUSTOMER CONCERN - FRONT WIPERS AND WASHERS INOP OR WORK ERRATICALLY.

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) TECH FOUND WATER IN WIRPER MOTOR CONNECTOR.

REPLACED MOTOR WITH P/N 15094704 AND PIGTAIL WITH P/N 16308415. WIPERS NOW OPERATE, BUT WASHERS ARE STILL INOP. TECH DIAGNOSED AGAIN, LED TO FAULTY WIPER MODULE. TECH CALLING BEFORE REPLACING WIPER MOTOR FOR A SECOND TIME.

TAC RECOMMENDATION -PI00413A.

WIPER MOTOR IS CORRECT. ATTEMPT TO OBTAIN PIGTAIL P/N 88986271. IF WASHERS STILL INOP, INSTALL ANOTHER WIPER MOTOR AND EVALUATE.

08/18/2003 15:03:37 HISTORY [REDACTED]

08/22/2003 11:58:45 ROSSOW -

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

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

4__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

JEREMIAH STATES HE INSTALLED THE NEW WIPER MOTOR AND THE WASHERS ARE
STILL INOP. JEREMIAH WANTED TO KNOW WHAT HE SHOULD DO NEXT.

NEW RECOMMENDATIONS TOLD JEREMIAH TO TAKE A FUSE JUMPER FROM PIN E TO
PIN C AT THE WIPER MOTOR AND IF THE WASHERS START TO WORK. TOLD JEREMIAH
TO REMOVE THE FUSE JUMPER AND WITH THE KEY ON AND THE WASHER SWITCH ON TO
SEE IF HE HAS BATTER VOLTS ON THE PINK WIRE CKT 84. DEALER TO CALL BACK
WITH UPDATES.

08/22/2003 13:29:03 KAY - CASE UPDATE -

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

[REDACTED]

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH HAS REPLACED WIPER MOTOR 2X(W/O RAIN SENSE PART #15094704), TECH STATED VEHICLE DOES NOT HAVE RAIN SENSE, TECH ALSO REPLACED MULTIFUNCTION SWITCH AND WIPER MOTOR CONNECTOR WITH NO CHANGE, TECH STATED WIPERS OPERATE NORMAL BUT WASHER IS INOP, TECH NOTED GROUNDING PIN J AT WIPER WOULD ENERGIZE PUMP, TECH STATED WITH 12V JUMPERED TO CKT 94 TO CKT 478 ALSO MAKES WIPER RUN BUT WASHER REMAINS INOP, TECH IS CALLING FOR REPAIR SUGGESTIONS

NEW RECOMMENDATIONS

ADVISED TECH:

1. SWAP WIPER MOTOR FROM KNOWN GOOD VEHICLE AND RE-TEST
2. MONITOR CKT'S 478, 94 AND 477 FOR CORRECT VOLTAGE AND MODING FROM BOTH TRUCKS
3. REPORT FINDINGS

08/22/2003 14:38:20 ORR - TRANSFERED TO BRIAN KAY AS PER

DLRS REQUEST DLR OK VME IF UNAVAILABLE.

08/25/2003 09:01:52 KAY - CASE CLOSING -

TECH LEFT VME TO CLOSE CASE, TECH STATED TERMINAL J POSITION IN WIPER CONNECTOR WAS NOT CLEARLY LABELED AND WAS INSTALLED IN WRONG POSITION,

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6719571	VIN Number:	1GKET16S336154235	
Date Opened:	8/21/2003	Model Year:	2003	
Date Closed:		Series:	Envoy XL 4WD	
Dealer Code:	G06699	MLRange:	8104	
Address:	BOB SMITH AUTOMOTIVEEASTON		State:	MD
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER FRONT WIPERS INOP AT TIMES.

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/21/2003 11:48:51 SBD TEMPLATE - BURKETT

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - FRONT WIPERS INOP AT TIMES.

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

DUPLICATED ONCE IN SERVICE DRIVE. NO PARTS REPLACED.

TAC RECOMMENDATION -

ADVISED DLR OF INFO FROM P1 00413A FOR THIS COND.

**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

88086271 2002 - 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6720455	VIN Number:	1GKES16S526137881	
Date Opened:	8/21/2003	Model Year:	2002	
Date Closed:		Series:	S1	
Dealer Code:	G51147	Mileage:	13887	
Address:	COURTESY GMC TRUCK LAFAYETTE		State:	LA
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WATER WINDSHIELD WIPER WATER ENTR

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

08/21/2003 14:17:28 SBD TEMPLATE - RUSSO

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 KEITH MILLER

CUSTOMER CONCERN - WIPERS INOP

DEALER COMMENTS/DIAGNOSIS - NEW MOTER, SILICONED CONNECTOR, AND PUT DIELECTRIC GREASE INTO CONNECTOR ON PREVIOUS VISIT, 8/20/2002. VEHICLE HAS RETURNED WITH THE SAME CONCERN, WIPERS INOP ON ALL SELECTIONS, AND THERE IS EVIDENCE OF WATER ENTRY TO THE MOTOR AGAIN.

TAC RECOMMENDATION -

PI00413A

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

88885271 2002 - 2003 MODEL YEAR

08/21/2003 14:17:28 HISTORY - RUSSO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6728754	VIN Number:	1GNDT13SX22126248
Date Opened:	8/21/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B04945	Mileage:	32840
Address:	FRIENDLY CHEVROLET, FRIDLEY	State:	MN
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—

08/21/2003 14:56:55 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) CHAD SWARTOUT-TECH

CUSTOMER CONCERN - WIPER INOP AT TIMES

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

TECH CANNOT DUPLICATE AND IS LOOKING FOR LIKE CASES

TAC RECOMMENDATION - P100413A CHECK FOR WATER OR CORROSION IN WIPER

MOTOR

08/21/2003 14:56:55 HISTORY - STEVENS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6721732	VIN Number:	1GKET16S038104814
Date Opened:	8/21/2003	Model Year:	2003
Date Closed:	9/2/2003	Series:	Envoy XL 4WD
Dealer Code:	010100	Mileage:	13707
Address:	D'ARCY OLDSMOBILE, BLOJIST	IL	State: IL
Dealer Phone:			

12487687

08/21/2003 17:08:15 HISTORY - WARNER

09/02/2003 13:33:26 KOPAH - VME CLOSE

REPLACED WIPER MOTOR

R.K.

SYMPTOM ABSTRACT— WINDSHIELD WIPER WINDSHIELD WIPER INOP

RESOLUTION ABSTRACT- W/SHLD WPR MOD RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WINDSHIELD WIPER INOP

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

COMPARE TO LIKE VEHICLE?)

NONE.

TAC RECOMMENDATION -

PI00413A

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 GMSPD. 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

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6725445	VIN Number:	1GNDS13S522387271
Date Opened:	8/25/2003	Model Year:	2002
Date Closed:	9/11/2003	Series:	S1
Dealer Code:	B26448	MRange:	18988
Address:	BILL SHULTZ CHEVROLEFORT PIERCE	State:	FL
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER P100413A WIPERS QUIT

RESOLUTION ABSTRACT- MODULE ASSEMBLY, WIPER SYSTEM REPLACE

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

08/25/2003 09:10:52 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), [REDACTED]

CUSTOMER CONCERN -WIPERS INOP INT

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

TECH STS CONCERN CANNOT BE DUPLICATED .MOTOR WAS REPLACED LAST TIME IN.

TAC RECOMMENDATION -

ADVISED TECH OF PI 00413A AND NEW PART #.

08/25/2003 09:10:52 HISTORY - WACHTMEISTER

08/28/2003 10:22:39 THOMPSON -

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

JOE- 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 REPLACED WIPER MOTOR, WAITED 1-2 WEEKS BEFORE INSTALLING
PIGTAIL, NOW WIPERS INOP AGAIN; STS HAS HAD TORRENTIAL DOWNPOURS THE LAST
FEW WEEKS HAPPENING DAILY, S.FLORIDA;

NEW RECOMMENDATIONS

PE93-042 / GM644

NEW RECOMMENDATIONS

TAC SUGGESTED TECH

- REMOVE WIPER MOTOR, LOOK FOR WATER INTRUSION INTO MOTOR ITSELF, REPLACE

IF ANY EVIDENCE IS FOUND

- IF OK, CK WIRING FROM MOTOR TO MULTIFUNCTION SWITCH

- IF WIRING OK, TRY A KG MULTIFUNCTION SWITCH;

TECH TO COMPLY, ADVISE...

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6726346	VIN Number:	1GNET16S138140241
Date Opened:	8/25/2003	Model Year:	2003
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B19380	Mileage:	10839
Address:	MILES CHEVROLET WOODBURN	State:	OR
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--

08/25/2003 11:24:32 SBD TEMPLATE - DARR

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -DLR STS THE WINDSHIELD WIPERS ARE INOP.

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

DLR STS THE WIPER MOTOR IS CORRODED FROM WATER. DLR LOOKING FOR INFO.

TAC RECOMMENDATION -ADV DLR TO INSTALL UPDATED WIPER MOTOR PER PI00413A.

DLR TO ADV TAC.

08/25/2003 11:24:32 HISTORY - DARR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6738242	VIN Number:	1GNDT13S622209758
Date Opened:	8/26/2003	Model Year:	2002
Date Closed:	8/26/2003	Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B04843	Mileage:	21755
Address:	VILLAGE CHEVROLET COWAYZATA	State:	MN
Dealer Phone:			

SYMPTOM ABSTRACT-- WINDSHIELD WIPER FRONT 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--

08/26/2003 11:37:51 SBD TEMPLATE - WACHTMEISTER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -NO FRONT WIPERS

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

TECH HAS REPLACED MOTOR NO HELP TECH STS WIPER FUSE IS DIM FOR POWER ALSO
RAIN FUSE AND TBC ACC FUSE DIM

TAC RECOMMENDATION -

ADVISED TECH TO FOLLOW DOC 659533 TO FIND AREA OF VOLT DROP.

08/28/2003 11:37:51 HISTORY - WACHTMEISTER

08/28/2003 11:58:38 BEHLEN

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

NICK SCHNARR 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 STATES WHILE CYCLING THE KEY THE TEST LIGHT GOT BRIGHT, TECH STATES
HES GOING TO REPLACE THE IGNITION SWITCH AND RE-TEST.

NEW RECOMMENDATIONS

TAC UPDATED CASE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6734298	VIN Number:	1GNET16S438151444
Date Opened:	8/27/2003	Model Year:	2003
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B36020	Mileage:	2251
Address:	EISINGER MOTORS KALISPELL	M	State: MT
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

08/27/2003 11:12:17 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)

ROD COLE TECH

CUSTOMER CONCERN -WIPERS INOP

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

**TECH STATES THA TTHE WIPERS ARE INOP. TECH STATES THAT HE HAS NOT
REPLACED ANY PARTS OR MADE ANY REPAIRS. TECH IS LOOKING FOR LIKE CASE
INFORMATION.**

**TAC RECOMMENDATION -ADVISED TECH OF P100413A. ADVISED TECH TO VERIFY
POWER AND GROUND TO THE MOTOR.**

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

88988271 2002 - 2003 MODEL YEAR

08/27/2003 11:12:17 HISTORY - DORLAND

PE83-842 / GM644

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TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6742893	VIN Number:	1GKET16S528120843	
Date Opened:	8/29/2003	Model Year:	2002	
Date Closed:		Series:	Envoy XL 4WD	
Dealer Code:	G21734	Mileage:	25990	
Address:	PATSY LOU BUICK-GMC, FLINT	M	State:	MI
Dealer Phone:				

SYMPTOM ABSTRACT--- INOPERATIVE WASHER WINDSHIELD WIPER WASHERS I

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

08/29/2003 14:51:43 SBD TEMPLATE - SEALIE

STRATEGY BASED DIAGNOSTICS

? NUMBER OF TIMES IN FOR THE SAME CONDITION

? NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JERRY COOK - TECH

CUSTOMER CONCERN -

THE WIPER ARE INOP.

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

DEALER STATES AFTER REPLACING THE WIPER MODULE AND CONNECTOR PER PI00413

THE WASHERS ARE INOP. DEALER STATES GROUNDING CKT. 2268 AND THE WASHERS

WORK. DEALER STATES NO VOLTAGE ON CKT. 468 AND THE LOW SPEED WIPERS ARE

INOP. DEALER STATES REPLACING THE MULTIFUNCTION SWITCH AND THE MODULE

AGAIN WITHOUT CHANGE. DEALER STATES CUTTING CKT. 468.

TAC RECOMMENDATION -

ADVISED DEALER TO CHECK FOR 12 V REFERENCE VOLTAGE ON CKT 468 AT TERMINAL

E OF THE WIPER MODULE. ADVISED DEALER IF VOLTAGE IS NOT PRESENT TRY A

KNOW GOOD WIPER MODULE. ADVISED DEALER OF SI DOC 746208. ADVISED DEALER

TO CALL BACK WITH THE RESULTS.

06/29/2003 14:51:43 HISTORY - SEALIE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6743951	VIN Number:	1GNET16S538127881	
Date Opened:	9/2/2003	Model Year:	2003	
Date Closed:		Series:	T1	
Dealer Code:	G02185	Mileage:	11205	
Address:	MONROE PONTIAC BUICKMONROE		State:	NY
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER P100413A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/02/2003 09:22:53 SBD TEMPLATE - WACHTMEISTER

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -INOP WIPERS

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

TECH STS WIPER MODULE WAS REPLACED AT ANOTHER DEALER 10000 MILES AGO

TAC RECOMMENDATION -

ADVISED TECH OF PARTS # NEEDED PER PI 00413A.

09/02/2003 09:22:53 HISTORY - WACHTMEISTER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6745656	VIN Number:	1GNDT13S032130579
Date Opened:	9/2/2003	Model Year:	2003
Date Closed:	9/2/2003	Series:	T1
Dealer Code:	B05430	Mileage:	13381
Address:	CONKLIN CARS SALINA SALINA	K	State: KS
Dealer Phone:			

SYMPTOM ABSTRACT— PERFORMANCE WASHER 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—

09/02/2003 13:46:55 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 MIKE HAITH TECH

CUSTOMER CONCERN THE WINDSHIELD WIPERS RUN ERRATIC AND THE WASHERS DO NOT SHUT OFF.

DEALER COMMENTS/DIAGNOSIS -HAVE DUPLICATED THE CONCERN. CALLED TAC TO CONFIRM.

TAC RECOMMENDATION -

PI00413A; WINDSHIELD WIPER MOTOR INOPERATIVE/ERRATIC OPERATION

09/02/2003 13:46:55 HISTORY - DIEHL

09/08/2003 10:58:19 RICHMOND -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6747640	VIN Number:	1GKDS138822337431	
Date Opened:	9/2/2003	Model Year:	2002	
Date Closed:	9/8/2003	Series:	Jimmy Envoy 2WD 4DR	
Dealer Code:	G53045	Mileage:	47242	
Address:	HILTON HEAD AUTOMOTIBLUPPTON		State:	SC
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE 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---

09/02/2003 16:57:09 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)

RICHARD POSTON - TECH

CUSTOMER CONCERN -

WIPERS INOP.

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

COMPARE TO LIKE VEHICLE?)

TECH STS HE FOUND WATER INTRUSION IN THE WIPER MOTOR.

TECH STS HE REPLACED THE MOTOR WITH NO REPAIR.

TAC RECOMMENDATION -

-ADVISED TECH TO ENSURE THAT THE CORRECT PN MOTOR WAS INSTALLED.

-ADVISED TECH TO CHECK THE WIPER SWITCH.

09/02/2003 16:57:09 HISTORY - KUEHNL

09/03/2003 09:48:02 ROSSOW -

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

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

RICHARD CALLED BACK AND STATES HE CAN PLUG THE CONN. INTO THE WIPER MOTOR
AND THE WIPER MOTOR WILL PULSE. RICHARD WANTED TO KNOW WHAT HE SHOULD
DO.

NEW RECOMMENDATIONS TOLD RICHARD TO UNPLUG THE WIPER SWITCH AT C201
CONN. TOLD RICHARD TO PUT HIS DVOM ON OHMS AND PUT THE RED LEAD ON THE
GRAY WIRE CKT 478 AND THE BLACK LEAD ON THE PINK WIRE CKT 94. TOLD RICH
TO MOVE THE WIPER SWITCH IN EACH POSITION BUT HIGH AND COMPARE THE
RESISTANCE PER SI2000. TOLD RICHARD IF GOOD TO MAKE SURE HE HAS BATTERY
VOLTS COMING OUT OF THE WIPER MODULE ON CKT 478 GRAY WIRE. DEALER TO
CALL BACK WITH UPDATES.

08/08/2003 11:22:24 WACHTMEISTER - CASE UPDATE

TECH STS CKT 143 YELLOW WIRE TO WIPER HAS 12 VOLTS WHEN UNPLUGGED WHEN
PLUGGED INTO MOTOR VOLTAGE DROPS TO 5 VOLTS.
TECH HAS GOT ANOTHER MOTOR SAME VOLTAGE DROP.

ADVISED TECH TO GET A KNOWN GOOD MOTOR FROM A WORKING VEH AND TEST.

08/08/2003 10:13:17 KOPAH - VME CLOSE

IGN SWITCH

RK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6749884	VIN Number:	1GKET16S036161535
Date Opened:	9/3/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G44629	Mileage:	15711
Address:	HERBERT MOTORS, INC.LONGMONT	State:	CO
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—

09/03/2003 12:30:03 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) CLINT HANSON, TECH.

CUSTOMER CONCERN - WIPER INOPERATIVE.

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

TECH STATES HAS POWER & GROUND AND THE WASHER WORKS.

TAC RECOMMENDATION - ADVISED THE TECH OF PI00413A.

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

88988271 2002 - 2003 MODEL YEAR

09/03/2003 12:30:03 HISTORY - EGGLEING

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6749587	VIN Number:	1GNET16S328114092	
Date Opened:	9/3/2003	Model Year:	2002	
Date Closed:		Series:	T1	
Dealer Code:	B15294	Mileage:	20125	
Address:	HOOVER MOTOR COMPANY WERNERSVIL		State:	PA
Dealer Phone:				

SYMPTOM ABSTRACT— WINDSHIELD WIPER WIPERS INOP ON DIFFERENT SPE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION--

UCC CODE 3—

UCC-3 DESCRIPTION—

09/03/2003 13:48:51 SBD TEMPLATE - RICHARDSON

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

JERRY NEUIN TECH

CUSTOMER CONCERN -

WIPERS INOP.

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

**TECH CAN DUPLICATE CONDITION. THE WIPERS SEEM TO BE INOP ON DIFFERENT
SPEEDS AT DIFFERENT TIMES.**

TAC RECOMMENDATION -

ADVISE TECH OF PI00413A.

PI00413A

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002.

THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN

PE83-842 / GM644

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

THE OLD PART NUMBER WILL SUPERSEDE. THE FOLLOWING CHECKS ARE STILL

RECOMMENDED IN ADDITION TO MOTOR REPLACEMENT:

1. VERIFY THAT THERE ARE NO COWL WATER DRAINAGE ISSUES AT THE MOTOR AREA. THE DRAINS ARE ON EACH END OF THE PLENUM. WITH NORMAL "GARDEN HOSE" WATER PRESSURE, THE PLENUM SHOULD NEVER OVERFILL IF THE DRAINS ARE CLEAR. DO NOT ADD ADDITIONAL DRAINS TO PLENUM.

2. CLEAN THE TERMINAL ENDS.

3. VERIFY THAT THE CONNECTOR TERMINALS ARE IN GOOD CONDITION. IF REPLACEMENT IS NECESSARY, A PIGTAIL IS AVAILABLE FROM GMSPO. ORDERING A COMPLETE HARNESS IS NOT NECESSARY.

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

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487689

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

12487687

PIGTAIL

86086271 2002 - 2003 MODEL YEAR

09/03/2003 13:48:51 HISTORY - RICHARDSON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6749756	VIN Number:	1GNDT13S822473056
Date Opened:	9/3/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer
Dealer Code:	B47639	Mileage:	12781
Address:	ULRICH MTR CO	WASHBURN	IL
State:		IL	
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER P100413A

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/03/2003 14:18:31 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)

JOHN HULTGREN / TECHNICIAN

CUSTOMER CONCERN -

CUSTOMER ALLEGES THAT THE WIPERS DO NOT WORK.

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

DEALER STATES THAT THE WIPER SWITCH HAS BEEN REPLACED WITH NO CHANGE.

DEALER STATES THAT THERE IS NO POWER ON THE SWITCH SUPPLY CIRCUIT 47B.

TAC RECOMMENDATION -

TAC ADVISED TECHNICIAN OF PI00413A, REPLACE THE WIPER MOTOR ASSEMBLY.

09/03/2003 14:16:31 HISTORY - LOFFREDI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6750286	VIN Number:	1GNDT13S922467736
Date Opened:	9/3/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B03272	Mileage:	31881
Address:	ELCO CHEVROLET INC BALLWIN	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER WIPERS INOP P100413A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/03/2003 15:00:37 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)

JUDD MASON TECH

CUSTOMER CONCERN -WIPERS INOP

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

TECH STATES THAT HE HAS NOT REPLACED ANY PARTS OR MADE ANY REPAIRS. TECH

* STATES THAT THE WIPERS ARE INOP. TECH HAS NOT PERFORMED ANY DIAGNOSTICS
YET.

TAC RECOMMENDATION -ADVISED TECH OF PI. ADVISED TECH TO CHECK FOR POWER
AND GROUND TO THE MOTOR FIRST.

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #15094704

OLD 12487888

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

12487887

PIGTAIL

88986271 2002 - 2003 MODEL YEAR

08/03/2003 15:00:37 HISTORY - DORLAND

08/15/2003 16:18:04 MEYERS -DEALER SURVEY WAS PERFORMED

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6750670	VIN Number:	1GNET16S536128688	
Date Opened:	9/3/2003	Model Year:	2003	
Date Closed:		Series:	Trailblazer Ext 4WD	
Dealer Code:	B05886	MLange:	16109	
Address:	SUPERIOR CHEVROLET SHAWNEE MISSI		State:	KS
Dealer Phone:				

SYMPTOM ABSTRACT-- WINDSHIELD WIPER ERRATIC OPERATION P100413A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/03/2003 16:02:36 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)

LARRY YOUNG TECH

CUSTOMER CONCERN -

FRONT WINDSHIELD WIPERS ERRATIC OPERATION.

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

**TECH STATES HE LOOK FOR BULLETINS AND PIS AND FOUND NONE. TECH STATES
THE CONNECTOR FOR THE WIPER MOTOR IS FULL OF WATER AND NEEDS TO BE
REPLACED. TECH CALLED TO FIND OUT WHAT TO DO TO KEEP THE WATER OUT.**

TAC RECOMMENDATION -

ADVISED TECH

1 OF PI00413A.

09/03/2003 16:02:38 HISTORY - SCOTT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Care No:	6752864	VIN Number:	1GNES16S026109889	
Date Opened:	9/4/2003	Model Year:	2002	
Date Closed:		Series:	Trailblazer Ext 2WD	
Dealer Code:	B30238	Mileage:	11673	
Address:	CHAMPION CHEVROLET HOUSTON		State:	TX
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--

09/04/2003 10:06:25 SBD TEMPLATE - COWGER

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

TOMMY KREVOSKI -TECH

CUSTOMER CONCERN -

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

**DLR STS THAT HE HAS REPLACED 2 WIPER MOTORS AND A WASHER PUMP DUE TO
WATER INTRUSION**

TAC RECOMMENDATION -

**ADV TECH TO FOLLOW PI00413A REPLACE WIPER MOTOR WITH UPDATED WIPER MOTOR
ASSEMBLY AND EVALUATE CONCERN , DLR TO CALL BACK WITH UPDATE .**

09/04/2003 10:06:25 HISTORY - COWGER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6754745	VIN Number:	1GNET163836139135
Date Opened:	9/1/2003	Model Year:	2003
Date Closed:		Series:	Traillblazer Ext 4WD
Dealer Code:	B16190	MLanger:	15254
Address:	HENDERSON & WOOD CHEEKIN	State:	NC
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--

09/04/2003 16:17:08 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)

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

CHAD WAGONER

CUSTOMER CONCERN -

WINDSHEILD WIPERS INOP

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

COMPARE TO LIKE VEHICLE?)

TECH STATES HE HAS VERIFIED THE CONCERN AND STATES HE IS LOOKING FOR DIAG

INFO.

TAC RECOMMENDATION -

ADVISED TECH OF PI 00413A AND ADVISED TECH OF UPDATED WIPER MODULE

TECH TO CALL BACK WITH UPDATE

09/04/2003 16:17:08 HISTORY - YORK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6757379	VIN Number:	1GKET16S236119363
Date Opened:	9/5/2003	Model Year:	2003
Date Closed:	9/5/2003	Series:	Envoy XL 4WD
Dealer Code:	G06143	MI Range:	20452
Address:	GENERAL GMC INC. METHUEN	State:	MA
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER WIPERS INOP

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/05/2003 14:55:57 9BD TEMPLATE - CIAVERELLA

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 -

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

TAC RECOMMENDATION -

09/05/2003 14:55:57 HISTORY - CIAVERELLA

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6758668	VIN Number:	1GKET16S426133487	
Date Opened:	9/8/2003	Model Year:	2002	
Date Closed:		Series:	Envoy XL 4WD	
Dealer Code:	G21217	Mileage:	17399	
Address:	ANNETTE GANASSI PONTGLENSHAW		State:	PA
Dealer Phone:				

SYMPTOM ABSTRACT— FRONT INOPERATIVE WINDSHIELD WIPER WATER INTR

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

09/08/2003 10:01:19 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) FRANK WAGNER(TECH)

CUSTOMER CONCERN - FRONT WIPERS INOP

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

TECH FOUND MOISTURE IN WIPER MOTOR PIGTAIL,QUESTIONED SI DIAG CHART

TAC RECOMMENDATION - RECOMMENDED REPLACING WIPER MOTOR AND PIGTAIL IF

REQ'D ADVISED DIAG CHART WAS LOOKING FOR ACCY POWER ON YELLOW WIRE TO

WIPER MOTOR,TECH WAS CHECKING WRONG CIRCUIT.

08/08/2003 10:01:18 HISTORY - SANFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6769780	VIN Number:	1GNET16S736108099
Date Opened:	9/8/2003	Model Year:	2003
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B04739	Mileage:	18349
Address:	ROTH CHEVROLET INC WILLMAR	State:	MN
Dealer Phone:			

SYMPTOM ABSTRACT--- WIPER WIPERS ERRATIC WASHERS INOP

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/08/2003 15:02:50 SBD TEMPLATE - WILSON

STRATEGY BASED DIAGNOSTICS

1__ NUMBER OF TIMES IN FOR THE SAME CONDITION

1__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

DANA CHRISTENSON (TECH)

CUSTOMER CONCERN -

WASHERS INOP, WIPERS ERRATIC (FRONT)

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

**CONCERN DUPLICATED. TECH STATES HE REPLACED THE MULTIFUNCTION SWITCH,
DIDNT FIX. TECH LOOKING FOR ANY SUGGESTIONS.**

TAC RECOMMENDATION -

ADVISED TECH OF PI00413A.

08/08/2003 15:02:50 HISTORY - WILSON

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**

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

88988271 2002 - 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6760786	VIN Number:	1GNET16S926123072
Date Opened:	9/8/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B16868	Mileage:	15674
Address:	YADKIN VALLEY CHEVRODENTON	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT REPEAT FAILURES

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/08/2003 15:04:05 SBD TEMPLATE - HAWKINS

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN - WIPERS

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

DLR STS HE HAS REPL THE WIPER MODULE 2X AND ANOTHER DLR HAS REPL THE MULTIFUNCTION LEVER.

DLR STS THE CONNECTOR IS MELTED THIS TRIP.

TAC RECOMMENDATION -

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

PE83-842 / GM644

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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

88985271 2002 - 2003 MODEL YEAR

MIKE HAWKINS

09/08/2009 15:04:05 HISTORY - HAWKINS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6764579	VIN Number:	1GNET16S236148770	
Date Opened:	9/9/2003	Model Year:	2003	
Date Closed:		Series:	Trafficblazer Ext 4WD	
Dealer Code:	B08667	Mileage:	6	
Address:	JUNE WALKER CHEVROLEBLUE RIDGE		State:	GA
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE UNWANTED WASHER WIPER P100413A

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/09/2003 14:30:52 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) MARK HENBON SM

CUSTOMER CONCERN - PASS SIDE DOOR ELECTRICAL FUNCTIONS INOP

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

REPLACED PDM,WIPERS AND WASHER ARE NOW INOP

TAG RECOMMENDATION - ADVISED LIKE CASES REFERRING TO PI00413A,REPLACE

WIPER MOTOR ASSY,DATE OF MANUFACTURE SUPPORTS PI INFO.

09/09/2003 14:30:52 HISTORY - SANFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6770746	VIN Number:	1GNET16S936120142
Date Opened:	9/11/2003	Model Year:	2003
Date Closed:		Series:	Trafficblazer Ext 4WD
Dealer Code:	B25148	Mileage:	13035
Address:	ANDY MOHR CHEV BUICKGREENCASTLE	State:	IN
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—

09/11/2003 10:04:46 SBD TEMPLATE - HELTON

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 - P100413A

CUSTOMER CONCERN - WIPER MOTOR INOP

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

TECH STS HE HAS VERIFIED CONCERN.

**TECH STS HE FOLLOWED FLOW CHART AND LEADS HIM TO REPLACE E THE WIPER
MOTOR.**

TECH STS HE SEE SIGNS OF WATER DAMAGE AND CALLED FOR INFO.

TAC RECOMMENDATION -

ADVISED TECH OF P100413A AND TO REPLACE THE WIPER MOTOR AND CONNECTOR.

08/11/2003 10:04:46 HISTORY - HELTON

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6773694	VIN Number:	1GKET18B636122824		
Date Opened:	9/11/2003	Model Year:	2003		
Date Closed:	9/11/2003	Series:	T1		
Dealer Code:	G40011	Mileage:	10927		
Address:	LEHMER'S	CONCORD	CA	State:	CA
Dealer Phone:					

SYMPTOM ABSTRACT— INOPERATIVE WIPER WINDSHIELD WIPER INOPERATIV

RESOLUTION ABSTRACT- W/S WIPER MOTOR RPL

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/11/2003 18:15:13 SBD TEMPLATE - ESCH

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) DON WILSON TECH

CUSTOMER CONCERN - CUSTOMER STATE FRONT WIPERS INOPERATIVE.

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

**DEALER STATES REPLACED WIPER MOTOR ASSEMBLY AND REPLACED WIPER MOTOR PINS
DUE TO WATER INTRUSION AND CORROSION TO NO AVAIL.**

DEALER LOOKING FOR SUGGESTIONS.

TAC RECOMMENDATION -

TAC ADVISE OF PI00413A TO CHECK PLENUM DRAINS.

TAC ADVISE TO CHECK POWER AND GROUNDS TO WIPER MOTOR WITH HALOGEN BULB.

09/11/2003 18:15:13 HISTORY - E9CH

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6774338	VIN Number:	1GKET16S938132083	
Date Opened:	9/12/2003	Model Year:	2003	
Date Closed:		Series:	T1	
Dealer Code:	G06528	Mileage:	3101	
Address:	BRIGHT BAY GMC TRUCKBAY SHORE		State:	NY
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—

09/12/2003 10:32:57 SBD TEMPLATE - WARNER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

CUSTOMER CONCERN -WIPERS INOP

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

TECH STATES HA HAS NO POWER ON CKT 477.

TECH DOES HAVE POWER INTO THE MOTOR ON CKT 143.

TAC RECOMMENDATION -

CHECK WIPER COVER.

09/12/2003 10:32:57 HISTORY - WARNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6778191	VIN Number:	1GKET18S836106843
Date Opened:	9/15/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	G53148	Mileage:	21102
Address:	MODERN SALES & SERVIGRUNDY	State:	VA
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER WIPERS INOP AT TIMES

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

09/15/2003 13:41:08 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)

DOUG LOWE TECH

CUSTOMER CONCERN -

WIPERS INOP AT TIMES

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

TECH STATES CANT DUPLICATE, LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -

**TAC ADVISED TECH OF PI00413A 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.**

08/15/2009 13:41:08 HISTORY - BEHLEN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6779817	VIN Number:	1GKES16S736118986
Date Opened:	9/15/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 2WD
Dealer Code:	D47766	Mileage:	32563
Address:	VISALIA BUICK-PONTIAC VISALIA	CA	State: CA
Dealer Phone:			

SYMPTOM ABSTRACT— INTERMITTENT P100413A

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/15/2003 19:32:35 SBD TEMPLATE - SLEEMAN

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)

DARRELL DOUGLASS TECH

CUSTOMER CONCERN -

ERRATIC WIPER.

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

COMPARE TO LIKE VEHICLE?)

WATER INTRUSION TO THE WIPER MOTOR.

TAC RECOMMENDATION -

ADVISED TO TEST THE COWL DRAINS AND INSTALL THE REVISED WIPER MOTOR PER

PI00413A.

09/15/2003 19:32:35 HISTORY - SLEEMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6783451	VIN Number:	1GKET16S63B110696
Date Opened:	9/16/2003	Model Year:	2003
Date Closed:		Series:	Envoy XL 4WD
Dealer Code:	G14002	MI/Range:	13859
Address:	SUMMERS MOTOR SALES, MARIETTA	State:	OH
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/16/2003 16:47:06 SBD TEMPLATE - ZAJECHOWSKI

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

BRETT STEWART TECH

CUSTOMER CONCERN -

CUSTOMER STATES WIPERS INOP.

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

COMPARE TO LIKE VEHICLE?)

TECH STATES HE HAS NOT PERFORMED ANY DIAG.

TAC RECOMMENDATION -

ADVISED TECH OF PI P100413A FOR THIS CONCERN.

09/16/2003 16:47:08 HISTORY - ZAJECHOWSKI

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6784323	VIN Number:	1GNET16S736124092
Date Opened:	9/17/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B05098	Mileage:	4089
Address:	CUPP CHEVROLET, INC.MARCELINE	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT-- INTERMITTENT FRONT WIPER INOP AT TIMES.

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/17/2003 09:49:01 SBD TEMPLATE - LEITHAUSER

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

AFTERMARKET PHONE

CALLER'S NAME (FIRST, LAST, AND POSITION)-BOB CUPP DEALER PRINCIPAL

CUSTOMER CONCERN -WIPERS WOULD NOT TURN ON.

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

CALLER SAYS THE WIPERS ARE OPERATING AT THIS TIME.

CALLER SEEKS RESOLVED CASE INFORMATION.

TAC RECOMMENDATION -

ADVISED CALLER TO INSPECT FOR WATER INTRUSION TO THE WIPER CONNECTOR OR
CIRCUIT BOARD.

PROVIDED REVISED PART NUMBERS PER PI00413A:

09/17/2003 09:49:01 HISTORY - LEITHAUSER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6791976	VIN Number:	1GNDS13SX22261278
Date Opened:	9/19/2003	Model Year:	2002
Date Closed:		Series:	S1
Dealer Code:	B16030	Mileage:	39434
Address:	CHEVROLET CADILLAC OGOLDSBORO	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT--- WINDSHIELD WIPER ERRETIC

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

09/19/2003 10:22:59 SBD TEMPLATE - HELTON

STRATEGY BASED DIAGNOSTICS

9 NUMBER OF TIMES IN FOR THE SAME CONDITION

10+ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME - JERRY YELVERTON TECH

**CUSTOMER CONCERN - CUSTOMER STS WIPERS COME ON BY THERE SELF AND WILL NOT
WORK INTERMITTENT.**

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

TECH STS HE HAS REPLACE THE WIPER MOTOR.

TECH STS HE HAS NOT VERIFIED CONCERN.

TECH STS NO DTC.

TAC RECOMMENDATION -

ADVISED TECH TO P100413A AND TO INSTALL A UPDATED WIPER MOTOR.

09/19/2003 10:22:59 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 #16084704

OLD 12487889

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

OLD

12487687

PIGTAIL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6801429	VIN Number:	1GNDT13S922386530	
Date Opened:	9/23/2003	Model Year:	2002	
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz	
Dealer Code:	B16596	Mileage:	38094	
Address:	POWERS-SWAIN CHEVROL FAYETTEVILLE		State:	NC
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—

09/23/2003 18:45:00 SBD TEMPLATE - BACK

STRATEGY BASED DIAGNOSTICS

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) CALVIN SCOTT SF

CUSTOMER CONCERN - WIPER INOP

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

TECH STS HAS NOT BEEN ABLE TO DUPLICATE.

TECH LOOKING FOR KNOWN ISSUES DUE TO SAFETY FACTOR, DOESN'T WANT TO
RETURN TO CUSTOMER UNTIL HE FINDS SOMETHING.

TAC RECOMMENDATION -

ADVISED TO CHECK COWL DRAINS AND WIPER MOTOR FOR WATER INTRUSION PER
PI00413A.

09/23/2003 18:45:00 HISTORY - BACK

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6813682	VIN Number:	1GNDT13S222151887
Date Opened:	9/29/2003	Model Year:	2002
Date Closed:		Series:	T1
Dealer Code:	B03545	Mileage:	40152
Address:	MEROLLIS CHEVROLET IS SAINT LOUIS	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WINDSHIELD WIPER WIN

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

09/29/2003 12:04:02 98D TEMPLATE - ERMAN

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 ANNON

CUSTOMER CONCERN - INTERMITTENTLY THE WIPERS ARE INOPERATIVE.

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

**MIKE SAID HE HAS NOT BEEN ABLE TO DUPLICATE THIS CONCERN. MIKE WAS JUST
CALLING TO SEE IF WE HAD ANY INFORMATION ON THIS CONCERN.**

TAC RECOMMENDATION -

**ADVISED I GAVE INFORMATION FROM PI00413A AND ADVISED TO REPLACE THE WIPER
MOTOR.**

09/29/2003 12:04:02 HISTORY - ERMAN

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6823731	VIN Number:	1GNET18S738137876
Date Opened:	10/2/2003	Model Year:	2003
Date Closed:		Serial:	T1
Dealer Code:	B08270	Mileage:	21304
Address:	MILTON RUBEN CHEVROLAUGUSTA	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER P100413A

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/02/2003 09:21:36 SBD TEMPLATE - HELTON

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 - PETER SCHAUHANN 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 STS NO DTC.

TECH STS NO PARTS REPLACED.

TECH STS HE HAS SEVERER WATER DAMAGE TO WIPER MOTOR. -

TAC RECOMMENDATION - ADVISED TECH OF P100413A.

10/02/2003 09:21:36 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

PE03-042 / GM644

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

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

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

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

2. CLEAN THE TERMINAL ENDS.

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

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

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

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE NEW PART #16094704

OLD 12487689

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

12487687

PIGTAIL

89986271 2002 - 2003 MODEL YEAR

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6826868	VIN Number:	1GNDS13S432278428
Date Opened:	10/2/2003	Model Year:	2003
Date Closed:		Series:	Blazer 2WD 4DR Trailblaz
Dealer Code:	B24520	MLRange:	8015
Address:	SEWELL CADILLAC-CHEVNEW ORLEANS	State:	LA
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE INTERMITTENT WIPER WIPERS INOP IN

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

10/02/2003 15:28:17 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)

NICHOLAS HEBERT - TECH

CUSTOMER CONCERN -

THE WIPERS ARE INOP INT.

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

**DEALER STATES THE WIPER MODULE WAS REPLACED WITHOUT CHANGE. DEALER STATES
WIPER MODULE WAS THE SAME IN APPEARANCE THAN THE ORIGINAL. DEALER STATES
NOTICING CORROSION IN WIPER MOTOR CONNECTOR.**

TAG RECOMMENDATION -

**ADVISED DEALER OF PID0413A IN REGARD TO REPLACING THE WIPER MODULE WITH
THE UPDATED PART NUMBER. ADVISED DEALER TO REPLACE PIGTAIL WITH PART
NUMBER LISTED IN PI. ADVISED DEALER TO CALL BACK WITH THE RESULTS.**

10/02/2003 15:28:17 HISTORY - SEALIE

10/02/2003 17:29:33 STRONG -

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

2 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TECH STATE THAT HE HAS REPLACE THE WIPER MOTOR TWICE

TECH STATES THAT THERE IS A BUZZ NOISE COMING FROM THE MOTOR AFTER
REPLACING IT

TECH STATES THAT IF HE USES A WRENCH TO ROTATE THE MOTOR THE BUZZ NOISE
GOES AWAY BUT RETURNS ON THE NEXT KEY CYCLE

TECH STATES THAT HE HAS REPLACED THE CONNECTOR FOR A CORROSION PROBLEM

NEW RECOMMENDATIONS

ADVISE TECH TO ON DOC ID #877475 WHEN HE SHOULD HAVE VOLTAGE AND WHERE HE
SHOULD NOT

ADVISE TECH TO CHECK AND CALL BACK WITH INFO

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6828379	VIN Number:	1GNES16S336109043	
Date Opened:	10/3/2003	Model Year:	2003	
Date Closed:		Series:	Trafficblazer Ext 2WD	
Dealer Code:	B24418	Mileage:	13285	
Address:	ROBERTS CHEVROLET, IDE QUEEN		State:	AR
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—

10/03/2003 12:17:47 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 ROBERT BLANTON

CUSTOMER CONCERN -

WASHERS AND WIPERS INOP.

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

COMPARE TO LIKE VEHICLE?)

LOOKING FOR LIKE CASES.

TAC RECOMMENDATION -

ADVISED DEALER OF P100413A. REPLACE WIPER MOTOR WITH NEW STYLE.

10/03/2003 12:17:47 HISTORY - MILLER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6828434	VIN Number:	1GNES16S936130480
Date Opened:	10/3/2003	Model Year:	2003
Date Closed:	10/3/2003	Series:	Trailblazer Ext 2WD
Dealer Code:	B05236	Mileage:	6625
Address:	REYNOLDS AUTOGROUP, DURANT	State:	OK
Dealer Phone:			

SYMPTOM ABSTRACT— WINDSHIELD WIPER P100413A

RESOLUTION ABSTRACT- W/S WPR TRANS ASSEMBLY REPLACE

UCC CODE 1-----

UCC-1 DESCRIPTION-- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

10/03/2003 12:37:58 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)

MASAKI MARKS / 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 HAS PUT THE SWITCH IN LOW & HIGH MODE AND IT STILL
WILL NOT WORK**

**DEALER STATES HE HAS TAPPED ON THE WIPER MOTOR AND IT STILL DOES NOT
WORK.**

DEALER IS WONDERING IF THERE IS ANY LIKE CASES.

TAG RECOMMENDATION -

TAG ADVISED TECHNICIAN OF P100413A, REPLACE THE WIPER MOTOR ASSEMBLY.

10/03/2003 12:37:56 HISTORY - LOFFREDI

10/03/2003 15:39:41 LOFFREDI - CASE CLOSING

DEALER STATES THAT HE HAS REPLACED THE WIPER MOTOR ASSEMBLY.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6831201	VIN Number:	1GNDT13S122165566
Date Opened:	10/6/2003	Model Year:	2002
Date Closed:		Series:	Blazer 4WD 4DR Trailblaz
Dealer Code:	B18116	Mileage:	47203
Address:	KOCOUREK CHEVROLET-WAUSAU	State:	WI
Dealer Phone:			

SYMPTOM ABSTRACT— WIPER NEW WIPER MOTOR

RESOLUTION ABSTRACT-

UCC CODE 1———

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2———

UCC-2 DESCRIPTION—

UCC CODE 3———

UCC-3 DESCRIPTION—

10/06/2003 11:38:58 SBD TEMPLATE - CRUMB

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

4 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME AJ KOCH

CUSTOMER CONCERN - ERRATIC WIPER OPERATION

DEALER COMMENTS/DIAGNOSIS (DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH, COMPARE TO LIKE VEHICLE?) AJ STATES HE ORDERED AND REPLACED WIPER MOTOR WITH PART NUMBER 16094706 AND IT DOES NOT WORK AND VEHICLE IS EQUIPPED WITH RAIN SENSE.

TAC RECOMMENDATION - ORDER ANOTHER WIPER MOTOR.

10/06/2003 11:38:56 HISTORY - CRUMB

10/07/2003 10:58:03 LAWSON

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

AJ KOCH

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

DLR STS ORDERED ANOTHER MOTOR HAS SAME CONCERN

DLR STS MOTOR HAS DIFFERENT NUMBER OF TERMINALS THAN ORIGINAL MOTOR

DLR STS MOTOR HAS PART NUMBER ON MOTOR CASE

NEW RECOMMENDATIONS

PE03-042 / GM644

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NEW RECOMMENDATIONS

DLR NO SIMILAR CASES DLR TO TRY MOTOR IN ANOTHER VEHICLE REPORT

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6839110	VIN Number:	1GNDT13S132261036
Date Opened:	10/8/2003	Model Year:	2003
Date Closed:		Series:	T1
Dealer Code:	B18571	Mileage:	8350
Address:	RUNDE CHEVROLET EAST DUBUQUE	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT— ABS HVAC INOPERATIVE INTERMITTENT LIGHT ON WI

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

10/08/2003 12:43:42 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) PAT TIMMERMAN SM

CUSTOMER CONCERN - ABS LIGHT ON INTERMITTENT AND POWER WINDOW, HVAC, AND
WIPERS INOPERATIVE INTERMITTENT

DEALER COMMENTS/DIAGNOSIS -(DTC'S, PARTS, REPAIRS, DUPLICATED, SI SEARCH,
COMPARE TO LIKE VEHICLE?) SM STATED THEY SCANNED FOUND NO DTC. SM STATED
THEY HAVE NOT DUPLICATED THE CONCERN. SM STATED HE IS CALLING FOR HELP ON
THIS CONCERN.

TAC RECOMMENDATION - TAC ADVISED NEED TO DUPLICATE THE CONCERN. TAC
ADVISED OF P101018 TO INSPECT REAR FUSE BLOCK CIRCUIT 300 FOR NO POWER.
TAC ADVISED TO CHECK THE IGNITION SWITCH FOR CONCERN PER PI. TAC ADVISED
TO CHECK GROUNDS 105, 103, AND 102 FOR CONCERN. TAC ADVISED TO CALL BACK.

10/06/2003 12:43:42 HISTORY - MEISSNER

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6839892	VIN Number:	1GNES16S026121489
Date Opened:	10/8/2003	Model Year:	2002
Date Closed:		Series:	Traillblazer Ext 2WD
Dealer Code:	B16511	MPeage:	23201
Address:	FREEDOM CHEVROLET-OLMONROE	State:	NC
Dealer Phone:			

SYMPTOM ABSTRACT— INOPERATIVE WIPER WIPERS INOP P100413A

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

10/08/2003 14:38:07 SBD TEMPLATE - SEALIE

STRATEGY BASED DIAGNOSTICS

4 NUMBER OF TIMES IN FOR THE SAME CONDITION

5 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

TV

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

GUS CUR - TECH

CUSTOMER CONCERN -

THE WIPERS ARE INOP.

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

DEALER STATES WIPER MODULE HAS BEEN REPLACED 3X WITHOUT CHANGE.

TAC RECOMMENDATION -

**ADVISED DEALER OF PI00413A IN REGARDS TO REPLACING THE WIPER MODULE WITH
UPDATED PART. ADVISED DEALER TO REPLACE CONNECTOR WITH PIGTAIL IF WATER
INTRUSION OR CORROSION IS PRESENT. ADVISED DEALER TO CALL BACK WITH THE
RESULTS.**

10/08/2003 14:38:07 HISTORY - SEALIE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6848891	VIN Number:	1GNDT13S922130982	
Date Opened:	10/8/2003	Model Year:	2002	
Date Closed:		Series:	Blazer 4WD 4DR Trailblazer	
Dealer Code:	B44156	Mileage:	29574	
Address:	DICK GENTHE CHEVROLESOUTHGATE		State:	MI
Dealer Phone:				

SYMPTOM ABSTRACT— INOPERATIVE WINDSHIELD WIPER WIPERS INOP, WHE

RESOLUTION ABSTRACT-

UCC CODE 1—

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2—

UCC-2 DESCRIPTION—

UCC CODE 3—

UCC-3 DESCRIPTION—

10/08/2003 15:03:00 SBD TEMPLATE - KUEHNL

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)

LONNIE STOLZENFOLD TECH

CUSTOMER CONCERN -

WIPERS INOP, WHEN THEY ARE TURNED ON, MEMORY SEATS STOP MOVING AND IPC
GOES BLANK.

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

REPLACED MOTOR AND MODULE ASSEMBLY WITH NO REPAIR.

TECH STS THERE IS 1K OHM FROM THE GROUND STUD ON THE BULKHEAD AND
BATTERY.

TAG RECOMMENDATION -

-ADVISED TECH TO CHECK G201.

-ADVISED TECH TO CHECK ENGINE AND CHASSIS GROUNDS.

-ADVISED TECH TO CHECK POWERS TO THE SYSTEMS.

10/08/2003 15:03:00 HISTORY - KJEHNL

10/08/2003 11:28:42 BENNETT - UPDATE:

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

LONNIE STOLZENFOLD TECH.

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

2 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

PE03-042 / GM644

**_2_ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION
RESULTS OF THE PREVIOUS SUGGESTIONS MADE BY TAC (INCLUDE ADDITIONAL**

DETAILS OF THE CONCERN)

**CHECKED G201 CENTER CONSOLE. BATTERY CABLE GROUND REPLACED. WIPERS ON THE
IPC GOES OUT. DEALER HAS NOT CHECKED THE POWERS.**

NEW RECOMMENDATIONS

**TAC ADVISE DEALER TO BACK PROBE AND CHECK THE POWER AT THE WIPER AND AT
THE IPC WHEN THE IPC GOES OUT.**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6843552	VIN Number:	1GNDS13S132167045	
Date Opened:	10/9/2003	Model Year:	2003	
Date Closed:		Series:	Blazer 2WD 4DR Trailblaz	
Dealer Code:	B16107	Mileage:	21889	
Address:	BURNS CHEVROLET-OLDSGAFFNEY		State:	SC
Dealer Phone:				

SYMPTOM ABSTRACT— WIPER WATER DAMAGE TO WIPER MODULE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION—

UCC CODE 3-----

UCC-3 DESCRIPTION—

10/09/2003 14:38:43 SBD TEMPLATE - HELTON

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 - BRENT CLYDE TECH

CUSTOMER CONCERN - WIPERS INOP.

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

TECH STS HE HAS VERIFIED THIS CONCERN.

TECH STS HE WENT TO GET A NEW WIPER MOTOR AND HE WAS ADVISED BY PARTS TO
CALL TAC FOR UPDATED PART NUMBER.

TAC RECOMMENDATION -

ADVISED TECH OF PI00413A.

10/09/2003 14:38:43 HISTORY - HELTON

THIS PI IS FOR INTERNAL TV2K VANTIVE USE ONLY

CONDITION/CONCERN:

WINDSHIELD WIPERS ARE INOPERATIVE OR OPERATE ERRATICALLY.

RECOMMENDATION/INSTRUCTIONS:

A REVISED WIPER MOTOR WAS PUT INTO PRODUCTION THE WEEK OF NOV. 4TH, 2002.

THE NEW PARTS ARE CURRENTLY IN SPO INVENTORY, ARE DIFFERENT IN

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

PE03-042 / GM644

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APPEARANCE THAN THE OLD AND SHOULD BE ORDERED BY THE NEW PART NUMBER. THE OLD PART NUMBER WILL SUPERSEDE.

THE FOLLOWING CHECKS ARE STILL RECOMMENDED IN ADDITION TO MOTOR

REPLACEMENT:

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

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

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

2. CLEAN THE TERMINAL ENDS.

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

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

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

PART INFORMATION:

WIPER MODULE (MOTOR)

W/O RAIN SENSE

NEW PART #15094704

OLD 12487689

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

OLD

12487687

PIGTAIL

88986271 2002 - 2003 MODEL YEAR

GM REPORTS CORRESPONDING TO NHTSA REPORTS

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6125361	VIN Number:	1GNET18S026113844
Date Opened:	12/23/2002	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 4WD
Dealer Code:	B06434	Mileage:	2711
Address:	ANDERSON CHEVROLET LOS GATOS	State:	CA
Dealer Phone:			

SYMPTOM ABSTRACT— FLUCTUATION INTERMITTENT WIPER P100413

RESOLUTION ABSTRACT-

UCC CODE 1——

UCC-1 DESCRIPTION— BODY AND ACCESSORIES

UCC CODE 2——

UCC-2 DESCRIPTION—

UCC CODE 3——

UCC-3 DESCRIPTION—

12/23/2002 16:19:09 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)

MIKE MAJERLE TECH

CUSTOMER CONCERN -

TRANSMISSION MAKES NOISE UPHILL.

WIPERS ERRATIC.

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

COMPARE TO LIKE VEHICLE?)

NO CODES.

TRANNY FLUID OVERFILLED.

T-CASE SHEILD LOOSE AND DAMAGED.

TECH FOUND WATER IN THE WIPER MOTOR.

TAC RECOMMENDATION -

-READ PI00413 TO TECH.

12/23/2002 18:19:09 HISTORY - KUEHNL

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6444388	VIN Number:	1GNES16S526112671
Date Opened:	05/05/2003	Model Year:	2002
Date Closed:		Series:	Trailblazer Ext 2WD
Dealer Code:	B08479	Mileage:	21109
Address:	NASH CHEVROLET COMPALAWRENCEVI	State:	GA
Dealer Phone:			

SYMPTOM ABSTRACT--- INOPERATIVE WINDSHIELD WIPER REPEAT INOP WIPE

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION--- BODY AND ACCESSORIES

UCC CODE 2-----

UCC-2 DESCRIPTION---

UCC CODE 3-----

UCC-3 DESCRIPTION---

05/05/2003 11:23:56 SBD TEMPLATE - KAY

STRATEGY BASED DIAGNOSTICS

3 NUMBER OF TIMES IN FOR THE SAME CONDITION

3 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

GARY CAIN

CUSTOMER CONCERN -

REPEAT WIPERS INOP

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

**TECH STATED WIPER MOTOR HAS AGAIN FAILED DUE TO WATER INTRUSION, TECH
STATED DLR LAST INSTALLED WIPER PN: 15094705 AND WIPER PN: 15094704 IS
CURRENTLY INSTALLED TO CORRECT INOP CONCERN, TECH IS CALLING FOR UPDATED
REPAIR INFORMATION, TECH IS NOT SURE IF VEHICLE IS EQUIPPED WITH RAIN
SENSE WIPER,**

TAC RECOMMENDATION -

ADVISED TECH:

- 1. PART #15094704 IS W/O RAIN SENSE**
- 2. PART# 15094705 IS WITH RAIN SENSE (RPO = CE1)**
- 3. TEST FOR PROPER COWL DRAINAGE AND INSPECT CONNECTOR PER PI00413**

05/05/2009 11:23:55 HISTORY - KAY