

GM641
PE03-026

GM
9/10/03

ATTACHMENT "2A"

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



GILLETTE , WY 82716

CASE NUMBER: 04229946 VIN: 2GCEK19V8X1120471
MODEL YEAR: 1999
DATE OPENED: 2001-05-17 SERIES: SILVERADO LT 1500 PI
DATE CLOSED: 2001-05-17 MILEAGE: 108000
SOURCE: Phone DELIVERY DATE:
ERC TYPR: No DEALER NAME: DAVIS CHEVROLET-BUICK-CADILLAC, INC.
ERC PARENT: DEALER ADDRESS:444 SKYLINE DRIVE, ,GILLETTE,WY,82718,USA

*****GENERAL CASE INFORMATION*****

A14 Parts Delay Other
2 REPAIR ATTEMPT(S) DLR DID NOT REPLACE RIMS
E30 Wheels Cracked
0 REPAIR ATTEMPT(S) 4 SPLIT RIMS

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- Probe to identify failed item/component
 - Determine Customers Expectation
 - * Using delivery date, establish if vehicle is within any warranty coverage
 - * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
 - * Review Specific Solutions [(SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm)]
 - * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/CARS/CP/SBS/html/ChronicAlerts.htm]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
 - * Coordinate with dealership to assist with customer's repair request
 - * Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link
RUN C:\Progra-1\Plus!\Micros-1\Iexplore.exe
http://carsweb/webknowledge/CARS/CP/SBS/html/CustomerRequestsVehicleRepurchase.htm]]
- Vehicle repair request - Repair not done

*****WORK HISTORY*****

CUST STATES DRIVER TOOK 4 RIMS THAT WERE SPLIT TO DLR AND THEY WERE ON HOLD FOR 7 MONTHS
WAITING AVM. CUST SEEKS ASSIST ON GETTING RIMS FIXED. CRM CALL SVR MGR JIM KINNEY AND HE
STATES THAT DRV DENNIS FULLER , BOUGHT VEH IN TWICE AND HAD WHEELS REPLACED BOTH TIMES. CRM
ADVISED CUST OF INFO FROM SRV MGR.
MARLA THREADGILL/ATX/CARS; 0; 358983902

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:

INCIDENT LOCATION:

OWNER NAME:
OWNER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

VEHICLE INSPECTED:
RELEASE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
SERP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:

BRANCH: NAME:
ACCOUNT NUMBER: INTEREST PAID:
INTEREST RATE: DEALER BUYOUT:
ACCOUNT BALANCE: LEGAL TYPE:
LEGAL: LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:
REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS: -
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
CONTACT PHONE:
ADDRESS:

GENERAL MOTORS CORPORATION
DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



VERNAL , UT 84078

CASE NUMBER: 04731924 VIN: 1GTEK19T1YE145145
MODEL YEAR: 2000
DATE OPENED: 2001-06-28 SERIES: SIERRA 1500 4WD 4 DO
DATE CLOSED: 2001-06-28 MILEAGE: 67000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: PERRY MOTOR CO., INC.
BRC PARENT: DEALER ADDRESS: 463 E MAIN, ,VERNAL, UT, 84078, USA

*****GENERAL CASE INFORMATION*****

R30 Wheels Cracked
2 REPAIR ATTEMPT(S) SPLIT RIGHT WHERE THE WELD IS
T02 Product Suggestion Customer Satisfaction
0 REPAIR ATTEMPT(S) WELDING ON WHEELS

Vehicle operation or design

INSTRUCTIONS TO CRM:

- Pinpoint / understand concern
- Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [[Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Iexplora.exe http:\\carsweb\webknowledge]]. Click the Product Center Tab
- * Review specific solutions [[SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Iexplora.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm]]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

*****WORK HISTORY*****

CUST STATES HE THOUGHT WE SHOULD KNOW THE RIMS ARE SPLITTING RIGHT WHERE THE WELD IS AND IT IS ALSO HAPPENING ON A CHEVROLET TRUCK. CUST STATES THE DEALER IS WORKING WITH THEM BUT THEY THOUGHT WE SHOULD BE AWARE. CUST JUST SEEKING FOR US TO KNOW THE PROBLEM. CRM ADVISED HIM SHE APPRECIATES HIM LETTING US KNOW ABOUT THE CONCERN SAMMIE EIKEL/TAMPA CARS.; 0; 362619754

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:
ACCOUNT BALANCE:
LEGAL:

NAME:

INTEREST PAID:
DEALER BUYOUT:

DEALER ADMINISTRATION:
RELEASE:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



BETHANY , LA 710078730

CASE NUMBER: 05703974 VIN: 2GCEC19T1Y1364069
MODEL YEAR: 2000
DATE OPENED: 2001-10-17 SERIES: UNKNOWN
DATE CLOSED: 2001-11-13 MILEAGE: 21779
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: RED RIVER MOTOR COMPANY
BRC PARENT: DEALER ADDRESS: 221 TRAFFIC ST., BOSSIER CITY, LA, 71111, USA

*****GENERAL CASE INFORMATION*****

E46 Goodyear Wear
3 REPAIR ATTEMPT(S) REPLACED 13 TIRES
F17 Front Control Arms/Stabilizer/Torsion Bar (including Bushings) Broken
1 REPAIR ATTEMPT(S) Tie rods replaced
E30 Wheels Broken
1 REPAIR ATTEMPT(S) Replaced wheel
Steering Gear/Pitman Arm/Rack and Pinion Broken
1 REPAIR ATTEMPT(S) Steering gear replaced
M40 Steering Wheel Broken
2 REPAIR ATTEMPT(S) Replaced

Vehicle operation or design

INSTRUCTIONS TO CRM:

- * Pinpoint / understand concern
- * Determine Customers expectation
- * Validate feature is on vehicle
- * Review owners manual with owner - [{Owners Manuals RUN C:\Progra-1\Plus!\Micros-1\Explore.exe http://carsweb\webknowledge}]. Click the Product Center Tab
- * Review specific solutions [{SPECIFIC SOLUTIONS RUN C:\Progra-1\Plus!\Micros-1\Explore.exe http://carsweb/common/ProductCenter/GeneralInfo/content/CWC/SolutionsByComponentCode_Corepoint.htm}]
- * Validate with dealership if necessary
- * Coordinate with dealership to compare with another vehicle if necessary
- * Schedule a follow up if issue is not resolved during call

Vehicle operation or design

*****WORK HISTORY*****

CUST SEEKS TO EXPRESS HIS CONCERN WITH HIS 2000 CHEV SILVERADO WITH 21,779 MILES. CUST ADVISES THAT HIS VEHICLE HAS HAD 13 NEW GOODYEAR TIRES SINCE THE PURCHASE OF THE VEHICLE. CUST CONTACTED THE SVC MGR GARY WAGONER ABOUT THE CUST'S CONCERNS FOR THE VIBRATION IN THE TIRES. SVC MGR ADVISES THAT THE DLRS RED RIVER CHEV 318-742-3411 WILL NOT REPLACE THE TIRES OR PURCHASE MICHELINS AS THE CUST IS REQUESTING. CUST REQUESTED TO HAVE THE PH# TO GM HEADQUARTERS WHICH IS UNAVAILABLE BUT CRM DID PROVIDE THE CUST WITH THE ADDRESS TO CHEVROLET HEADQUARTERS. CUST IS SATISFIED. CRM ANNETTE COOPER/CAC/CARS/ATK; 0; 372211926
2001-10-18

*****Exec office
handling*****
Cust has multiple files, 00721171, 01279647, 01307367, 01805358, 02049312, 02273303,
017167 AND this one. Cust is complaining about vibration in his vehicle, cust states that
All his goodyears were replaced 8-30-00 at 3,457 miles, a wheel was replaced 9-18-00 at
3,968 miles and another tire replaced 2-14-01 at 11,812 miles. Cust states that his vehicle
is again at Red River Chevy 318-742-3411 and dealership is wanting to change out the tires
again to cure the vibration concern. Cust states that he as given the Goodyear tires a
chance and wants to try and use Michelin's. Exec advised cust that I would need to do
futher research and would call him back by end of business
today.*****Gary
McCumber/Exec*****; 0; 372276751
2001-10-18

Exec call SVM Matt Nycum at Red River 318-742-3411 discussed cust's history with SVM. SVM
stated that at this point it appears that cust is in need of either Buying new tires OR
having them rotated which over time will help the present cupping problem.SVM stated that he
is going to do some more research as to what has been done at dealership ie: rotating tires
etc...Exec advised SVM that I would try and get any documentation on tire rotations that
cust has had done and we would touch base again later this afternoon. Exec called Goodyear
Tire 318-688-8500 spoke to Ken who was able to bring up invoice 59306 done on 7-24-01 where
two tires were balanced and stated that he would need to pull the hard copy to determine
whether or not rotation was done as it wasn't actually written on ticket.
Exec to check back in with Goodyear later today.*****Gary
McCumber/Exec*****; 0; 372278059
2001-10-19

Exec called Ken at Goodyear back late Thur 10-18-01, Ken stated that entire rotation wasn't
done merely crossed the front and adjusted tire pressures, Exec called Red River wasn't
able to speak to SVM instead spoke to service personnel who advised thattires are cupped but
cust has two options either buy new set of tires or have tires rotated to even out
cupping over time. Exec called cust and advised him that Goodyear advised me that they
didn't have any record of tire rotations at their shop, merely balancing the tires and
swaping the front two. Exec advised cust that I would speak to dealership to see if they
could rotate tires which would over time help to even out the wear and cust would touch base
with him on Mon.*****Gary
McCumber/Exec*****; 0;
372360585
2001-10-19

Exec spoke to service writer Gary at Red River who stated that he would speak to SVM Matt
and rotote tires prior to cust picking up vehicle, Exec advised Gary of Exec's conversations
with the cust.*****Gary
McCumber/Exec*****; 0;
372360650
2001-10-26

Exec received call back from cust who stated that he has returned from his trip to New
Orleans and the vehicle shook the whole time. Cust is set to take another trip on Mon, cust
stated that he has already spoken to the dealership and advised them thatglove box is still
making noise and he will be making appointment to have that looked at. Plan of action was
devised for Exec to contact AVM and advise him of what has happened to date, cust to take
vehicle on second trip and Exec to contact cust early next week after speaking with AVM.
Exec left message for Lou Daranda 800-211-3611-8073 advising him of what has transpired to
date and asking him to give me a
call.*****Gary
McCumber/Exec*****; 0; 372961787
2001-10-26

Exec received call back from AVM Lou Daranda who stated that he would be willing to meet
with cust on 11-8-01 around 3:00pm. Exec called cust and advised him of this time and cust
stated that he should be able to make that appointment. Exec set call back in Microsoft
Outlook for 11-8-01, closing file until then.*****Gary
McCumber/Exec*****; 0; 372982224
2001-11-08

Exec made follow up call to SVM spoke to SVM Matt Nycum who stated that AVM Lou had not as yet arrived, states that he has called advising shop that he was running late, SVM states that cust is at dealership waiting. Exec advised SVM that I would checkin with shop tomorrow. SVM stated to ask for Joe Ryder as SVM will be off tomorrow.*****Gary McCumber/Exec*****; 0; 374106735
2001-11-13

Exec made follow up call to SVM Matt Nycum to inquire as to how things went with cust's meeting with AVM Lou Daranda. SVM stated that AVM drove vehicle and was unable to find anything wrong with the ride. SVM states that cust is still unhappy and is wanting to take situation to Arbitration. Exec to close file dissatisfied and send Arb letter. Exec received over the shoulder approval from TM Spicola.
*****Gary McCumber/exec*****; 0; 374524503
2001-11-14

Letter approved.
Jessica Tate/Tampa/Goodwill Liaison; 0; 374615773

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT: BODY INJURY:
NUMBER OF PEOPLE: 0
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
 REQUEST TYPE:
 REPURCHASE REASON:
 DEALER BAC:
 DEALER NAME:
 DEALER ADDRESS: , ,
 CONTACT: ,
 PHONE NUMBER: FAX NUMBER:
 PRODUCT CODE: BODY TYPE:
 ENGINE TYPE: TRIM:
 TRANSMISSION:
 MILEAGE @ BUY-BACK: 0 VEHICLE DRIVEABLE:
 MSRP: BRC WARRANTY DATE:
 NADA: 0
 SALES TAX:

DEPRECIATION:
 UPGRADE:
 AFTERMARKET:
 LEASE TERM:
 DAMAGE:
 OTHER:
 BRANCH: NAME:
 ACCOUNT NUMBER: INTEREST PAID:
 INTEREST RATE: DEALER BUYOUT:

ACCOUNT BALANCE:
 BAL: LEGAL TYPE:
 LEMON LAW:
 DEALER ADMINISTRATION: VEHICLE DESTINATION:
 RELEASE: LIEN PAYOFF:
 TITLE BRAND:

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
 ADDRESS: ,
 CITY/STATE: ,
 PHONE NUMBER:
 SEATING POSITION: RESTRAINT:
 TYPE OF INJURY:
 TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
 TITLE NAMES:
 BUSINESS: % BUSINESS: 0
 ACCIDENT: DATE OF ACCIDENT:
 DESCRIPTION OF DAMAGE:
 PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
 MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
 DOES OWNER HAVE POSSESSION OF VEHICLE:
 RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

November 14, 2001


Request: C05703974

Dear Mr. 

We are sorry you continue to be dissatisfied with the decision made concerning your 2000 Chevrolet Silverado. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Gary McCumber
Executive Office

MN0001-T/jt

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



MONTGOMERY

TX 77356

HOME PHONE:

CASE NUMBER: 05880873 VIN: 2GCEK19T5X1212B80
MODEL YEAR: 1999
DATE OPENED: 2001-11-15 SERIES: UNKNOWN
DATE CLOSED: 2001-11-15 MILEAGE: 53000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: BUCKALEW CHEVROLET INC
BRC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

E30 Wheels Cracked
0 REPAIR ATTEMPT(S) INSIDE OF THE RIM IS SEPARATED

GMPP GENERAL

CRM INSTRUCTIONS:

CRM to document customer comments. The dealership is in a position to verify component coverage. CRM to contact dealership for further information about customer concern. If there is a discrepancy between the dealership and the customer, CRM to refer customer to GMPP as they are in the best position to verify component coverage.

[[Phone List RDN C:\Progra-1\Plus1\Micros-1\Iexplor.exe
http://carsweb/webknowledge/plists/PhoneList.asp]]

GMPP GENERAL

*****WORK HISTORY*****

CUST IS 2ND OWNER OF THE CHEV Z71 EXTENDED CAB PICKUP PURCHASED FEB 2001 W/45,000 MILES FROM BUCKALEW, CHEV IN CONROE, TX. CUST STATES ONE OF THE VEH RIMS HAS CRACKED AND HE FEELS IT IS DUE TO A MANUFACTURE DEFECT. CUST AWARE THE EXTENDED WARRANTY DOES NOT COVER THE WHEELS/RIMS. CUST IS SEEKING GM ASSIST W/REPLACING THE \$450 RIM. CRM APOLOGIZED AND ADVISED IT IS UNFORTUNATE THIS HAS HAPPENED W/THE RIM HOWEVER DUE TO HIS BEING THE ND OWNER, THERE IS NO WAY TO DETERMINE HOW THE VEH WAS MAINTAINED AND THIS IS THE 1ST INSTANCE FOR THIS CONCERN AND DUE TO THE CURRENT MILEAGE OF 53,000 MILES, GM IS UNABLE TO FINANCIALLY ASSIST W/THE COST FOR REPLACEMENT. CRM PROVIDED THE REQUEST NUMBER FOR REFERENCE AND NO FURTHER ASSIST IS NEEDED. CRM CLOSING FILE SATISFIED. VANDERLYN DAVIS CAC/TAMPA, 0; 374709405

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT: ROAD CONDITION: ROAD SURFACE:
POLICE REPORT:

NUMBER OF PEOPLE: 0
INJURIES:

BODY INJURY:

IS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
HRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
BAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY:
TREATED: IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

OAKHILL , OH 45656

CASE NUMBER: 05935302 VIN: 1GCEK14V0YE321983
 MODEL YEAR: 2000
 DATE OPENED: 2001-11-27 SERIES: UNKNOWN
 DATE CLOSED: 2001-11-28 MILEAGE: 60000
 SOURCE: Phone DELIVERY DATE:
 SRC TYPE: No DEALER NAME: DON WOOD AUTOMOTIVE LTD
 SRC PARENT: DEALER ADDRESS: 58 W SECOND ST, , LOGAN, OH, 43138, USA

*****GENERAL CASE INFORMATION*****

E30 Wheels	Cracked
0 REPAIR ATTEMPT(S)	RIM CRACKED HALF WAY AROUND
S85 Dealer Resolved With Goodwill	Dealer Resolved With Good
0 REPAIR ATTEMPT(S)	50/50 SPLIT

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

Probe to identify failed item/component
 Determine Customers Expectation
 * Using delivery date, establish if vehicle is within any warranty coverage
 * Listen carefully to evaluate cause of failure - defect or damage
 (If damage, consider explaining the consumers responsibility)
 * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]
 * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
 C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSOP/SBS/html/ChronicAlerts.htm>]
 (1st attempt - offer to coordinate repair at a dealership)
 (Previous repairs)
 1) Review warranty history on "VIN Profile" tab
 2) Contact appropriate Service dealership to discuss
 3) Determine if TAC was previously contacted or is now necessary
 4) Establish & document a diagnosis and repair plan
 * Coordinate with dealership to assist with customer's repair request
 * Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link
 RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSOP/SBS/html/CustomarRequestsVehicleRepurchase.htm>]
 Vehicle repair request - Repair not done

*****WORK HISTORY*****

CUST 2ND OWNER. CUST STATES PURCHASED VEH W/ 1800 MILES ON IT. CUST STATES THAT HE HAS A RIM THAT HAS SPLIT HALFWAY AROUND. CUST STATES THAT HE CAN SEE WHERE THE RIM WAS WELDED AND HIND AND SPOTS. CUST STATES THAT HE TOOK RIM TO DLR TO LOOK AT RIM AND DLR ADV THAT THEY 50/50 SPLIT ON COST FOR RIM AND MOUNT AND BALANCE. CUST STATES THAT HE SPOKE W/ RICK TAYLOR. CUST SERKING TO HAVE RIM COVERED. CRM CONTACTED DLR AND SPOKE W/ SVC MGR RICK TAYLOR STATED THAT THE WELL OF THE RIM STARTED TO SEPARATE ON THE INSIDE OF RIM. RICK STATED THAT IT IS ABOUT HALFWAY AROUND THE RIM. RICK STATES THAT THERE IS NO EXTERNAL DAMAGE TO WOULD SHOW ABUSE. RICK STATED THAT HE CONTACT HIS AVM AND HE AUTHORIZE THE 50/50 SPLIT AND ADV RIM THAT IF CUST DIDN'T WANT TO ACCEPT THAT THEN THERE WOULD BE NO OTHER ASSIST. CRM ADV CUST THAT DUE TO RESEARCH THAT WAS DONE THAT THE ONLY ASSIST THAT CAN BE GIVEN ON REPLACEMENT OF RIM

IS 50/50 SPLIT DUE TO THAT THERE WAS NO DEFECT FOUND, MILEAGE OF 60000 MILES, THERE WAS NO WAY OF KNOWING--CONTINUE; 0; 375742070
01-11-27

WHAT FIRST OWNER DID WITHIN THE 18000 MILES. (CORRECT ON MILEAGE IN SECOND SENTENCE OF PREV NOTES SHOULD SAY 18000 MILES.) CUST STATED THAT HE WAS GOING TO CONTACT THE GOVERNMENT LINE FOR CONSUMERS. CRM ADV CUST THAT THIS WOULD BE HIS CHOICE TO TAKE THAT ACTION. CRM CLOSING FILE DISATISFIED W/O BBB LTR. DAVID SLYDER-ATX CARS; 0; 375742298
2001-11-28

Rick Taylor called in with cust right in front of him. Rick Taylor states cust called cac yesterday and spoke to a crm and was told by crm that Rick Taylor told them his wheel wasn't defective. Crm asked to talk to cust. Crm did case scan and found information that Rick did not states wheel wasn't defective, Rick Taylor stated that there is no external damage to wheel. Crm adv cust again of this and adv that because veh has 60,000 miles, it is out of warranty. crm adv, per avm if he is not satisfied with the 50/50 offer, goodwill will be rescinded (per Rick Taylor and his avm). Cust states he is not satisfied and feels GM should cover 100% of cost because this is a safety issue. Crm adv that all parts of the veh are warrantied 3/36. Cust states he wants a letter stating denial and he is going to go through BBB. Crm adv cust that because he is not satisfied, no goodwill. Crm got approval from TM, Maira Espinoza to close case dissatisfied, warranty denial letter sent. Request closed dissatisfied.; 0; 375812792
2001-11-28

Reviewed file and approved letter DL0001 sent to msx for printing. GWL/JEANNE OLSON/PDX; 0; 375813438

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: 0 BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

REPAIR INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED: INSPECTORS NAME: INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE: TRANSACTION:
REQUEST TYPE:
REPURCHASE REASON:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER: FAX NUMBER:
PRODUCT CODE: BODY TYPE:
ENGINE TYPE: TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
MILEAGE @ BUY-BACK: 0 BRC WARRANTY DATE:
MSRP: NADA: 0
SALES TAX:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
LEASE: NAME:
OTHER: BRANCH: ACCOUNT NUMBER:
INTEREST RATE: INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL: LEGAL TYPE:
LEMON LAW:
DEALER ADMINISTRATION: VEHICLE DESTINATION:
RELEASE: LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:
*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME: LOCATION:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION: RESTRAINT:
TYPE OF INJURY: IF SO, WHERE:
TREATED:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

SOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

November 28, 2001

[REDACTED]

Request: C05935302

Dear [REDACTED]

Thank you for your request November 27, 2001, regarding the concerns you experienced with your 2000 Chevrolet Silverado and your request for assistance.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from Chevrolet products. There are, however, many variables that affect the life of your vehicle's parts and appearance. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper to Bumper coverage on your 2000 Chevrolet Silverado is for 36 months or 36,000 miles, whichever occurs first. Our records show that this warranty has expired due to accumulated mileage.

Unfortunately, this means we are unable to cover the cost of your repair. At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand we must follow the warranty requirements of your vehicle. If you have additional questions or concerns, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m. Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Pamela Ellison
Customer Relationship Manager

DL0001-P/jao

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:



HOLLENVILLE

OK 74848

HOME PHONE:

CASE NUMBER: 05949748 VIN: 2GCEK19V5Y1326266
MODEL YEAR: 2000
DATE OPENED: 2001-11-29 SERIES: UNKNOWN
DATE CLOSED: 2001-11-29 MILEAGE: 52000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: No DEALER NAME: GIBBS-STALLINGS SUPERSTORE INC
BRC PARENT: DEALER ADDRESS: 400 E HWY, HOLDENVILLE, OK, 74848, USA

*****GENERAL CASE INFORMATION*****

E30 Wheels Cracked
0 REPAIR ATTEMPT(S) RIM IS SPLIT

S85 Dealer Resolved With Goodwill Dealer Resolved With Good
0 REPAIR ATTEMPT(S) DLR RESOLVED

Vehicle repair request - Repair not done

INSTRUCTIONS TO CRM:

- Probe to identify failed item/component
 - * Determine Customers Expectation
 - * Using delivery date, establish if vehicle is within any warranty coverage
 - * Listen carefully to evaluate cause of failure - defect or damage
(If damage, consider explaining the consumers responsibility)
 - * Review Specific Solutions [[SPECIFIC SOLUTIONS RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/ProductCenter/GeneralInfo/content/SolutionsByComponentCode.htm>]]
 - * Identify if earlier repairs have been attempted? -[[Possible Chronic Rep RUN
C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCE/SBS/html/ChronicAlerts.htm>]]
(1st attempt - offer to coordinate repair at a dealership)
(Previous repairs)
 - 1) Review warranty history on "VIN Profile" tab
 - 2) Contact appropriate Service dealership to discuss
 - 3) Determine if TAC was previously contacted or is now necessary
 - 4) Establish & document a diagnosis and repair plan
 - * Coordinate with dealership to assist with customer's repair request
 - * Be prepared to answer "I don't want my car anymore / repurchase"[[Vehicle Repurchase Link
RUN C:\Progra-1\Plus\Micros-1\Iexplore.exe
<http://carsweb/webknowledge/CARSCE/SBS/html/CustomerRequestsVehicleRepurchase.htm>]]
- Vehicle repair request - Repair not done

*****WORK HISTORY*****

CUST STATES THAT THE WHEEL ON HIS VEH SPLIT CUST STATES THAT HE WENT TO THE DLRSHIP AND
DLRSHIP STATES THAT IF IT WAS UNDER THE 3/36000 THAT IT WOULD BE COVERED CUST SEEKS TO GET
SOME ASSISTANCE ON HIS WHEEL CRM SPOKE WITH SVC MGR DON SHIPLEY AND HE STATES THAT CUST IS
GOOD CUST AND THAT THE VEH HAD A LOT OF HARD MILES BUT HE WILL COVER RIM BUT THAT THE NEXT
TIME THIS PROBLEM PERSISTS THAT IT WILL BE OUT OF POCKET EXPENSE CRM ADVISED CUST THAT THE
WHEEL WILL BE COVERED BUT THE NEXT TIME WILL BE AN OUT OF POCKET EXPENSE AND TO CALL DON
SHIPLEY CASE CLOSED CUST SATISFIED TIM CLAYBORNE/CAC/ATK; 0; 375906375

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE: 0
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER HAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:

LEASE TERM:
DAMAGE:
OWNER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:
RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

INTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Chickamauga GA 30707-1890
HOME PHONE: [REDACTED]

CASE NUMBER: 1-11118507 VIN: 2GCEK19TX11359798
MODEL YEAR: 2001
DATE OPENED: 2003-06-19 SERIES: Silverado 1500
DATE CLOSED: 2003-06-27 MILEAGE: 104000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AYes DEALER NAME: Walter Jackson Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 5340 Alabama Hwy, Ringgold, GA, 30736, USA

*****GENERAL CASE INFORMATION*****

E30 Rims General Broken
0 REPAIR ATTEMPT(S)

*****WORK HISTORY*****

wheel broke off while driving; ; 2003-06-19
2003-06-19
Service Request Ownership has changed FROM: TEMPHEBE TO: GIBSONF; ; 2003-06-19
2003-06-24
1-11118507 [REDACTED]; 2003-06-27
2003-06-19
CRM seeks information; ; 2003-06-19
2003-06-23
1-11118507 [REDACTED]; 2003-06-23
2003-06-19
wheel broke off while driving; ; 2003-06-19
2003-06-27
1-11118507 [REDACTED]; 2003-06-27
2003-06-27
CRM to update cust; ; 2003-06-27
2003-06-27
Service Request has been Closed Satisfied.; ; 2003-06-27

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
LEASE RATE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

DEALER ADMINISTRATION:

LEMON LAW:

LEASE:

VEHICLE DESTINATION:

LIEN PAYOFF:

TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Caddo , TX 76429

CASE NUMBER: 1-20479917 VIN: 1GCEK14W2YZ337443
DATE OPENED: 2002-07-30 MODEL YEAR: 2000
DATE CLOSED: 2002-08-05 SERIES: Silverado
SOURCE: Phone MILEAGE: 120200.0000000
BRC TYPE: N/AYes DELIVERY DATE:
BRC PARENT: DEALER NAME: Carstens Motor CO., Inc.
DEALER ADDRESS: 601 W Walker, Breckenridge, TX, 76424-3491, USA

*****GENERAL CASE INFORMATION*****

E30 Rims General
0 REPAIR ATTEMPT(S) Broken

*****WORK HISTORY*****

Wheels Splitting; ; 2002-07-30
2002-07-30
Svc Mgr Dean Spencer; ; 2002-07-30
2002-07-30
Service Request has been Closed Satisfied.; ; 2002-07-30
2002-08-02
Service Request Ownership has changed FROM: SPERLT TO: DAVIDSON; ; 2002-08-02
2002-08-02
vehicle complaint with rims; ; 2002-08-02
2002-08-02
Spoke with Service Manager Dean; ; 2002-08-02
2002-08-02
Service Request has been Closed Dissatisfied.; ; 2002-08-02
2002-08-02
CHV0252522 08/02/2002 12:15:39:127; ; 2002-08-05
2002-08-05
CRM RECEIVED INITIAL BBB CASE; ; 2002-08-05
2002-08-05
THIS IS AN INELIGIBLE CASE. CUST WILL BE NOTIFIED.; ; 2002-08-05
2002-08-05
INELIGIBLE; ; 2002-08-05
2002-08-05
Service Request has been Closed Dissatisfied.; ; 2002-08-05
2002-08-12

CHV0252522 09/12/2002 09:15:43:728; ; 2002-09-12

*****PAR INFORMATION*****

INCIDENT DATE:
INCIDENT LOCATION:

INCIDENT TIME:

DRIVER NAME:
DRIVER DISABILITY:

DRIVER AGE:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

HOME INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,

PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
OVERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
MILEAGE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:

% BUSINESS: 0
DATE OF ACCIDENT:

DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:

ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:

Shiprock , NM 87420

CASE NUMBER: 1-21858731 VIN: 1GCRK14TXYE302946
MODEL YEAR: 2000
DATE OPENED: 2002-08-05 SERIES: Silverado
DATE CLOSED: 2002-08-20 MILEAGE: 100000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Yes DEALER NAME: Webb Automotive Group, Inc.
BRC PARENT: DEALER ADDRESS: 3911 East Main St, Farmington, NM, 87402-8721,

*****GENERAL CASE INFORMATION*****

E30 Rims General
0 REPAIR ATTEMPT(S) Broken

*****WORK HISTORY*****

Wheel concerns; ; 2002-08-05
2002-08-09
Outbound Call Customer Cancelled; ; 2002-08-14
2002-08-13
TM reviewing open cases; ; 2002-08-13
2002-08-14
called cust, left message; ; 2002-08-14
2002-08-14
spoke with assistant svc mgr Jason; ; 2002-08-14
2002-08-14
Service Request has been Closed Satisfied.; ; 2002-08-14
2002-08-20
cust called in; ; 2002-08-20
2002-08-20
cust called in; ; 2002-08-20
2002-08-20
TM called cust; ; 2002-08-20
2002-08-20
Service Request has been Closed Satisfied.; ; 2002-08-20

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:

DRIVER DISABILITY:

VEHICLE DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:

POLICE REPORT:
NUMBER OF PEOPLE:
INJURIES:

ROAD CONDITION:
BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER SAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:

MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
TERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:

INTEREST PAID:

ACCOUNT BALANCE:
LEGAL:
DEALER ADMINISTRATION:
RELEASE:

DEALER BUYOUT:
LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:
TITLE NAMES:
BUSINESS:
ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0
LEASE AT PURCHASE: 0
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

DATE:
% BUSINESS: 0
DATE OF ACCIDENT:
DATE OF PURCHASE/LEASE:
PURCHASE/LEASE AS:

*****BRC CONTACT INFORMATION*****

NAME:
COMPANY:
ADDRESS:

CONTACT NUMBER: 1
CONTACT TYPE:
CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER:
ADDRESS:
HOME PHONE:



Palisade , CO 81526

CASE NUMBER: 1-34190217 VIN: 3GNFK16T3YG165647
MODEL YEAR: 2000
DATE OPENED: 2002-09-18 SERIES: Suburban
DATE CLOSED: 2002-09-18 MILEAGE: 161414.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/Yes DEALER NAME: Ed Bozarth Chevrolet, Pontiac and Buick, Inc.
BRC PARENT: DEALER ADDRESS: 2595 Highway 18415, Grand Junction, CO, 81505-7170,

*****GENERAL CASE INFORMATION*****

E30 Rims General
0 REPAIR ATTEMPT(S) Broken

*****WORK HISTORY*****

WHEELS ARE SPLITTING; ; 2002-09-18
2002-09-18
Svc mgr: Terry Traudt; ; 2002-09-18
2002-09-18
Service Request has been Closed Dissatisfied.; ; 2002-09-18

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:
WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0
PROPERTY DAMAGE:
WAS VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
IDENTIFY NAME:

WAS VEHICLE INSPECTED:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
BRC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE @ BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:
SEATING POSITION:
TYPE OF INJURY:
TREATED:

LOCATION:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

INTERNAL CASE NUMBER: DATE:
TITLE NAMES:
BUSINESS: % BUSINESS: 0
ACCIDENT: DATE OF ACCIDENT:
DESCRIPTION OF DAMAGE:
PURCHASE/LEASE: 0 DATE OF PURCHASE/LEASE:
MILEAGE AT PURCHASE: 0 PURCHASE/LEASE AS:
DOES OWNER HAVE POSSESSION OF VEHICLE:
RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME: CONTACT NUMBER: 1
COMPANY: CONTACT TYPE:
ADDRESS: CONTACT PHONE:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED]
HOME PHONE: [REDACTED]

CASE NUMBER: 1-63967735 VIN: 1GCEK14V0YE344048
MODEL YEAR: 2000
DATE OPENED: 2003-01-15 SERIES: Silverado
DATE CLOSED: 2003-01-15 MILEAGE: 85000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/A No DEALER NAME:
BRC PARENT: DEALER ADDRESS:

*****GENERAL CASE INFORMATION*****

E30 Rims General
0 REPAIR ATTEMPT(S) Bent / Warped

*****WORK HISTORY*****

Wheel splitting; ; 2003-01-15
2003-01-15
Service Request has been Closed Satisfied.; ; 2003-01-15

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:

DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:

OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

INCIDENT RESULT:
POLICE REPORT: ROAD CONDITION: ROAD SURFACE:
NUMBER OF PEOPLE: BODY INJURY:
INJURIES:

WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

VEHICLE INSURED: INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:

MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

VEHICLE INSPECTED:
LEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:

INSPECTORS NAME: INSPECTION DATE:

WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:
PAR STATUS:

*****PAR INFORMATION*****

SOURCE:
REQUEST TYPE:
REPURCHASE REASON:

TRANSACTION:

DEALER BAC:
DEALER NAME:
DEALER ADDRESS: , ,
CONTACT: ,
PHONE NUMBER:
PRODUCT CODE:

FAX NUMBER:
BODY TYPE:
TRIM:
TRANSMISSION:
VEHICLE DRIVEABLE:
ERC WARRANTY DATE:
NADA: 0
SALES TAX:

ENGINE TYPE:
MILEAGE & BUY-BACK: 0
MSRP:

DEPRECIATION:
UPGRADE:
AFTERMARKET:
LEASE TERM:
DAMAGE:
OTHER:
BRANCH:
ACCOUNT NUMBER:
INTEREST RATE:

NAME:
INTEREST PAID:
DEALER BUYOUT:

ACCOUNT BALANCE:
LEGAL:

LEGAL TYPE:
LEMON LAW:
VEHICLE DESTINATION:
LIEN PAYOFF:
TITLE BRAND:

DEALER ADMINISTRATION:
RELEASE:

REPLACEMENT VIN:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0
COMMENTS:

NAME:
ADDRESS: ,
CITY/STATE: ,
PHONE NUMBER:

LOCATION:

SEATING POSITION:
TYPE OF INJURY:
TREATED:

RESTRAINT:
IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

CONTACT PHONE:

ADDRESS:

GENERAL MOTORS CORPORATION
CHEVROLET DIVISION
GM RESTRICTED

CUSTOMER: [REDACTED]
ADDRESS: [REDACTED] Arlington Heights, IL 60004-6348
HOME PHONE: [REDACTED]

CASE NUMBER: 1-68883553 VIN: 2GCEC19W111344940
MODEL YEAR: 2001
DATE OPENED: 2003-01-31 SERIES: Silverado
DATE CLOSED: 2003-02-03 MILEAGE: 28000.0000000
SOURCE: Phone DELIVERY DATE:
BRC TYPE: N/AMo DEALER NAME: Lattof Chevrolet, Inc.
BRC PARENT: DEALER ADDRESS: 800 E Northwest Hwy, Arlington Heights, IL, 60004-6233, USA

*****GENERAL CASE INFORMATION*****

E30 Rims General Broken
0 REPAIR ATTEMPT(S)

*****WORK HISTORY*****

in concern; ; 2003-01-31
2003-01-31
Maintenance Ltr - LOF; ; 2003-01-31
2003-01-31
Created: CAC_RS0022. SR#1-68883553; ; 2003-01-31
2003-01-31
Goodwill Status has been changed from: Not Initiated to Pending SITEL; ; 2003-01-31
2003-01-31
Maintenance Ltr - LOF; ; 2003-01-31
2003-01-31
Goodwill Status has been changed from: PreAprv - Other to Approved; ; 2003-01-31
2003-01-31
FINAL APPROVED; ; 2003-02-03
2003-02-03
Service Request has been Closed Satisfied.; ; 2003-02-03

*****PAR INFORMATION*****

INCIDENT DATE: INCIDENT TIME:
INCIDENT LOCATION:
DRIVER NAME: DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:

ALLEGED DEFECTIVE COMPONENT:

ACCIDENT RESULT:

POLICE REPORT:

NUMBER OF PEOPLE:

INJURIES:

ROAD CONDITION:

BODY INJURY:

ROAD SURFACE:

WAS ANOTHER VEHICLE INVOLVED:

NUMBER OF VEHICLES: 0

PROPERTY DAMAGE:

WAS VEHICLE INSURED:

INSURANCE COMPANY NAME:

INSURANCE COMPANY ADDRESS:

AGENT NAME:

AGENT PHONE NUMBER:

MORE INFORMATION:

MAINTENANCE LOCATION:

CURRENT LOCATION OF VEHICLE:

NOTIFY NAME:

WAS VEHICLE INSPECTED:

INSPECTORS NAME: INSPECTION DATE:

MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:

WAS VEHICLE ROAD TESTED:

ROAD TEST DESCRIPTION:

ROAD TEST RESULT:

MP INSPECTED:

INVESTIGATIVE SUMMARY:

PAR STATUS:

*****PAR INFORMATION*****

SOURCE:

TRANSACTION:

REQUEST TYPE:

REPURCHASE REASON:

DEALER BAC:

DEALER NAME:

DEALER ADDRESS: , ,

CONTACT: ,

PHONE NUMBER:

PRODUCT CODE:

FAX NUMBER:

BODY TYPE:

TRIM:

ENGINE TYPE:

TRANSMISSION:

VEHICLE DRIVEABLE:

MILEAGE @ BUY-BACK: 0

BRC WARRANTY DATE:

MSRP:

NADA: 0

SALES TAX:

DEPRECIATION:

UPGRADE:

AFTERMARKET:

LEASE TERM:

DAMAGE:

OTHER:

BRANCH:

NAME:

ACCOUNT NUMBER:

INTEREST RATE:

INTEREST PAID:

DEALER BOYCOT:

ACCOUNT BALANCE:

LEGAL:

LEGAL TYPE:

LEMON LAW:

DEALER ADMINISTRATION:

VEHICLE DESTINATION:

RELEASE:

LIEN PAYOFF:

REPLACEMENT VIN:

TITLE BRAND:

*****BODILY INJURY*****

NUMBER OF INJURIES: 0

COMMENTS:

NAME:

LOCATION:

ADDRESS: ,

CITY/STATE: ,

PHONE NUMBER:

SEATING POSITION:

RESTRAINT:

TYPE OF INJURY:

TREATED:

IF SO, WHERE:

*****ADR INFORMATION*****

EXTERNAL CASE NUMBER:

DATE:

TITLE NAMES:

BUSINESS:

% BUSINESS: 0

ACCIDENT:

DATE OF ACCIDENT:

DESCRIPTION OF DAMAGE:

PURCHASE/LEASE: 0

DATE OF PURCHASE/LEASE:

MILEAGE AT PURCHASE: 0

PURCHASE/LEASE AS:

DOES OWNER HAVE POSSESSION OF VEHICLE:

RESOLUTION SOUGHT:

*****BRC CONTACT INFORMATION*****

NAME:

CONTACT NUMBER: 1

COMPANY:

CONTACT TYPE:

ADDRESS:

CONTACT PHONE:

September 3, 2003

[REDACTED]

Service Request: S1-68883553

Dear Mr. [REDACTED]

We are sorry you have experienced concerns with your 2001 Chevrolet Silverado. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Christine Hritsko
Customer Relationship Manager

RS0022-T/djc

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

GM641
PE03-026

ATTACHMENT "2B"

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	4179983	VIN Number:	2GCEK19V8X1120471
Date Opened:	09/06/2000	Model Year:	1999
Date Closed:	09/06/2000	Series:	Silverado 1500 4WD Ext
Dealer Code:	B10198	Mileage:	70501
Address:	DAVIS CHEVROLET-BUICGILLETTE	State:	WY
Dealer Phone:			

SYMPTOM ABSTRACT--- LEAK REAR WHEEL BOTH REAR WHEELS LEAK

RESOLUTION ABSTRACT- WHEEL - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- SUSPENSION

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

09/06/2000 12:52:23 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

Y (Y/N) IS THE VEHICLE IN THE DEALERSHIP

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

Y (Y/N) CAN COMPLAINT BE DUPLICATED (IF YES, FREQ., HOT, COLD, ETC.)

N (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

Y (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

N (Y/N) S/M SEARCH COMPLETED (IF YES, LIST SECTION, PG.)

N (Y/N) BULLETIN OR PI SEARCH PERFORMED:

Y (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION (IF NO LIST)

NA (Y/N) CONDITION DETAILS (LIST DTC'S, ETC.)

Y (Y/N) DIAGNOSIS (PARTS REPLACED, VEH. HISTORY, ETC.)

09/06/2000 12:52:23 HISTORY -D KOPAH

CONCERN; BOTH REAR TIRES GO FLAT

COMMENTS; DLR STS VEHICLE EQUIPPED WITH CHROMED STEEL WHEELS. DLR STS BOTH REAR WHEELS HAVE CRACKS IN THE WELD AT THE OUTER BEAD. DLR STS BOTH REAR WHEELS WERE REPLACED AND VEHICLE REPAIRED. DLR STS JUST CALLING FOR

INFO ON PREVIOUS CASES

**RECOMMENDATION; ADVISED DLR NO PREVIOUS CASES OF THIS CONDITION. ADVISED
DLR I WOULD CLOSE CASE**

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5399619	VIN Number:	1GCEK19T5YZ326872
Date Opened:	02/12/2002	Model Year:	2000
Date Closed:	02/12/2002	Series:	Silverado 1500 4WD Ext
Dealer Code:	B39284	Mileage:	74778
Address:	WEBB AUTOMOTIVE GROU FARMINGTON	State:	NM
Dealer Phone:			

SYMPTOM ABSTRACT--- BREAK CRACK RIM WHEEL RIMS CRACKED

RESOLUTION ABSTRACT- WHEEL - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- SUSPENSION

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

02/12/2002 10:47:08 SBD TEMPLATE - RATCLIFF

STRATEGY BASED DIAGNOSTICS (LIST DETAILS IN TEXT 2 BOX)

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 IN THE DEALERSHIP

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

Y__ (Y/N) CAN COMPLAINT BE DUPLICATED

Y__ (Y/N) HAVE YOU COMPARED THIS WITH AN IDENTICAL VEHICLE

N__ (Y/N) CAN YOU ISOLATE THE AREA OF THE CUSTOMERS COMPLAINT

Y__ (Y/N) SERVICE INFORMATION SEARCH COMPLETED

Y__ (Y/N) BULLETIN OR PI SEARCH PERFORMED

Y__ (Y/N) IS THE CUSTOMER CONCERN THE SAME AS SYMPTOM DESCRIPTION

N__ (Y/N) ARE THERE ANY DTC'S

Y__ (Y/N) HAVE ANY REPAIRS BEEN MADE OR PARTS REPLACED

02/12/2002 10:47:06 HISTORY - RATCLIFF

CONDITION: CRACKS IN THE WHEELS AT THE WELDS, LOOKING FOR INFORMATION.

CORRECTION: REPLACE THE AFFECTED RIMS AS PER PRIOR CASES.

CASE CLOSED AT DEALER REQUEST.

02/12/2002 11:04:03 KOSMOWSKI -

JASON CALLED TO SEE IF ANYTHING ELSE COULD BE DONE ABOUT THE CRACKED WHEELS.

ADVISED TECHNICIAN I WOULD MARK THE PRODUCT REPORT IN THE CASE.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5605714	VIN Number:	2GCEK19T7Y1333850
Date Opened:	05/15/2002	Model Year:	2000
Date Closed:	05/15/2002	Series:	Silverado 1500 4WD Ext
Dealer Code:	B11517	Mileage:	41889
Address:	TEAM CHEV INC WESTMONT IL	State:	IL
Dealer Phone:			

SYMPTOM ABSTRACT-- CRACK WHEEL VME DLR WHEEL CRACKED

RESOLUTION ABSTRACT- WHEEL - RPL

UCC CODE 1-----

UCC-1 DESCRIPTION-- SUSPENSION

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

05/15/2002 10:40:57 8BD TEMPLATE - CALDRONE

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) SAM IRVING, S/MGR.

CUSTOMER CONCERN - R/R WHEEL CRACKED

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

THIS IS THE SECOND WHEEL THAT HAS CRACKED ON THIS VEHICLE. L/R WHEEL WAS REPLACED IN OCT., 2001 FROM CRACK CONCERN. S/MGR. CALLING FOR INFO ON SAME CONCERN WITH OTHER VEHICLES.

VEHICLE EQUIPPED WITH CHROME/STEEL WHEELS, RPO PY2.

TAG RECOMMENDATION - REPLACE CRACKED WHEEL, CHECK VEHICLE FOR EVIDENCE OF OVERLOADING. FILE FPR (PRODUCT REPORT).

05/15/2002 10:40:57 HISTORY - CALDRONE

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5676673	VIN Number:	1GTEC14TB1E240652
Date Opened:	06/18/2002	Model Year:	2001
Date Closed:	06/18/2002	Series:	Sierra 1500 2WD Regular
Dealer Code:	G30544	Mileage:	31206
Address:	DAVE CROSS MOTORS, ILEES SUMMIT	State:	MO
Dealer Phone:			

SYMPTOM ABSTRACT--- CRACK WHEEL VME RSE QZXFY5 BROKEN CRACKED WHE

RESOLUTION ABSTRACT- FIELD PRODUCT REPORT CLOSING

UCC CODE 1-----

UCC-1 DESCRIPTION-- SUSPENSION

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

06/18/2002 08:40:20 SBD TEMPLATE - CLIFFORD

FIELD PRODUCT REPORT

DATE 6/18/02

FPR ORIGINATOR JERRY SHORT RSE 972075 8405

LOCATION SOUTH CENTRAL

WHO WAS CONTACTED 588-575-5181

MATRIX GROUP FULL SIZE PICKUP BGM

ENGINE

TRANS

AXLE

COMPLAINT: BROKEN CRACKED WHEEL AROUND OUTER PART OF WHEEL IN CENTER
MOUNTING AREA

CAUSE: UNKNOWN

CORRECTION: REPLACE WHEEL. PARTS AVAILABLE WITH RSE

PE03-026 / GM641

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

(Y/N) UPFITTED VEHICLE
BUILDER

(Y/N) MODIFIED FROM PRODUCTION STANDARDS
SPECIAL GM RPO CODES

ADDITIONAL VINS (LIST BELOW)

PART NUMBER 09583150 16X6.5 INCH WHEEL

PART DISPOSITION

PART DATE CODES

(Y/N) PHOTO TAKEN

LABOR OPERATION

(Y/N) SAFETY APPLICABLE

TYPE OF ISSUE, SELECT ONE

ENGINEERING

SERVICE

PLANT

SUPPLIER

06/18/2002 08:40:20 HISTORY - CLIFFORD

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	5813550	VIN Number:	1GCEK19VXYE408119
Date Opened:	08/14/2002	Model Year:	2000
Date Closed:		Series:	Silverado 1500 4WD Ext
Dealer Code:	B07541	Mileage:	35307
Address:	ALL AMERICAN CHEVROLSAN ANGELO	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT-- UNWANTED NOTICABLE CRACK IN GRAY STEEL WHEEL

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- SUSPENSION

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

08/14/2002 16:10:31 SBD TEMPLATE - KOPAH

STRATEGY BASED DIAGNOSTICS

1 NUMBER OF TIMES IN FOR THE SAME CONDITION

1 NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

CALLER'S NAME (FIRST, LAST, AND POSITION) CHATTA RUSSELL, SHOP FOREMAN.

CUSTOMER CONCERN - THERE IS A VISIBLE CRACK IN NEAR THE BEAD OF THE WHEEL ITSELF.

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

DLR ST6 THESE ARE THE GRAY PAINTED WHEELS, ONE WHEEL HAS A NOTICEABLE CRACK, AND THE OTHER THREE HAS SIGNS OF RUST IN THE SAME AREA AS THE CRACK IN THE OTHER WHEEL.

DLR SEEKING SUGGESTIONS.

TAC RECOMMENDATION -

1)PI00067 DISCUSSES A SIMILAR CONCERN, BUT ON MODEL YEARS 01 AND 02 ONLY, AND ITS ON CHROME OR ALUMINUM WHEELS.

2)CALL AVM, AND HAVE AREA VEHICLE MANAGER INSPECT THE WHEELS AND MAKE

PE03-026 / GM641

DECISION ON REPLACEMENT OF THE WHEELS.
08/14/2002 16:10:31 HISTORY - KOPAH

R.K.

TECHNICAL ASSISTANCE SYSTEM

*** GM RESTRICTED ***

Case No:	6015938	VIN Number:	1GCEK14W91Z267798
Date Opened:	11/06/2002	Model Year:	2001
Date Closed:		Series:	Silverado 1500 4WD Regu
Dealer Code:	B07225	Mileage:	54080
Address:	CARSTENS MOTOR CO INBRECKENRIDG	State:	TX
Dealer Phone:			

SYMPTOM ABSTRACT--- CRACK RIM P100067

RESOLUTION ABSTRACT-

UCC CODE 1-----

UCC-1 DESCRIPTION-- SUSPENSION

UCC CODE 2-----

UCC-2 DESCRIPTION--

UCC CODE 3-----

UCC-3 DESCRIPTION--

11/06/2002 09:23:00 SBD TEMPLATE - ELDORADO

STRATEGY BASED DIAGNOSTICS

2__ NUMBER OF TIMES IN FOR THE SAME CONDITION

2__ NUMBER OF DAYS VEHICLE IN DEALERSHIP FOR SAME CONDITION

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

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

DEAN SPENCER

CUSTOMER CONCERN -

RIM REPEAT CRACKING

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

DLR STS THIS IS THE SECOND TIME IN FOR THIS CONCERN. DLR STS THE VEH IS NOT OVERLOADED. DLR STS THE VEH IS DRIVEN ON RUFF ROADS.

DLR IS LOOKING FOR ANY INFO.

TAC RECOMMENDATION -

TAC ADVISED DLR OF P/I P100067.

TAC WILL MARK THE CASE PENDING AS PER P/I P100067.

DLR TO ADVISE.....FE

PE03-026 / GM641

FIELD INFORMATION NETWORK DATABASE

Case ID: Find-1A
VIN Number: 1GCEK14T7YZ302953
Dealer Name: WEBB AUTOMOTIVE GROUP INC
Dealer No: 114664
Work Order No:
Miles / KM:
Contact Name: Personal Data Excluded
Phone Number: Personal Data Excluded
Comments: Rim failure. Rims cracking along seam of weld. Total of 7 rims over 2 vehicles.

Case ID: Find-1B
VIN Number: 1GCEK14TXYZ302946
Dealer Name: WEBB AUTOMOTIVE GROUP INC
Dealer No: 114664
Work Order No:
Miles / KM:
Contact Name: Personal Data Excluded
Phone Number: Personal Data Excluded
Comments: Rim failure. Rims cracking along seam of weld. Total of 7 rims over 2 vehicles.

GM641
PE03-026

ATTACHMENT "7"



Service Bulletin

File In Section: 03 - Suspension

Bulletin No.: 03-03-10-001

Date: January, 2003



Subject: Tire Slowly Goes Flat and/or Excessive Wheel Vibration
(Replace Wheels with New Heavy Duty Rim Version)

Models: 1999-2003 Chevrolet Silverado 1500 Series Pickup Models
1999-2003 GMC Sierra 1500 Series Pickup Models
with 6-Bolt, 16 X 6.5 Full Face Steel Wheel (Base and RPO PY2)

Important: Implementation of this service bulletin by "GM of Canada" dealers requires prior District Service Manager approval.

Condition

Some customers may comment on a tire that slowly goes flat and/or excessive wheel vibration. This condition is more apparent on vehicles in which customer usage typically involves frequent severe conditions such as:

- High load (at or above gross vehicle weight)
- Rough road/off road usage
- Fleet/Commercial usage

Cause

The wheel may experience a crack or split in the outboard bead seat weld area. A weld attaches the rim and disc together on full-face wheels in this area. To identify this wheel, it is offered in a silver painted version, P/N 959315, code "TZA" and a chrome-clad version, P/N 959316, code "RSC" (these codes are stamped into the wheel's disc near the bolt holes).

Correction

A new heavy-duty rim version of these wheels has been released for service. The new heavy-duty painted wheel is P/N 9595245, code "FFU" used as a road wheel and spare. The new heavy-duty chrome clad version is P/N 9595306, code "FFW" used as a road wheel only (these codes are stamped into the inboard rim flange balance weight area, and are also on a sticker near the bolt holes). If a condition of a crack or split as described above occurs, all (5) five of the original wheels on the vehicle should be replaced with the new heavy-duty wheels.

Parts Information

Part Number	Description
9595245	Wheel Asm. (Painted)
9595306	Wheel Asm. (Chrome Clad)

Parts are expected to be available January 13, 2003 from GMSPO.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
EM20	Wheel - Replace	0.5 hr
Add	To Replace Each Additional	0.3 hr

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide instructions that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, GM **WARRANTS** that the bulletin applies to your vehicle, or that your vehicle will meet that condition. Use your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY
TECHNICIAN
CERTIFICATION



Service Bulletin

File In Section: 03 - Suspension

Bulletin No.: 03-03-10-001A

Date: April, 2003



TECHNICAL

Subject: Tire Slowly Goes Flat and/or Excessive Wheel Vibration
(Replace Wheels with New Heavy Duty Rim Version)

Models: 1999-2003 Chevrolet Silverado 1500 Series Pickup Models
2000-2003 Chevrolet Suburban, Tahoe
1999-2003 GMC Sierra 1500 Series Pickup Models
2002-2003 GMC Yukon, Yukon XL
with 6-Bolt, 16 X 6.5 Full Face Steel Wheel (Base and RPO PY2)

This bulletin is being revised to add utility vehicles to the model information. Please discard Corporate Bulletin Number 03-03-10-001 (Section 03 — Suspension).

Important: Implementation of this service bulletin by "GM of Canada" dealers requires prior District Service Manager approval.

Condition

Some customers may comment on a tire that slowly goes flat and/or excessive wheel vibration. This condition is more apparent on vehicles in which customer usage typically involves frequent severe conditions such as:

- High load (at or above gross vehicle weight)
- Rough road/off road usage
- Fleet/Commercial usage

Cause

The wheel may experience a crack or split in the outboard bead seat weld area. A weld attaches the rim and disc together on full-face wheels in this area. To identify this wheel, it is offered in a silver painted version, P/N 9593915, code "TZA" and a chrome-clad version, P/N 9593150, code "RSC" (these codes are stamped into the wheel's disc near the bolt holes).

Correction

A new heavy-duty rim version of these wheels has been released for service. The new heavy-duty painted wheel is P/N 9595245, code "FFL" used as a road wheel and spare. The new heavy-duty chrome clad version is P/N 9595906, code "FPW" used as a road wheel only (these codes are stamped into the inboard rim flange balance weight area, and are also on a sticker near the bolt holes). If a condition of a crack or split as described above occurs, all (5) five of the original wheels on the vehicle should be replaced with the new heavy-duty wheels.

**GM641
PE03-026**

ATTACHMENT "8A"

**"GM CONFIDENTIAL" MATERIAL
HAS BEEN REMOVED FROM THIS
ATTACHMENT AND SUPPLIED TO
THE OFFICE OF THE CHIEF
COUNSEL**

GM641
PE03-026

ATTACHMENT "8B"

June 6, 2000

Dick Gratz
GM/TWS
Milford Proving Grounds

Dick:

Accompanied is our analysis of the failed GMT800 steel wheel(9593150) from Anderson Exploration, Lloydminster, Alberta. The VIN is 2GCEK19T0X1181201. The wheel experienced a rim failure at the arc weld attachment. This produced a crack in the rim, at the weld throat, approximately 160 degrees in length. The wheel is arc welded with four torches providing 90 degrees each. The crack propagated through two of the arc welds. Please see the attached photo(Attachment 1). This type of failure is identical to our laboratory radial fatigue testing. This particular wheel was validated to 2.5 times the required bogey.

Considering the rim and assembly date stamps of this wheel, the wheel met all production process requirements including material composition, weld properties, and radial fatigue testing. Attached are the in process documents for weld inspection, rim material certification, and radial fatigue testing(Attachments 2, 3, &4).

We also performed a weld analysis on the failed wheel. Sections were taken at each of the two failed areas and one section from the non failed area. All weld sections exhibited acceptable rim penetration, throat, and fused leg length. Attached are photos of the sections and the weld data(Attachment 5).

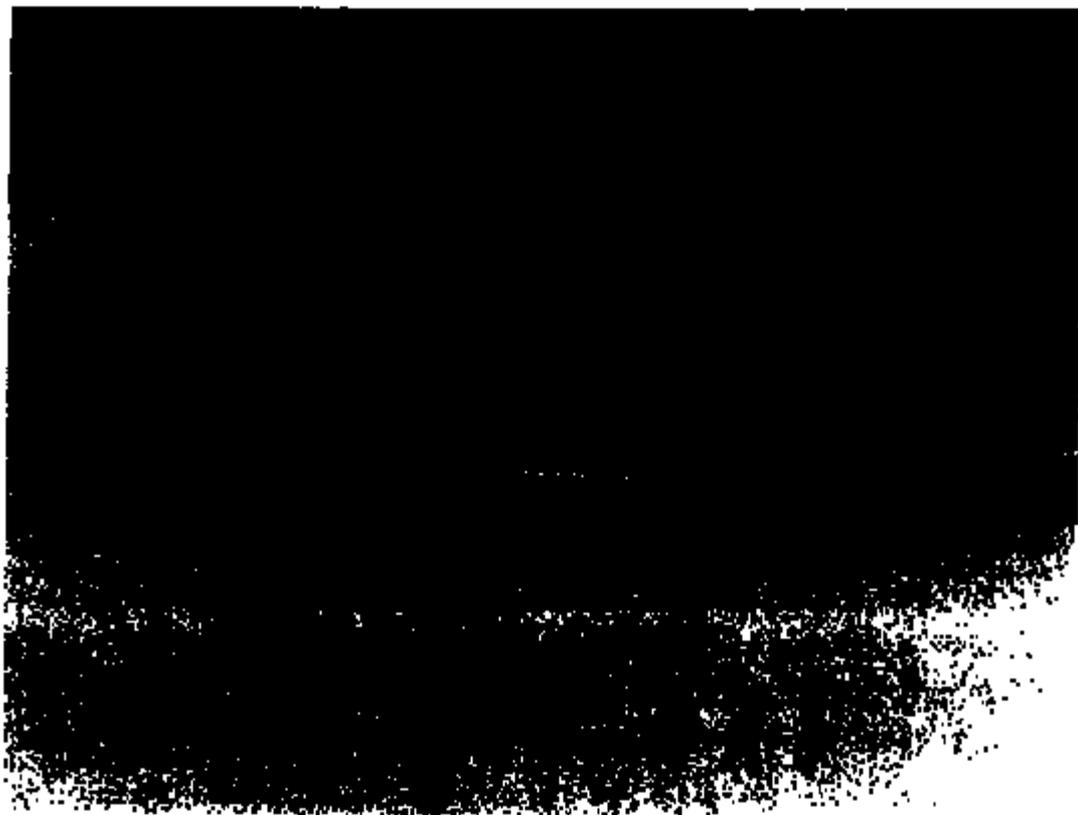
Our information indicates the wheel was acceptable. We can not properly determine the cause of failure with the given information. We are willing to visit the consumer to discuss this failure and understand the conditions the wheel experienced.

Sincerely,



Patrick McCorry
Sr. Product Engineer

CC: R. Osborn(TWS)
S. Schuster(TWS) w/o attachments



Attachment 1. Failed Wheel

Attachment 2.

Rim Material Certifications

MAY 26 2009 15:54

DATE 12-19-98

SHIFT 1

LINE 503

LOT NUMBER	COUNTER		TOTAL PIECES
	START	END	
12-19-98			
116822	0	746	746
116823	746	3416	2670
116824	3416	4116	700
12-19-98	0	1844	1844

LOT NUMBER	COUNTER		TOTAL PIECES
	START	END	
116770	0	4514	2670
116770	0	4514	5140
116330	0	1218	1518

OK FOR PRODUCTION U.M. 116822



Part No. 13026199
 Theo Wt. 4.210
 Coil No. 275483
 Heat No. D97139
 Rel. No. 527
 Date Recd 12/18/98
 Vendor Code: 39
 No. of Pcs. 6

2798

OK FOR PRODUCTION U.M. 116774



Part No. 13026199
 Theo Wt. 4.850
 Coil No. 274432
 Heat No. C97048
 Rel. No. 527
 Date Recd 12/18/98
 Vendor Code: 39
 No. of Pcs. 6

2670

OK FOR PRODUCTION U.M. 116823



Part No. 13026199
 Theo Wt. 4.850
 Coil No. 275482
 Heat No. C97038
 Rel. No. 527
 Date Recd 12/18/98
 Vendor Code: 39
 No. of Pcs. 6

2670

OK FOR PRODUCTION U.M. 116770



Part No. 13026199
 Theo Wt. 4.850
 Coil No. 274431
 Heat No. C97048
 Rel. No. 527
 Date Recd 12/18/98
 Vendor Code: 39
 No. of Pcs. 6

2670

OK FOR PRODUCTION U.M. 116824



Part No. 13026199
 Theo Wt. 3.950
 Coil No. 274445
 Heat No. C97042
 Rel. No. 527
 Date Recd 12/18/98
 Vendor Code: 39
 No. of Pcs. 6

2604

OK FOR PRODUCTION U.M. 116223



Part No. 116775199
 Theo Wt. 4.850
 Coil No. 4334559
 Heat No. 4189253
 Rel. No. 422
 Date Recd 12/01/98
 Vendor Code: 04
 No. of Pcs. 6

240

MAY 26 1998 02:41PM

PAGE 02

MM 306



METAL PROCESSORS, INC.
 P.O. Box 100 - Tonawanda, New York 14154
 Phone (716) 825-8842 - FAX (716) 825-8855

12/18/98 100470
 NATIONAL STEEL CO. STEEL
 MILL, P.O. # GC8842570

NO. ORDER # 100565

DEC 22 1998

21.5 12-18-98

SHIP TO:



CARRIER, MPI TRUCK
 MPI COIL # 47382M

MILL ORDER #	MILL COIL #	HN-ASSIGNED	PROCESS WT	TRNG WT	MPI COIL #
03192	BSM 00274432	BSM 00274432A	5809	5534	47382A
		BSM 00274432B	5809	5534	47382B
		BSM 00274432C	5808	5534	47382C
		BSM 00274432D	5808	5534	47382D
		BSM 00274432E	5808	5534	47382E
		BSM 00274432F	5808	5534	47382F
			48950	39264	

LOT # 116774
 REC # 33671
 REL 27
 LBN 75
 COMMENTS

THE ABOVE BLT STEEL WAS RECEIVED IN
 GOOD ORDER UNLESS OTHERWISE NOTED

BY:

[Signature]

DATE:

12/18/98
 Form 7320-5756

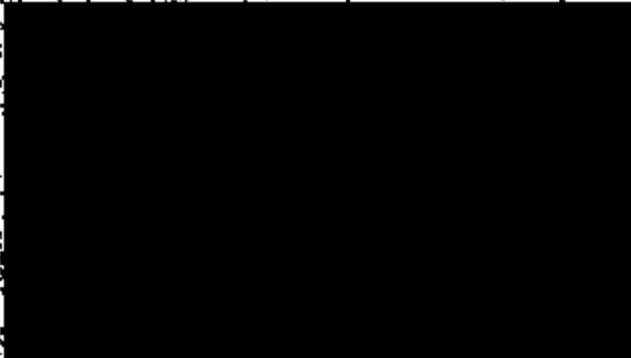
THIS MEMORANDUM

SHIPPER'S NO. 15-008400
DATE: 12/12/78
2126

SHIPPER:

R.D.
TO

S.A.P.
TO



It is the responsibility of the shipper to ensure that a bill of lading is properly issued and to pay the freight charges. It is the responsibility of the carrier to transport the goods in a safe and sound manner and to deliver them to the consignee. The carrier is not responsible for the loss or damage to the goods unless it is caused by the negligence of the carrier or its employees. The shipper is responsible for the accuracy of the information provided on the bill of lading. The carrier is responsible for the accuracy of the information provided on the bill of lading. The shipper is responsible for the accuracy of the information provided on the bill of lading. The carrier is responsible for the accuracy of the information provided on the bill of lading.

Bill of Lading form with fields for shipper, carrier, commodity, weight, and volume. Includes a signature line at the bottom.

SHIPPER: W. TRUCKING, INC.
COMMENTS: 50% FRT. BILL TO GCS

VEHICLE ID# 10.ME

SIZE: 1400 X 48.8750 X COIL
CUST. NO. 03171 (HAYES)
P.O. NO. HILL 08566-REL526
PART# 13024199 REM
MARKING# 0972051201 RELN ITEN# 007

PCS	COILS	WLL COIL#	LFT	TMM	HEATR	ORISS	TR	NET
	55768701	HEM00274152	1761	40545	C97048	42380	0	42380
	CHM:	E:10.0800	MN:0.3900	P:10.0050	S:10.0020			
		BT:0.0070	CU:0.0200	AL:0.0250				
SUBTOTALS:						42380		42380

W/ HOOK UNLOD NO SIDE KITS CHAIN PROTECTORS

Ch...

The placement and securement of load and condition of equipment is the sole responsibility of trucking company and their authorized driver.



METAL PROCESSORS, INC.
P.O. Box 4071, Dallas, Texas 75240-4071
Phone (972) 822-4441 - FAX (972) 822-4442

12/17/98 109443

MILL P.O. # 42978

SHIP TO: [REDACTED]

PAID
DEC 22 1998

CARRIER: MPI TRUCK
MPI COIL # 47347N

Quantity: Description: Weight: Units:

0.1200 X 48.0000 HPS

PART # 130261, 6 MILTS OF 8.0000" WIDE
\$2810 LBS. RECEIVED 11/12/98 ON MPI RECEIVER # 75356
PROCESSED ON 12/17/98

MILL ORDER #	MILL COIL #	HS-ASSIGNED	PROCESS WT	THEFT WT	MPI COILS
11774	HSM 00274441	HSM 00274441A	6996	6717	47347A
		HSM 00274441B	6996	6717	47347B
		HSM 00274441C	6997	6717	47347C
		HSM 00274441D	6997	6717	47347D
		HSM 00274441E	6997	6717	47347E
		HSM 00274441F	6997	6717	47347F
				41980	40302

LOT # 116770
REC # 336148
REL 27
LINE 75

COMMENTS: [REDACTED]

GOOD ORDER UNLESS OTHERWISE NOTED

DATE: 12-17-98
FORM 7320 6796

MAY 25 '88 02:48PM

THIS SHIPPING ORDER

SHIPPER'S NO. 5-284571
DATE: 11/11/88
11:55a

NATIONAL STEEL CORP ** 1
ATTN: MYRA COOK
PO BOX 788
GRANITE CITY IL 62040

GRANITE CITY STEEL DIVISION
METAL PROCESSORS INC.
COUNTY ROAD Y WEST
VERI BLVD NW P98015939
BENALTA MO 653020000
8607822-6843

The carrier will not be responsible for any loss or damage to the goods if the goods are not properly secured, packed, or labeled. The carrier will not be responsible for any loss or damage to the goods if the goods are not properly secured, packed, or labeled. The carrier will not be responsible for any loss or damage to the goods if the goods are not properly secured, packed, or labeled.

Form with multiple sections for shipping details, including fields for shipper, consignee, and carrier information.

H TRUCKING, INC.

VEHICLE ID: 2

SEND FRT. BILL TO GCS

SIZE: 1400 x 48.5750 x COIL
HOT ROLL PICKLE OIL MS 120379/LITE OIL
QUANTITY 11778 (HAYES)
TO MILL 78343-REL528
RIM 13026199
ORDIN 8773040101 RELN ITEM 010

ITEM	ROLL COIL	LFT	THK	HEAT#	GROSS WT	NET WT
000001	H0000274441	1787	48144	G97038	42810	0 #2810
CHEN	G 10.0700	NN 10.4100	P 10.0080	S 10.0040		
	SI 10.0060	CU 10.0200	AL 10.0240			
SUBTOTALS:					42810	42810

LOAD ON DRAIN

Ly

placement and securement of load and condition of equipment is responsibility of trucking company and their authorized driver

1 BUNDLE

42810 42810

Carrier will not be responsible for any loss or damage to the goods if the goods are not properly secured, packed, or labeled.

PROTECT FROM WEATHER

MAY 25 2008 17:00

PAGE 05

MAY 25 2000 17:02



METAL PROCESSORS, INC.
12100 W. 11th St. - Omaha, Nebraska 68147-0410
Phone (402) 426-4200 • FAX (402) 426-4202

12/18/98 1189505
NATIONAL STEEL CO. STEEL
MILL, P.O. # 00042970

APR 22 2000

J.B. 12-18-98

MAY 25 1999 02:45PM

TO: 1189505

SHIP TO: HAYES LAMONZ INT.
3610 WEST MAIN STREET
BERDALLA, MO 65301

CARRIER: MPI TRUCK
MPI COIL # 47524H

Item, Quantity, Description

01 948694 8.1400 X 48.0000" HRFD
PART # 130251; 6 MILTS OF 8.0000" WIDTH
41760 LBS. RECEIVED 11/19/98 ON MPI RECEIVER # 75533
PROCESSED ON 12/18/98

MILL ORDER #	MILL COIL #	HE-ASSIGNED	PROCESS WT	THRO WT	MPI COIL#
14126	HEM 00274445	HEM 00274443A	6644	6374	47524A
		HEM 00274445B	6644	6374	47524B
		HEM 00274445C	6643	6374	47524C
		HEM 00274445D	6643	6374	47524D
		HEM 00274445E	6643	6374	47524E
		HEM 00274445F	6643	6374	47524F
			39860	38244	

LOT # 16824
 REC # 336428
 REL 28
 LWE 75
 COMMENTS

THE ABOVE LIST STEEL WAS RECEIVED IN GOOD ORDER UNLESS OTHERWISE NOTED. BY: [Signature] DATE: 12-18-98

PRICE 07

MAY 26 2008 17:07

MAY 26 02 02:54PM



METAL PROCESSORS, INC.
P.O. Box 490 • Souderton, Missouri 63088-0490
Phone (616) 234-0000 • FAX (616) 234-0000

12/18/98 309501
NATIONAL STEEL COMPANY
MILL P.O. # CC042979

A.I.D.
DEC 22 1998

SHIP TO: HAYES LEONARD INT.
3610 WEST MAIN STREET
SUDALIA, MO 65301

CARRIER: MPI TRUCK
MPI COIL # 47468N

MILL ORDER #	MILL COIL #	RE-ASSIGNED	PROCESS WT	THRO WT	MPI COIL #
01 480404	0.1400 X 48.0000" HRPD				
	PART # 130261; 6 MULTS OF 0.0040" WIDM				
	43000 LBS. RECEIVED 11/17/98 ON MPI RECEIVER # 75471				
	PROCESSED ON 12/18/98				
03192	HSM 00276482	HSM 00276482A	6806	6534	47468A
		HSM 00276482B	6806	6534	47468B
		HSM 00276482C	6807	6534	47468C
		HSM 00276482D	6807	6534	47468D
		HSM 00276482N	6807	6534	47468N
		HSM 00276482P	6807	6534	47468P
			39204	39204	

LOT # 116023
REC # 37602
REL 29
LISC 15

THIS ORDER WILL BE FULFILLED IN GOOD ORDER UNLESS OTHERWISE NOTED
DATE: 12/18/98
FORM 1328 6/96

PAGE 09



METAL PROCESSORS, INC.
P.O. Box 400 • Salina, Missouri 65201-0400
Phone: (417) 822-2843 • FAX: (417) 822-2869

12/10798 108203
NATIONAL STEEL COIL STEEL
MILL P.O. # 008942978



SHIP TO: HAYES LEONARD INT.
3610 WEST MAIN STREET
SEDALIA, MO 65381

CARRIER: MPI TRUCK
MPI COIL # 47471M

01 412100 8.1400 X 40.0000" HRC
PART # 130261: 5 MILTS OF 8.0000" WIDE
43780 LBS. RECEIVED 11/17/98 ON MPI RECEIVER # 95476
PROCESSED ON 12/18/98

MILL ORDER #	MILL COIL #	RE-ASSIGNED	PROCESS WT	THRO WT	MPI COILS
14133	HSM 00276483	HSM 00276483A	6869	6591	47471A
		HSM 00276483B	6869	6591	47471B
		HSM 00276483C	6868	6591	47471C
		HSM 00276483D	6868	6591	47471D
		HSM 00276483E	6868	6591	47471E
		HSM 00276483F	6868	6591	47471F
			41210	39546	

LOT # 1160w
REC # 536373
REL 23
LINE 75

THIS ABOVE MILT STEEL WAS RECEIVED IN
GOOD ORDER UNLESS OTHERWISE NOTED.

BY: David

DATE: 12-18-98
Form 1328 6/95

Attachment 3.

In Process Weld Inspections

MAY 25 2008 15:25

TZA

G M FULL FACE ARC WELD INSPECTION

HAYES WHEELS
SERIAL # 8730005

MAY 25 '08 01:14PM

CONTROL	S&M	PART	LINE	INSP	DATE	TIME	HEAD	REASON FOR	PENETRATION 10% MIN. 50% MAX.				THROAT	SERIAL # 8730005			
									INS	DISC	DISC	DISC		LEG	LEATH	NUMBER	REP
127	AD	130599	2		01/10/08	1:00	3	Root	1/16	1/16	1/16	1/16					
128			2				3		1/16	1/16	1/16	1/16					
129			2				5		1/16	1/16	1/16	1/16					
130			2				6		1/16	1/16	1/16	1/16					
131			2				Root		1/16	1/16	1/16	1/16					
132	DB	"	"	3	"	1:30	5	"	1/16	1/16	1/16	1/16					
133	"	"	"	3	"	"	6	"	1/16	1/16	1/16	1/16					
134	"	"	"	3	"	"	2	"	1/16	1/16	1/16	1/16					
135	"	"	"	3	"	"	3	"	1/16	1/16	1/16	1/16					
136	DB	"	"	3	"	3:00	Root		1/16	1/16	1/16	1/16					
137	Ju	"	1		01/10/08	1:00	2	Rooting	1/16	1/16	1/16	1/16					
138	"	"	"	"	"	"	3	"	1/16	1/16	1/16	1/16					
139	X	"	"	"	"	"	4	"	1/16	1/16	1/16	1/16					
140	"	"	"	"	"	"	5	"	1/16	1/16	1/16	1/16					

PAGE 03

P 3

MAY 25 2008 15:27

TLA

G M FULL FACE ARC WELD INSPECTION

HARER WHEELS
MEDALIA MOUNTAIN

MAY 25 '08 01:15PM

CONTROL	EWP	PART	LINE	DATE	TIME	HOLD	REASON FOR SAMPLING	PENETRATION. 1/8" MIN.		DARTS	LEAK LEAKS		WELD CUT	GAP	
								TOP	BTM		TOP	BTM			
141		15025909	1	10/16/08	1:10	6	HAUSTING	0.21"	0.21"	0.21"	0.21"				
142			2		1:10	2		0.21"	0.21"	0.21"	0.21"				
143			2			3		0.21"	0.21"	0.21"	0.21"				
144			2			5		0.21"	0.21"	0.21"	0.21"				
145			2			6		0.21"	0.21"	0.21"	0.21"				
146			2		7:00										
147			3		11:30	4		0.21"	0.21"	0.21"	0.21"				
148						5		0.21"	0.21"	0.21"	0.21"				
149						6		0.21"	0.21"	0.21"	0.21"				
150						2		0.21"	0.21"	0.21"	0.21"				
151						3		0.21"	0.21"	0.21"	0.21"				
152															
153			1	10/16/08	1:10										
154						2		0.21"	0.21"	0.21"	0.21"				

PAGE 04

Attachment 4.

In Process Radial Fatigue

RADIAL FATIGUE TEST

Test No. 305304A ROUTINE SPECIAL
 Description Porter Rock
 Requested By [Signature] Date 12/29
 Assembly No. 302658 Date Code 1200
 Size 10x12A Custom Am
 Link 10x12A Time 8:45 Press [Signature]
 Spider No. 102658 Date 12/29 Spoke [Signature]
 Code [Signature] Dia. [Signature]

Part No. 102658 Date 12/29 Firm [Signature]
 Code [Signature] I.O. [Signature]
 V. Sub. [Signature] Sub. [Signature]
 Time [Signature] Time [Signature] B. [Signature]
 Lot 102658 Vendor [Signature]

Time 2:45 Bar [Signature]
 Circ. [Signature]
 LBS. [Signature] Dye Penet. Min. [Signature]
 DWG. No. [Signature]

Time [Signature]
 Nut Part 102658 955172

Pos	Rev	Start	Final	1	2	3	4	5	6	7	8
15	60	1000	1500								

Total Revolutions: 1200.00 300.00 - 500.00
 Comments OK OF

Dye Penet. Residue AK 0.10
 Results: PASS FAIL [Signature]
 Approved: [Signature]

Attachment 5.

Failed Wheel Weld Analysis



SATISFACTORY FOR REQUIREMENTS OF SPECIFICATION
 YES NO

Failed Wheel ARC WELD SURVEY

CUSTOMER: LAB# 700-022 PART #: 16x6.5
 LINE #: _____ TIME: _____

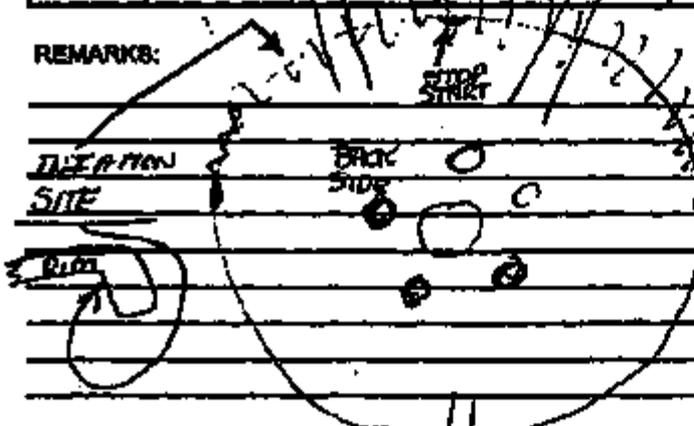
"A" HEAD Rim .150"

LEG	FUSED LEG		THROAT	% PENETRATION	WELD LENGTH	OTHERS
	SPIDER	RIM				
1	220"	170"	210	018" = 12%	90°	
2	300"	180	210"	020" = 13%	90°	
3	300"	200	220"	020" = 13%	90°	
4						

"B" HEAD

LEG	FUSED LEG		THROAT	% PENETRATION	WELD LENGTH	OTHERS
	SPIDER	RIM				
1						
2						
3						
4						

REMARKS:



ARC WELDS AND FIT UP MEET REQUIREMENTS OF PRINT AND SPECIFICATION S12479401-E. SEE PICTURES.

TESTED BY: _____

DATE: 5-26-00

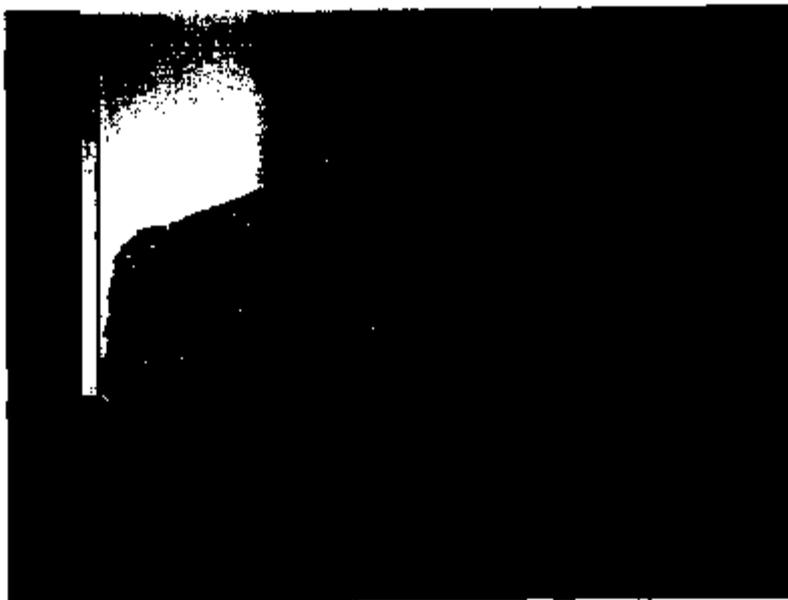
Jon Offman
FOR PAT ALLCERRY



PIC 1



PIC 2



PIC 3

WHEEL & BOLT RIM CRACKING FIELD INCIDENTS



DATE REPORTED	VEHICLE VIN	MILEAGE	OWNER / LOCATION	USE	WHEEL ASBY. DATE	CRACK LENGTH	WELD MFG. INSPECTION DATA	WHEEL MFG. RADIAL FATIGUE PROCESS DATA	POST FAILURE WELD INSPECTION DATA	COMMENTS
4/18/2000	2GCEK18T0K1181201	130,300 km	[REDACTED]	Off road construction	12/22/1998	180"	Acceptable	1,200,00 DWF	Acceptable	
		136,400 km		Unknown	Unknown	Unknown	Unknown	Unknown	Unknown	Wheel not returned
	2GCEK18T0K1163742	141,200 km		Unknown	11/12/1998	Unknown	Unknown	Unknown	Unknown	Wheel not returned
6/10/2000	2GCEC18T0K124888	10,732 km	[REDACTED]	Unknown	11/12/1998	150"	Acceptable	1,200,00 DWF	Acceptable	Vehicle built with aluminum wheels. Changeover unknown. Wheel stud also replaced. Suspicious.
		18,782 km		Unknown	11/12/1998	> 90"	Unknown	Unknown	Unknown	Wheel not returned to Hayes Lemmerz.
		19,732 km		Unknown	Unknown	Unknown	Unknown	Unknown	Unknown	Wheel not returned.
11/18/2000	1GCEK18T0KZ183707	90,600 km	[REDACTED]	Off road construction	Unknown	> 90"	Unknown	Unknown	Acceptable	Build data unavailable. Wheel scrapped.
10/22/2000	1GTEK18T0C818948	82,000 km	[REDACTED]	Unknown	Unknown	Unknown	Unknown	Unknown	Unknown	Wheels not returned to Hayes Lemmerz.
	1GTEK18T0YZ288808	89,800 km	[REDACTED]	Unknown	Unknown	Unknown	Unknown	Unknown	Unknown	
	2GCEK18T0K1289401	47,000 km	[REDACTED]	Unknown	Unknown	Unknown	Unknown	Unknown	Unknown	
	1GCEK18T0E007808	48,400 km	[REDACTED]	Unknown	Unknown	Unknown	Unknown	Unknown	Unknown	
7/18/2001	1GTEK18T0C8188481	81,888 km	[REDACTED]	Unknown	Unknown	> 90"	Unknown	Unknown	Unknown	Wheels scrapped without analysis.
		81,888 km	[REDACTED]	Unknown	Unknown	> 90"	Unknown	Unknown	Unknown	
		81,888 km	[REDACTED]	Unknown	Unknown	> 90"	Unknown	Unknown	Unknown	
8/15/2001	Unknown	Unknown	[REDACTED]	Unknown	8/1/2000	180"	Acceptable	Acceptable	Acceptable	PN 888816 Vehicle data not given. Impact damage.
	Unknown	Unknown	[REDACTED]	Unknown	8/1/2000	143"	Acceptable	Acceptable	Acceptable	Impact damage.
	Unknown	Unknown	[REDACTED]	Unknown	8/1/2000	47"	Acceptable	Acceptable	Acceptable	
	Unknown	Unknown	[REDACTED]	Unknown	8/1/2000	Refered info failure	Acceptable	Acceptable	Acceptable	Impact damage. No weld cracks

UNIT 888 BELT RIM CRACKING FIELD INCIDENTS



DATE REPORTED	VEHICLE VIN	MILEAGE	OWNER / LOCATION	USE	WHEEL ASBY. DATE	CRACK LENGTH	WELD MFG. INSPECTION DATA	WHEEL MFG. RADIAL FATIGUE PROCESS DATA	POST FAILURE WELD INSPECTION DATA	COMMENTS	
8/28/2001	1GCEK10WVY2Z78082	77,000 km	[REDACTED]	Off road construction	8/7/2000	182"	Acceptable	Acceptable	Acceptable	Primarily drives on slick roads, but frequently driven through ditches to complete job of suiting brush under power transmission towers. Impact damage. P/N 8883180 P/N 8883180 Plywood box liner plus tools and equipment weigh additional 1,200 lbs.	
	1GCEK14WZY2Z27889	85,000 km		Off road construction	8/20/2000	188"	Acceptable	Acceptable	Acceptable		
		83,000 km		Off road construction	8/20/2000	183"	Acceptable	Acceptable	Acceptable		
		85,000 km		Off road construction	8/20/2000	Returned w/o failure	Acceptable	Acceptable	Acceptable		No weld cracks
		83,000 km		Off road construction	8/20/2000	Returned w/o failure	Acceptable	Acceptable	Acceptable		No weld cracks
9/18/2001	1GCEK10T4YE31866	72,888 km		Off road construction	8/20/2000	190"	Acceptable	Acceptable	Acceptable	P/N 8888016 Impact damage.	
				Off road construction		170"	Acceptable	Acceptable	Acceptable	Impact damage.	
				Off road construction		Returned w/o failure	Acceptable	Acceptable	Acceptable	Impact damage. No weld cracks	
				Off road construction		180"	Acceptable	Acceptable	Acceptable	Impact damage. No weld cracks	
	1GCEK18T1YE329114	88,348 km		Off road construction	8/11/2000	Returned w/o failure	Acceptable	Acceptable	Acceptable	Valve stem leak.	
10/1/2001	1GCEK19T4YZ154057	82,388 km								Wheels not received	
		87,428 km									
		112,888 km									
10/14/2001	2GTEK16T2K1867442	81,001 km			Off road construction	8/18/1998	180"	Acceptable	Acceptable	Acceptable	P/N 8883150
11/7/2001	1GCEK10WVY2Z27889	Unknown			Off road construction	8/21/2000	190"	Acceptable	Acceptable	Acceptable	P/N 8883150
12/21/2001	1GCEK19T4YZ161128	138,282 km		Off road construction	7/6/2000	180"	Acceptable	Acceptable	Acceptable	P/N 8683190	
	1GCEK19T9Y1388810	85,248 km		Unknown	4/24/2000	180"	Acceptable	Acceptable	Acceptable		

CONTINUED BOLT NUT CRACKING FIELD INCIDENTS



DATE REPORTED	VEHICLE VIN	MILEAGE	OWNER / LOCATION	USE	WHEEL ASSY. DATE	CRACK LENGTH	WELD MFG. INSPECTION DATA	WHEEL MFG. RADIAL FATIGUE PROCESS DATA	POST FAILURE WELD INSPECTION DATA	COMMENTS	
	2C7EK073Y130838	26,803 km	[REDACTED]	Unknown	4/10/2000	80"	Acceptable	Acceptable	Acceptable		
						5/22/2000	80"	Acceptable	Acceptable	Acceptable	
						5/1/2000	100"	Acceptable	Acceptable	Acceptable	PN 580015
						5/1/2000	120"	Acceptable	Acceptable	Acceptable	
						5/1/2000	80"	Acceptable	Acceptable	Acceptable	
	1GCEK19T3Y2167915	102,119 km			Off road construction	5/1/2000	Roller wheel failure	Acceptable	Acceptable	Acceptable	Impact Damage.
1/14/2000				Unknown	5/5/2000	90"	Acceptable	Acceptable	Acceptable	PN 5800150	
1/14/2002	1GCEK19T3Y2167915	87,485 km		Off road construction	4/8/2000	120"	Acceptable	Acceptable	Acceptable	PN 5800180	
					4/24/2000	80"	Acceptable	Acceptable	Acceptable		

**GM641
PE03-026**

ATTACHMENT "8C"

**"GM CONFIDENTIAL" MATERIAL
HAS BEEN REMOVED FROM THIS
ATTACHMENT AND SUPPLIED TO
THE OFFICE OF THE CHIEF
COUNSEL**

**GM641
PE03-026**

ATTACHMENT "8D"

Issue Number: N116703 CK_Truck1608



Part-Location: C/K Steel Wheel - Standard Steel Wheel / PYZ Chrome Option -Wwheel

Complaint: Steel Wheels Split Along Ang Weld - Approx. 160 - 170 degree in length.

Issue Type: Current Prod

Vehicle/Product Line: CKTruck

Region: GMNA

Severity: 2

Primary Metric/Score: WarCost36 / 62.02

Primary Project No: Current Prod

Model Year: 1998, 2000, 2001

Other Project No(s): Current Prod

Model Year Qtr:

Vehicle/Prop. #:

Model Code: C10703, C10763, C10903, C10953, C15763, C15853, K15703, K15763, K15903, K15953

Marketing Division:

Hardware Stage: Production

Marketing Region(s): North America

(VIN) Vehicle ID #: 2GCEC19T2X1124866

Engine(s): L35 (4.3L), LR4 (4.8L), LM7 (5.3L)

Transmission(s):

Engine Serial #:

Transmission Serial #:

Drive Type(s):

Option(s):

Steering: All

PIMREP No:

Odometer Reading or Range in KM from 19000 to 190000

1st Level (VPP#):	2nd Level (VPP#):	3rd Level (VPP#):	4th Level (VPP#):
2 Chassis	3 Tires/Wheels/Trim		

UPC: PNA: Part No: Part Number:

Supplier(s) Name: DUNS Co. (s): Part Year: Drawing Part or Date:

Defective Part(s) Available? Location of Defective Part(s) PM (EPB/PAD) EPN

Yes No
Parts sent to Tire and Wheel systems.
Attn: Dick Gatz.

Date first reported:	Complaint Summary:	Severe Issue
Incident Discovered by:	Discoverer's Dept:	
Discoverer's Phone:	Plants w/ same Problem:	

Source Level 1:	Source Level 2:	Source Level 3:

Incident Description: (Give detailed description of incident)

Customer complaint of wheel vibration / Flat tire while driving.
Rough road conditions will induce failure of the steel wheel welds.
Standard Steel Wheel and PY2 Chrome Face Steel Wheel, Split along weld of wheel.

Other Comments:

Customer agrnt two wheels, that were not split at weld area to Ball Associates Engineering (Alberta) for evaluation of the weld areas. Flourescent Magnetic Particle Inspection, revealed cracks at the start and stop point of the wheel weld. The cracks were in the toe of the weld area , and were from 1/8" - 1/4" long.

Canada Warranty 360 Day G/K 2000 - 2001

Part Number 9593150
Labor Code E0420 Wheel one replace IPTV 2

Part Number 9593915
Labor Code E0420 Wheel one replace IPTV .2

Wheel weld failures while operating the vehicle, resulting in a flat tire:

2GCEC19T2X1124886	19,762 KMS
1GCEK14W242327883	53,000 KMS
1GCEK19T11Z180313	57,730 KMS
1GCEK14V4YE207808	66,000 KMS
1GCEK19V8YZ278062	77,000 KMS
1GCEK19T8YZ181268	77,522 KMS
1GCEK19T3YE965063	79,025 KMS
2GTEC19T241158864	98,840 KMS
1GCEK1UV7YZ288161	111,489 KMS
2GCEK19T0X11811201	130,900 KMS

Click on the Doctlink to view attachment(s) >

Preliminary Root Cause: (Give preliminary Root Cause if known, do not speculate)

Initial Feedback from Hayes Lemmerz was that the vehicles were overloaded. Wheels now being received from vehicles that do not carry more than 300lb of weight, but are operated on rough roads.

Potential Root Cause Champion: (Select potential Root Cause Champion.)

Select: Potential Champion

Department :

or:

Name :

Procedure: (Test Schedule)	% Complete (Test Schedule):	Driving Conditions:	Environmental Conditions:
Odometer:	Vehicle Test:	Part Durability:	Part Test:

Enter Containment Information Here

Field Information
Description of Plant Containment:

Plant:	VIN:	Breakpoint Date:	Contact Person:	Tel. No:

Field Information
Description of Field Containment:

Breakpoint Date:	Contact Person:	Tel. No:

Document Originator:	Brian Ellis/CA/GM/GMC	09/04/2001 03:01:10 PM
Location:	GM Canada Oshawa CHQ	Phone: +Can 905-644-4967
Dept.:	GM *** GMNA***Engineering *** Global Engineering *** Canada***Canadian Programs *** Truck Product Planning and Assurance	

Last Modified by	Jerry Mendelbaum/C/US/GM/GMC	07/14/2003 09:35:07 PM
History	Jerry Mendelbaum/C/US/GM/GMC - 07/14/2003 09:35:07 PM Jerry Mendelbaum/C/US/GM/GMC - 07/14/2003 07:28:50 PM Jerry Mendelbaum/C/US/GM/GMC - 03/12/2003 07:02:14 PM Rose M. Davis/US/GM/GMC - 02/06/2003 11:19:33 AM Rose M. Davis/US/GM/GMC - 02/06/2003 11:19:18 AM Jerry Mendelbaum/C/US/GM/GMC - 01/13/2003 06:47:29 PM Jerry Mendelbaum/C/US/GM/GMC - 01/13/2003 06:32:54 PM Jerry Mendelbaum/C/US/GM/GMC - 01/13/2003 04:39:44 PM Jerry Mendelbaum/C/US/GM/GMC - 01/13/2003 04:28:22 PM Jerry Mendelbaum/C/US/GM/GMC - 01/09/2003 10:33:45 PM	

Issue Number:	N118703 OK.Trucks	
Part - Location:	CK Steel Wheel - Standard Steel Wheel / PY2 Chrome Option -Wheel	
Component:	Steel Wheels Split Along Gro Weld Supports 100 - 170 degrees in length	

Vehicle Line:	Prioritization Ranking:	Priority Val.:	Bypass:	Link:
CK Truck	WarCost38	52.02	N	

	Customer Survey: JDPower	Customer Survey Category: MY	Customer Survey: Wave	Customer Survey: PPH	Customer Survey Category: MY	Customer Survey Category: Wave
Marketing Division / Vehicle Line	PPH	MY	Wave	PPH	MY	Wave
OK Truck total						

Pickup						
Utility						
UVV						
Not Applicable						
Not Applicable.						
Not Applicable..						
Not Applicable...						
Not Applicable....						
Not Applicable.....						
Not Applicable.....						
Not Applicable.....						
Not Applicable.....						
Not Applicable.....						
Not Applicable.....						
Not Applicable.....						
Not Applicable.....						

Report Date: _____ Customer Survey Specialist: _____
 Survey Comments: _____

Sales Region: _____ Currency: \$ _____
 Labor Codes:
 Primary: _____
 2nd Labor Code: _____
 3rd Labor Code: _____
 4th Labor Code: _____
 5th Labor Code: _____

Measure	Marketing Division	Months in service						Model Year
		0	2	0	12	24	36	
IPY	CK Truck total				2		6.3	
IPY	Pickup	0	0	0	2	0	6.3	
	Utility	0	0	0	0	0	0	
	UVV	0	0	0	0	0	0	
	Not Applicable	0	0	0	0	0	0	
IPY	Not Applicable.	0	0	0	0	0	0	
IPY	Not Applicable..	0	0	0	0	0	0	
IPY	Not Applicable...	0	0	0	0	0	0	
IPY	Not Applicable....	0	0	0	0	0	0	
IPY	Not Applicable.....	0	0	0	0	0	0	
IPY	Not Applicable.....	0	0	0	0	0	0	
IPY	Not Applicable.....	0	0	0	0	0	0	
IPY	Not Applicable.....	0	0	0	0	0	0	
IPY	Not Applicable.....	0	0	0	0	0	0	
Cost / Vehicle	CK Truck total				.64		2.016	
Cost / Vehicle	Pickup	0	0	0	.64	0	2.016	
Cost / Vehicle	Utility	0	0	0	0	0	0	

Cost / Vehicle	UV	0	0	0	0	0	0	0
Cost / Vehicle	Not Applicable	0	0	0	0	0	0	0
Cost / Vehicle	Not Applicable.	0	0	0	0	0	0	0
Cost / Vehicle	Not Applicable...	0	0	0	0	0	0	0
Cost / Vehicle	Not Applicable...	0	0	0	0	0	0	0
Cost / Vehicle	Not Applicable....	0	0	0	0	0	0	0
Cost / Vehicle	Not Applicable....	0	0	0	0	0	0	0
Cost / Vehicle	Not Applicable.....	0	0	0	0	0	0	0
Cost / Vehicle	Not Applicable.....	0	0	0	0	0	0	0
Cost / Vehicle	Not Applicable.....	0	0	0	0	0	0	0
Cost / Vehicle	Not Applicable.....	0	0	0	0	0	0	0

Solution Effectiveness (%):

Report Date: _____ Warranty Specialist: _____

Plant	% Direct Run Improvement (< 100)	GCA Value	GM Rating	Ergonomics	Productivity
Report Date: _____					
Owner of Information: _____					

Enter Afterales Impact Information Here

FPR No.:		
Units:	No of Cases:	Comments:
TAC:		
GAO:		
BUYER:		
FPR:		

Enter Cost Reduction Information Here

Type of Cost Reduction:	Tracking Number:
Marketing Division / Vehicle Line	Amount of Reduction (\$):
GK Truck total	
Pickup	0
Utility	0
UV	0
Not Applicable	0
Not Applicable.	0

Not Applicable..	0
Not Applicable...	0
Not Applicable....	0
Not Applicable.....	0

Report Date:
 Cost Reduction Comments:

Enter Risk Assessment Number / FEMA Information Here

Marketing Division / Vehicle Line	FMEA Severity:	FMEA Occurrence:	FMEA Detection:
CK Truck total			
Pickup			
Utility			
CUV			
Not Applicable			
Not Applicable.			
Not Applicable..			
Not Applicable...			
Not Applicable....			
Not Applicable.....			

Description	Value	Description	Value
Physical Test		Issue Resolution Team Approval Date	
GMN/BOE/BSR		Number of Probable	
O&O Calls		TAC Calls	
ZDW/Paid Value		Quantification	
Direct Rtn Loss		PDT	
Highlight Number		12	
152		Sold Backlogs	
TS		38	
Sequence Number		Local1	
Look2		20	

Document created by: Paul F. Kapa/US/GM/GMC 02/27/2002 08:51:03 AM
 Last Modified by: Jerry Mendelbaum/CA/US/GM/GMC 07/14/2003 07:26:00 PM

Issue Number: NY18708 CK_Truck2001
 Part - Location: CK Steel Wheel - Standard Steel Wheel / PY2 Chrome Option -Wheel
 Complaint: Steel Wheels Split Along Arg Weld - Approx. 180 - 170 degrees in length



Department: Eng - (30) Chassis Champion: Ehler, Mark - Phone: 248-783-0454

Department: Champion:

Company: External Designer:

Target Date: 03/14/2002 Actual Date: 05/24/2002 Actual date reported by champion:

Description of Root Cause Investigation Progress and Verification:

From: Mark Ehler on 02/28/2002 01:57 PM

To: CK CPIPE, Ronald Schepkens, Chad R Flecher cc: Frank Ducca, Steven Schuster, Dennis Laofano, Richard J G

At yesterday's VAPIR meeting the GMT800 1500 steel wheel splitting issue was discussed. The use of a "Heavy Duty" wheel was proposed as a solution. The HD Wheel consists of the disc from the 1500 wheel combined with the thicker rim from the 2500 wheel. Based on TWS testing this significantly increases the life of the wheel - and should improve it's performance in the severe duty applications where the splitting is being experienced.

The question asked of the VAPIR team was, what to do next. Release the proposed HD wheel for all applications? Release as an SEO option that could be ordered if the customer knew the vehicle was going into severe duty application? Release as a SPO part, so there is a wheel/fix available out in the field? Do nothing?

The direction coming out of the VAPIR was to issue the PRTS to authorize the release of a HD wheel as a SPO part along with the issuance of an appropriate Service Bulletin. I thought this would have been documented in the PRTS, but since it wasn't, part of this memo's purpose is to do that.

The other purpose of this memo is to question how to accomplish this?

- Currently isn't the release of Service Parts handled by an SPO engineer or can we/TWS release an SPO only part?
- And isn't the purchasing activity done by an SPO buyer not the WWP buyers which handle the production parts?
- Does Hayes get kicked off to produce a quantity of wheels for distribution within Service? How is the # determined?
- I'm sure there are more issues/questions - these are just a few off the top of my head.

Ron, Chad - Last I knew you were the SPO wheel people, and if not I'm hoping you can forward this to the appropriate people. I need your help to figure out how this gets executed. Is this an SPO responsibility (as I suspect/question above?). Need some help to figure this out quickly, and get a fix/improvement out into the field. Also, as usual the PRTS has desired closure timing for the various steps. The PRTS is assigned to myself as the Champion, if it turns out that SPO/yourselves will be handling this, I'd propose transferring it to you (assuming you are on PRTS) - if not I could remain the champion, but rely on yourselves for execution/update/etc.. If you have questions about the issue and/or the HD wheel proposal Steve Schuster is probably the best place to start.

Look forward to hearing from you.

Thanks

Mark Eshler

Manager of Engineering Release for Pontiac
Tires, Wheels, Wheel Trim, Jacks, Tools & Storage
Phone: (248) 759-0454
E-mail: mark.eshler@gm.com
From: Brian Ellis on 04/16/2002 03:52 PM

To: CK CPIPE

Additional Warranty information.

From: Dennis Iacofano on 05/24/2002 12:08 PM

To: CK CPIPE cc: Mark Eshler, Tim Asoldia
Subject: CK_Truck1806: C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option, Wheel - Steel Wheels
Split Along Arc Weld - Approx. 180 - 170 degrees in length.

Please add the attached 5 phase update to this issue. E2 wo 53245 is in process to release HD wheels for service only per VAPIR direction.

Please move this issue to implement status.

Dennis I.

Click on the Doclink to view attachment(s)  

<input type="checkbox"/> Problem Solving Methodology: Document the Solving Process seen as appropriate	
<input type="checkbox"/> Potential Solution Champion / Department:	
Department: or Name:	Potential Champion:
<input type="checkbox"/> Problem mainly caused by: Engineering	<input type="checkbox"/> Field Remedy Requested? No
<input type="checkbox"/> Root Cause Summary: pg	

Document created by:	Paul F. Kape/US/GM/GMC	02/27/2002 08:51:11 AM
Last Modified by:	Jerry Mendelbaum/G/US/GM/GMC	07/16/2009 12:34:21 AM
Issue Number:	N112703 ck_truck1806	
Part - Location:	C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option - Wheel	
Complaint:	Steel Wheels Split Along Arc Weld - Approx. 180 - 170 degrees in length.	



Department: Eng - (20) Chassis
Champion: Ehler, Mark Phone: 248-753-0454

Department: Eng - (20) Chassis
Champion: Iacolino, Dennis - Phone: 248-753-8816, Fax: 248-753-3610

Company: External Design:

Target Date: 06/23/2002
Actual Date: 06/17/2002
Actual date reported by champion:

Description of Solution Investigation Progress and Verification:

From: Dennis Iacolino on 06/24/2002 12:06 PM

To: CK CPIPE cc: Mark Ehler, Tim Asokis
Subject: CK_Truck1608: C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option, Wheel - Steel Wheels
Split Along Arc Weld - Approx. 160 - 170 degrees in length.

Please add the attached 5 phase update to this issue. E2 wo 53245 is in process to release HD wheels for service only per VAPIR direction.

Please move this issue to implement status.
Dennis I.

Click on the Doclink to view attachment(s) >

NA

Item	GLB	Availability Date	Item EWO
AJCSH	06/17/2002		06/17/2002
EWO			

New P/N (2596246) to be offered as a Heavy Duty, Service Only replacement wheel for 9593918 Base Steel Wheel used on 2002 CK100 00 vehicles.

New P/N (2596306) to be offered as a Heavy Duty, Service Only replacement wheel for 9593150 Chrome Clad Steel Wheel used on 2002 CK100 00 vehicles.

New Part Number Requested? <input type="radio"/> Yes <input type="radio"/> No			
Stock Disposition Domestic	Stock Disposition Export	Service Disposition (Retailer)	Service Interchange

Exchange Alternative Warehouse Parts according to Engineering/MDM decision?

Department: Potential Champion:

Solution Type:

Solution Summary:
DO

Document created by: Paul F. Kapa/US/GM/GMC 05/24/2002 02:25:49 PM
Last Modified by: Gregory Schneider/US/GM/GMC 06/17/2002 10:45:03 AM

Issue Number: N115703 CK_Truck1606
Part - C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option -Wheel
Location:
Complaint: Steel Wheels Split Along Arc Weld - Approx. 160 - 170 degrees in length.



Department: Champion
Eng - EIT Chesby, Ga. Phone: 249-874-8738

Department: Champion:

Company: Escamto Design:

Target Date: 07/17/2002 Actual Date: 08/16/2002 Actual date reported by champion:

Description of Implementation:

From: Dennis Iacofano on 08/17/2002 10:47 AM

To: CK CPIPE, Mark Eshler cc: Mark Eshler
Subject: CK_Truck1606: C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option, Wheel - Steel Wheels Split Along Arc Weld - Approx. 160 - 170 degrees in length.

Attached is the updated 5-phase.

Dennis I.

Click on the Doclink to view attachment(s) >

Plant:	Date:	VIN/Vol Vehicle #:
AFL	08/18/2002	*****0099999
Plant/Component / Supplier/Part:	Serial - No:	Date Breakpoint:
Component/Part:	Plant / Supplier:	Serial - No:
Department:	Potential Champion:	
or		

Name :

BUICK/SAAB/JANUARY 2002
ISSUE NUMBER: N116703 CK_Truck1608
PART: C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option -Wheel
COMPLAINT: Steel Wheels Split Along Gro Weld - Approx. 160 - 170 degree in length.

Implementation Summary:

cc

Document created by: Gregory Schneider/US/GM/GMC 06/17/2002 10:44:38 AM
Last Modified by: Gregory Schneider/US/GM/GMC 06/19/2002 10:24:46 AM

Issue Number: N116703 CK_Truck1608

Part - C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option -Wheel

Location:

Complaint: Steel Wheels Split Along Gro Weld - Approx. 160 - 170 degree in length.



Department: Vehicle Sales Service & Marketing (VSSM) | Champion: Ella, Brian - Phone: +Can 800-644-4987, Fax: 800-644-1809

Department: Champion:

Company: General Designer:

Target Date: 11/17/2002 | Actual Date: 02/06/2003 | Actual date reported by champion:

Did the Solution fix the problem?

Yes No

Copy of the data analysis to support the above conclusion:

breakpointed 6/19/2002 closing issue FMD

FMD/SAK Summary:

cc

Document created by: Gregory Schneider/US/GM/GMC 06/19/2002 10:24:42 AM
Last Modified by: Rose M. Davis/US/GM/GMC 02/06/2003 11:19:33 AM

Issue Number: N116703 CK_Truck1608

Part - C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option -Wheel

Location:

Complaint: Steel Wheels Split Along Gro Weld - Approx. 160 - 170 degree in length.



Department: Champion:

[Redacted]

[Redacted]

Field Remedy Comment:

[Redacted]

Date	VIN / Part Number	Measure

[Redacted]

Document created by:
Last Modified by:

Issue Number: **N116703** CK_Truck1608
Part - **C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option -Wheel**
Location:
Complaint: **Steel Wheels Split Along Arc Weld - Approx. 160 - 170 degrees in length.**

Should a Lessons Learned Request be sent? Yes No

Step when issue was tagged as Lessons Learned:

Flagged by:

Standard Work Element:

Lessons Learned Number:

Has the issue been entered in the Lessons Learned database? Yes No

Document created by:

Last Modified by:

PRTS Attachments

N118703

From: Mark Ehler on 02/28/2002 01:57 PM

To: CK CPIPE, Ronald Schaeplens, Chad R Fischer cc: Frank Duca, Steven Schuster, Dennis Iacofano, Richard J G

At yesterday's VAPIR meeting the GMT800 1500 steel wheel splitting issue was discussed. The use of a "Heavy Duty" wheel was proposed as a solution. The HD Wheel consists of the disc from the 1500 wheel combined with the thicker rim from the 2500 wheel. Based on TWS testing this significantly increases the life of the wheel - and should improve it's performance in the severe duty applications where the splitting is being experienced.

The question asked of the VAPIR team was, what to do next. Release the proposed HD wheel for all applications? Release as an SEO option that could be ordered if the customer knew the vehicle was going into severe duty application? Release as a SPO part, so there is a wheel/fix available out in the field? Do nothing?

The direction coming out of the VAPIR was to issue the PRTS to authorize the release of a HD wheel as a SPO part along with the issuance of an appropriate Service Bulletin. I thought this would have been documented in the PRTS, but since it wasn't, part of this memo's purpose is to do that.

The other purpose of this memo is to question how to accomplish this?

- Currently isn't the release of Service Parts handled by an SPO engineer or can we/TWS release an SPO only part?
- And isn't the purchasing activity done by an SPO buyer not the WWP buyers which handle the production parts?
- Does Hayes get kicked off to produce a quantity of wheels for distribution within Service? How is the # determined?
- I'm sure there are more issues/questions - these are just a few off the top of my head.

Ron, Chad - Last I knew you were the SPO wheel people, and if not I'm hoping you can forward this to the appropriate people. I need your help to figure out how this gets executed. Is this an SPO responsibility

(as I suspect/question above?). Need some help to figure this out quickly, and get a fix/improvement out into the field. Also, as usual the PRTS has desired closure timing for the various steps. The PRTS is assigned to myself as the Champion, if it turns out that SPO/yourselves will be handling this, I'd propose transferring it to you (assuming you are on PRTS) - if not I could remain the champion, but rely on yourselves for execution/update/etc.. If you have questions about the issue and/or the HD wheel proposal Steve Schuster is probably the best place to start.

Look forward to hearing from you.

Thanks

Mark Eshler

Manager of Engineering Release for Pontiac
Tires, Wheels, Wheel Trim, Jacks, Tools & Storage
Phone: (248) 753-0454
E-mail: mark.eshler@gm.com
From: Brian Ellis on 04/16/2002 03:52 PM

To: CK CPIPE

Additional Warranty Information.



00593150.xls

From: Dennis Iacofano on 05/24/2002 12:06 PM

To: CK CPIPE cc: Mark Eshler, Tim Asokla

Subject: CK_Truck1806: C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option, Wheel - Steel Wheels Split Along Arc Weld - Approx. 180 - 170 degree in length.

Please add the attached 5 phase update to this issue. E2 wo 53245 is in process to release HD wheels for service only per VAPIR direction.

Please move this issue to implement status.

Dennis I.



5 phaseck1806A.doc

From: Dennis Iacofano on 05/24/2002 12:06 PM

To: CK CPIPE cc: Mark Eshler, Tim Asokla

Subject: CK_Truck1806: C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option, Wheel - Steel Wheels Split Along Arc Weld - Approx. 180 - 170 degree in length.

Please add the attached 5 phase update to this issue. E2 wo 53245 is in process to release HD wheels for service only per VAPIR direction.

Please move this issue to implement status.

Dennis I.



5 phaseck1808A.doc

[Redacted line]

From: Dennis Iacofano on 08/17/2002 10:47 AM

To: CK PIPE, Mark Ehler cc: Mark Ehler

Subject: CK_Truck1808: C/K Steel Wheel - Standard Steel Wheel / PY2 Chrome Option, Wheel - Steel Wheels Split Along Arc Weld - Approx. 180 - 170 degrees in length.

Attached is the updated 5-phase.

Dennis I.



5 phaseck1808B.doc

[Redacted line]

breakpointed 6/19/2002 closing issue RMD breakpointed 6/19/2002 closing issue RMD

[Redacted line]

New P/N (859315) to be offered as a Heavy Duty, Service Only replacement wheel for 859315 Base Steel Wheel used on 2002 CK100 00 vehicles.

New P/N (8585305) to be offered as a Heavy Duty, Service Only replacement wheel for 8585150 Chrome Clad Steel Wheel used on 2002 CK100 00 vehicles.

[Redacted line]

[Redacted line]

[Redacted line]

Customer complaint of wheel vibration / Flat free while driving.
Rough road conditions will induce failure of the steel wheel welds.
Standard Steel Wheel and PY2 Chrome Face Steel Wheel, Split along weld of wheel.

Other Comments:

Customer sent two wheels, that were not split at weld area to Ball Associates Engineering (Alberta) for evaluation of the weld areas. Fluorescent Magnetic Particle Inspection, revealed cracks at the start and stop point of the wheel weld. The cracks were in the toe of the weld area , and were from 1/8" - 1/4" long.

Canada Warranty 360 Day C/K 2000 - 2001

Part Number 8593150

Labor Code E0420 Wheel one replace IPTV 2

Part Number 8593915

Labor Code E0420 Wheel one replace IPTV 2

Wheel weld failures while operating the vehicle, resulting in a flat tire:

2GCEC19T2X1124866	19,752 KMS
1GCEK14W242327883	53,000 KMS
1GCEK19T11Z150313	57,730 KMS
1GCEK14V4YE207808	66,000 KMS
1GCEK18V8YZ278052	77,000 KMS
1GCEK19T8YZ181288	77,522 KMS
1GCEK19T3YE385063	78,025 KMS
2GTEC19T241158864	88,840 KMS
1GCEK1UV7YZ288151	111,488 KMS
2GCEK19T0X11B11201	130,900 KMS



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Create/Modify Info.

[REDACTED]

Mark Eshier/US/GM/GMC

07/25/2003 11:34:49 AM




Action Plan Covers the Following Area(s): Chassis

Submitted By: <u>Brian Ellis</u>	Issue Date: <u>Feb/19/2002</u>
Model Line: <u>C/K</u>	Model Year: <u>99-02</u>
EPN or Top 40 Issue #: <u>CK800</u>	Revision Date:
Responsible DRE: <u>Dennis Iacofano</u>	Responsible EGM: <u>Mark Eschler</u>

IDENTIFY: Base C/K steel wheel, and PY2 chrome face steel wheel.

Customers carrying close to the GVW, or operating on rough roads, are experiencing failures of the steel wheel.

The failure occurs along the outer bead of the rim, along the edges of the wheel welds.

Typical failure is a flat tire.

In some cases customers have had all four wheels replaced for the same condition.

Customers have had the failure on front wheels, not long after a tire rotation.

The placement of the weld on the rim, subjects the weld area to high levels of stress.

A customer in Edmonton, Alberta having experienced two split steel rims, removed the two remaining wheels from his vehicle, had the tires removed, and sent the wheels to an independent engineering firm for analysis.

The independent Engineering firm report concluded that both rims showed cracks at the toe areas of the wheel weld. The cracks on both wheels were at the start and stop points, of the wheel weld process.

ANALYZE:

PLAN: HD 6 bolt wheel suggested as a fix. To date a P/N has not been assigned to the six Bolt HD wheel.



Action Item	Action Plan Details			Est. Comp. Date	Actual Comp. Date
Design/Source Review (background data, best practices error proofing, tooling, etc)					
Validation Type (math, test, engineer analysis, etc)					
Mockup Plan (list vehicle #'s)					
Ergonomics Reviewed (installation efforts, mass, etc)					
GAE Tooling Reviewed (torque, KPCs, cycle time)					
Containerization Reviewed (damagability, inserts, part qty, etc)					
ETO Plan-Including GAE Approval (ETO procedure D-355)					
Coordinated Change (other evos, new model year)					
Service Impact (part superseded, bulletin required)					
Marked Print/Math Data					
Cost Estimates (include scrap)	Tooling:		Piece:		
Tooling Lead Weeks	1 st Tool:		All Tools:		

IMPLEMENT: (EWO, CAB Approval Date, TID, Technical Memory)

EVALUATE: (Verification/Feedback)

Update Expected by Whom:	Date Update Expected:
Comments:	

1999 - 2002 Steel Wheel Warranty Information.

Warranty Profile P/N 09593150
 RSC Steel Wheel / Chrome Face
 IPTV CPV

Total Cost For Wheel Replace

Year	CPV	Locations
1999	1.03	Fort Wayne Oshawa Pontiac East
2000	0.95	Fort Wayne Pontiac East Oshawa
2001	0.42	Fort Wayne Oshawa Pontiac East Janesville Flint Arlington
2002		Oshawa Fort Wayne

Top Customer Code

Year	Customer Code	Percentage
1999	04 Vibration	69.70%
	VN Leaks	1.10%
2000	04 Vibration	50.60%
	VN Leaks	4.80%
2001	04 Vibration	39.80%
	VN Leaks	18.90%
2002	04 Vibration	41.80%
	VN Leaks	20.80%

**Action Plan Covers the Following Area(s): Chassis**

Submitted By: Dennis Iacofano	Issue Date: 16April02
Model Line: GMT800 C/K 15 Series Trucks	Model Year: 99-02
EPN or Top 40 Issue #: CK-1608	Revision Date:
Responsible DRE: Dennis Iacofano	Responsible EGM: Mark Eshler

IDENTIFY: (Problem Definition/History)

There have been 30+ wheels in the field that have been reported to have developed a crack in the outboard beadseat weld area (attachment of rim to disc on full-face wheel design). Average incident mileage is 47,000 miles. This type of crack has been referred to as a "split rim". There have been incident wheels that have a crack upwards of 180 degrees around the circumference of the wheel; however no wheels have developed a 360 degree crack and completely separated. The first incident report was received on 18April2000. Note some incident trucks have had more than (1) wheel develop the condition. This issue has been seen on both versions of the wheel, painted and chrome clad.

Incidents have been noticed as result of a tire that goes flat and/or by excessive vibration. Incidents typically involve frequent severe vehicle usage conditions such as high loads at or above gross vehicle weight, rough road/off road usage, and/or commercial/fleet usage.

Parts involved are GMT800 6 bolt, 16" X 8.5" X 31mm, full-face, steel wheels used on Chevrolet & GMC ½ ton Pick-Ups. These wheels are offered in a top coat painted silver version, P/N 9583915) and a chrome clad version (P/N 9583150).

ANALYZE: (Cause and Root Cause)

Both versions of this wheel (painted and clad) have been in production on the GMT800 since the start of production for the GMT800 (since 1999 MY). This wheel is made by Hayes Lemmerz in Sedalia, Mo. When this wheel was PPAP approved, all production req'ts were met and this wheel was considered to have robust performance as indicated by validation results.

A study test matrix was initiated to evaluate the wheel under severe conditions (beyond validation req'ts) involving alternate tires (ie, bias tires for example), higher loads (above axle weight ratings), and outboard flange deformation (to simulate severe off-road usage). Results of this study, completed in Jan 2002 showed that severe conditions of an increased test load of 20%, use of load range "E" tires and inflation pressures (instead of load range "C" tires and inflation pressures), and outboard flange deformation (via an impact event) can all significantly reduce the radial fatigue performance of the wheel.

PLAN: (Quick Fix/Corrective Action)

- Hayes Lemmerz is in the process of revising the weld specifications/parameters at Sedalia for improved/longer end of test cycles. This is expected to be completed by 31May02.
- A heavy duty version of this wheel has been developed using a GMT800 6-bolt, ½ ton wheel disc with the GMT800 8-bolt ¾ ton wheel steel rim. End of test cycle performance under radial & bi-axial fatigue loads is 4 times that of the non-heavy duty wheel.
- A proposal to release this wheel as service only was presented at the 09 April VAPIR mtg. Canada, Lynda Morgan, requested that it be released as a SEO to permit customers to order it as original equipment on assembly line built trucks. At present this proposal is under review, pending volume projections. If brought into the plant, consideration must be given to giving this wheel a different appearance (for example, top coat paint) to distinguish it from the LD version of the wheel.



Action Item	Action Plan Details	Est. Comp. Date	Actual Comp. Date
Design/Source Review (background data, best practices, error proofing, tooling, etc)	Design Complete.		
Validation Type (math, test, engineer analysis, etc)	Lab Testing complete.		
Mockup Plan (let vehicle #'s)	NA		
Ergonomics Reviewed (installation efforts, mass, etc)	NA		
GAE Tooling Reviewed (torque, KPCs, cycle time)	NA		
Containerization Reviewed (damageability, inserts, part qty, etc)	NA		
ETO Plan-Including GAE Approval (ETO procedure D-355)	NA		
Coordinated Change (other ewos, new model year)	NA		
Service Impact (part superseded, bulletin required)	Bulletin to Dealers in process. (R. Gratz)		
Marked Print/Math Data	Math Data to be released with EWO.	5/15/02	
Cost Estimates (include scrap)	Tooling: none	Piece:	
Tooling Lead Weeks	1st Tool:	All Tools:	

IMPLEMENT: (EWO, CAB Approval Data, TID, Technical Memory)

Div I E2WO's 35728 & 37367 have been initiated to pull new P/N's for painted and chrome clad hd steel wheels. Div T E2WO TBD pending VAPR direction for Service Only or SEO releases.

EVALUATE: (Verification/Feedback)

Update Expected by Whom:	D. Iacofano	Date Update Expected:	5/01/02
Comments:			

**Action Plan Covers the Following Area(s): Chassis**

Submitted By: <u>Dennis Iacofano</u>	Issue Date: <u>24May02</u>
Model Line: <u>GMT800 C/K 15 Series Trucks</u>	Model Year: <u>99-02</u>
EPN or Top 40 Issue #: <u>CK-1608</u>	Revision Date:
Responsible DRE: <u>Dennis Iacofano</u>	Responsible EGM: <u>Mark Eslier</u>

IDENTIFY: (Problem Definition/History)

There have been 30+ wheels in the field that have been reported to have developed a crack in the outboard beadseat weld area (attachment of rim to disc on full-face wheel design). Average incident mileage is 47,000 miles. This type of crack has been referred to as a "split rim": There have been incident wheels that have a crack upwards of 180 degrees around the circumference of the wheel; however no wheels have developed a 360 degree crack and completely separated. The first incident report was received on 18April2000. Note some incident trucks have had more than (1) wheel develop the condition. This issue has been seen on both versions of the wheel, painted and chrome clad.

Incidents have been noticed as result of a tire that goes flat and/or by excessive vibration. Incidents typically involve frequent severe vehicle usage conditions such as high loads at or above gross vehicle weight, rough road/off road usage, and/or commercial/fleet usage.

Parts involved are GMT800 6 bolt, 16" X 6.5" X 31mm, full-face, steel wheels used on Chevrolet & GMC ½ ton Pick-Ups. These wheels are offered in a top coat painted silver version, P/N 9593915) and a chrome clad version (P/N 9593150).

ANALYZE: (Cause and Root Cause)

Both versions of this wheel (painted and clad) have been in production on the GMT800 since the start of production for the GMT800 (since 1999 MY). This wheel is made by Hayes Lemmerz in Sedalia, Mo. When this wheel was PPAP approved, all production req'ts were met and this wheel was considered to have robust performance as indicated by validation results.

A study test matrix was initiated to evaluate the wheel under severe conditions (beyond validation req'ts) involving alternate tires (ie, bias tires for example), higher loads (above axle weight ratings), and outboard flange deformation (to simulate severe off-road usage). Results of this study, completed in Jan 2002 showed that severe conditions of an increased test load of 20%, use of load range "E" tires and inflation pressures (instead of load range "C" tires and inflation pressures), and outboard flange deformation (via an impact event) can all significantly reduce the radial fatigue performance of the wheel.

PLAN: (Quick Fix/Corrective Action)

1. Hayes Lemmerz is in the process of revising the weld specifications/parameters at Sedalia for improved longer and of test cycles. This is expected to be completed by 31May02.
2. A heavy duty version of this wheel has been developed using a GMT800 6-bolt, ½ ton wheel disc with the GMT800 8-bolt ¾ ton wheel steel rim. End of test cycle performance under radial & bi-axial fatigue loads is 4 times that of the non-heavy duty wheel.
3. A proposal to release this wheel as service only was presented at the 09 April VAPIR mtg. Canada, Lynda Morgan, requested that it be released as a SEO to permit customers to order it as original equipment on assembly line built trucks. At present this proposal is under review, pending volume projections. If brought into the plant, consideration must be given to giving this wheel a different appearance (for example, top coat paint) to distinguish it from the LD version of the wheel.



Action Item	Action Plan Details	Est. Comp. Date	Actual Comp. Date
Design/Source Review (background data, best practices error proofing, tooling, etc)	Design Complete.		
Validation Type (math, test, engineer analysis, etc)	Lab Testing complete.		
Mockup Plan (list vehicle #'s)	NA		
Ergonomics Reviewed (Installation efforts, mass, etc)	NA		
GAE Tooling Reviewed (torque, KPCs, cycle time)	NA		
Containerization Reviewed (damagability, inserts, part qty, etc)	NA		
ETO Plan-Including GAE Approval (ETO procedure D-355)	NA		
Coordinated Change (other evns, new model year)	NA		
Service Impact (part superseded, bulletin required)	Bulletin to Dealers in process. (R. Gratz)		
Marked Print/Math Data	Math Data to be released with EWO.	5/31/02	
Cost Estimates (include scrap)	Tooling: none	Price:	
Tooling Lead Weeks	1 st Tool:	All Tools:	

IMPLEMENT: (EWO, CAB Approval Date, TID, Technical Memory)

Div I E2WO's 35728 & 37357 have been initiated to pull new P/N's for painted and chrome clad hd steel wheels. VAPIR direction is to release wheels for service only. E2 WO 53245 is now in process to release NPN's for Painted and chrome clad versions.

EVALUATE: (Verification/Feedback)

Update Expected by Whom:	D. Iacofano	Date Update Expected:	6/01/02
Comments:			

**Action Plan Covers the Following Area(s): Chassis**

Submitted By: <u>Dennis Iacofano</u>	Issue Date: <u>17 June 02</u>
Model Line: <u>GMT800 C/K 15 Series Trucks</u>	Model Year: <u>99-02</u>
EPN or Top 40 Issue #: <u>CK-1608</u>	Revision Date: _____
Responsible DRE: <u>Dennis Iacofano</u>	Responsible EGM: <u>Mark Eshler</u>

IDENTIFY: (Problem Definition/History)

There have been 30+ wheels in the field that have been reported to have developed a crack in the outboard beadseat weld area (attachment of rim to disc on full-face wheel design). Average incident mileage is 47,000 miles. This type of crack has been referred to as a "split rim". There have been incident wheels that have a crack upwards of 180 degrees around the circumference of the wheel; however no wheels have developed a 360 degree crack and completely separated. The first incident report was received on 18 April 2000. Note some incident trucks have had more than (1) wheel develop the condition. This issue has been seen on both versions of the wheel, painted and chrome clad.

Incidents have been noticed as result of a tire that goes flat and/or by excessive vibration. Incidents typically involve frequent severe vehicle usage conditions such as high loads at or above gross vehicle weight, rough road/off road usage, and/or commercial/fleet usage.

Parts involved are GMT800 6 bolt, 16" X 6.5" X 31mm, full-face, steel wheels used on Chevrolet & GMC ½ ton Pick-Ups. These wheels are offered in a top coat painted silver version, P/N 9593915) and a chrome clad version (P/N 9593150).

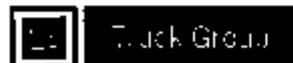
ANALYZE: (Cause and Root Cause)

Both versions of this wheel (painted and clad) have been in production on the GMT800 since the start of production for the GMT800 (since 1999 MY). This wheel is made by Hayes Lemmerz in Sedalia, Mo. When this wheel was PPAP approved, all production req'ts were met and this wheel was considered to have robust performance as indicated by validation results.

A study test matrix was initiated to evaluate the wheel under severe conditions (beyond validation req'ts) involving alternate tires (ie, bias tires for example), higher loads (above axle weight ratings), and outboard flange deformation (to simulate severe off-road usage). Results of this study, completed in Jan 2002 showed that severe conditions of an increased test load of 20%, use of load range "E" tires and inflation pressures (instead of load range "C" tires and inflation pressures), and outboard flange deformation (via an impact event) can all significantly reduce the radial fatigue performance of the wheel.

PLAN: (Quick Fix/Corrective Action)

1. Hayes Lemmerz is in the process of revising the weld specifications/parameters at Sedalia for improved longer end of test cycles. This is expected to be completed by 31 May 02.
2. A heavy duty version of this wheel has been developed using a GMT800 6-bolt, ½ ton wheel disc with the GMT800 8-bolt ¾ ton wheel steel rim. End of test cycle performance under radial & bi-axial fatigue loads is 4 times that of the non-heavy duty wheel.
3. A proposal to release this wheel as service only was presented at the 09 April VAPIR mtg. Canada, Lynda Morgan, requested that it be released as a SEO to permit customers to order it as original equipment on assembly line built trucks. At present this proposal is under review, pending volume projections. If brought into the plant, consideration must be given to giving this wheel a different appearance (for example, top coat paint) to distinguish it from the LD version of the wheel.



5-Phase Action Plan

Action Item	Action Plan Details		Est. Comp. Date	Actual Comp. Date
Design/Source Review (background data, best practices error proofing, tooling, etc)	Design Complete.			
Validation Type (math, test, engineer analysis, etc)	Lab Testing complete.			
Mockup Plan (list vehicle #'s)	NA			
Ergonomics Reviewed (installation efforts, mass, etc)	NA			
GAE Tooling Reviewed (torque, KPCs, cycle time)	NA			
Containerization Reviewed (damageability, inserts, part qty, etc)	NA			
ETO Plan-Including GAE Approval (ETO procedure D-355)	NA			
Coordinated Change (other ewos, new model year)	NA			
Service Impact (part superseded, bulletin required)	Bulletin to Dealers in process. (R. Gratz)			
Marked Print/Math Data	Math Data to be released with EWO.		5/31/02	
Cost Estimates (Include scrap)	Tooling:	none	Piece:	
Tooling Lead Weeks	1 st Tool:		All Tools:	

IMPLEMENT: (EWO, CAB Approval Date, TID, Technical Memory)

Div I E2WO's 35728 & 37857 have been initiated to pull new P/N's for painted and chrome clad hd steel wheels. VAPIR direction is to release wheels for service only. E2 WO 63245 is now in process to release NPN's for Painted and chrome clad versions.

17June02. Work Order approved by CAB. Service Bulletin(Dick Gratz) has been written and approved.

EVALUATE: (Verification/Feedback)

Update Expected by Whom:	Service	Date Update Expected:	8/01/02
Comments:			

Title: WHEEL ASSEMBLIES FOR SERVICE ONLY (Release Heavy Duty GMT800 1/2 ton std whls)

Base Information:

Division: GMTG Priority: Type: Production Type Subtype: Service
Initiator: Incufano, Dennis A : czzfjn : (248) 753-5916 Required Completion Date:
Responsible Engineer / Change Leader: Incufano, Dennis A : czzfjn : (248) 753-5916 Co Author(s):
Parent: 0 Ultimate Parent: 0
Reason Code: 11 - Service Only

Reason Text:
Heavy Duty versions of the GMT800 1/2 ton steel wheels P/N 9595245(painted) & 9595306(Chr Clad) are to be offered in Service for those customers with severe truck duty cycles. A Service Bulletin is planned to be issued in order to advise the dealer network of these Heavy Duty wheels. Ref PRIS CK-1606

Impact Data:

Year	Product	DED	Family	Effective Point	WFO Modifier	Control Number	Finish Date	ECS Date
2002	6			URGT			19-Jan-02	19-Jan-02

Supplement(s): done

Description:

(SEE PART ACTIONS GENERAL COMMENTS FOR DESCRIPTION OF CHANGE).

Filenames:

For P/N 9595245:
9592551.mldes.0001
9592564.mldes.0001
9595245.mlasm.0001
9595244.mlasm.0001
9595244.dwgfmt.0001

For P/N 9595306:
9593838.mldes.0001
9592551.mldes.0001
13160401.mldes.0001
9595306.mlasm.0001
9595306.dwgfmt.0001

Part Actions:

General Comments

- 2002 SERVICE ONLY CXL00200300 (00) (SEE BELOW AND PART ACTIONS FOR ACTUAL SERVICE RELEASE)
(UPC: 90 108 PNA: 4050C/4050R)
DISPOSITION OF STOCK: NO STOCK
DRAFTING SUPERVISOR: K. LANE

Title: WHEEL ASSEMBLIES FOR SERVICE ONLY (Release Heavy Duty GMT800 1/2 ton stl whls)

(REFERENCE: EWO's 35728 and 37357 which pulled P/N's for HD Wheels).

2. ON CK100 (00) RELEASE NPN 9595245 WHEEL ASM 16 X 6.5 FRT AND RR (QTY-2 EACH) (UPC: 90 10B FNA: 4050C/4050E), This Wheel ASM to be offered as a Heavy Duty Service Only replacement wheel for 9593915 Base Steel Wheel.
3. ON CK100 (00) RELEASE NPN 9595306 WHEEL ASM 16 X 6.5 FRT AND RR (QTY-2 EACH) (UPC: 90 10B FNA: 4050C/4050E), This Wheel ASM to be offered as a Heavy Duty Service Only replacement wheel for 9593150 Chrome Clad Steel Wheel.
4. ON CK100 (00) RELEASE NPN 9595245 WHEEL ASM 16 X 6.5 SPA (QTY-1 EACH) (UPC: 90 10B FNA: 4050F), This Wheel ASM to be offered as a Heavy Duty Service Only replacement wheel for 9594632 Spare Steel Wheel.
15. SUPPLIER DRAWING REQUIRED YES.

Does Change Affect Modular Assembly? NO

Action	Model Years	Product/DED FAM	Current Part	DLS	PLS	New Part	DLS	PLS		
ADD	02	6				9595306				
Ind	ASM	Next Up	LRF	UPC Prefix	UPC	FNA	FNA Desc	VFPS	VFPS Description	SDC
				90	10B	4050E	WHEEL ASM-16X6.5 RR	233.01	Road Wheel	
L/R	Mkt Dty	Series	Body (Style)	Options	Quantity	UOM	NOU			
	CK	100	00		2					
Engineer Code	FNM	Color Code	Color Description	Main From	Status	STK Disposition	SERV Disposition	SERV Interchange		
101							CONT			
PAD No	Drawing No	Actionable Desc.	File/Source Name	Supplier Drawing	Mass	Target	Target Note	MOP	SBC	
	9595306	Drawing & Math Required	Hayes Lemmerz - See Description tab for file names.	Y				F	03D	

Comments

Wheel-16" x 6.5" x 31 Heavy Duty Chrome Clad steel Wheel. (PT2)(See description for file data names)
Broadcast code is "FPW" for this wheel.

Title: WHEEL ASSEMBLIES FOR SERVICE ONLY (Release Heavy Duty GMT800 1/2 ton std whls)

Action	Model Years	Product/DMD FAM	Current Part	DLS	PLS	New Part	DLS	PLS	
ADD	02	6				9595306			
Ind	ASM	Next Up	L/F	UPC Prefix	UPC	FNA	FNA Desc.	VPTS	VPTS Description SDC
				90	10B	4250C	ASM-16X6.5 FRT	233.01	Road Wheels
L/R	Mkt Div	Series	Body (Styles)	Options	Quantity	UOM	NOU		
	CK	100	00		2				
Engineer Code	FNM	Color Code	Color Description	Mkts From	Status	STK Disposition	SERV Disposition	SERV Interchange	
UL01							CONT		
PAD No	Drawing No	Actionable Doc.	File/Source Name	Supplier Drawing	Mkts	Torque	Torque Note	MOP	SRC
	9595306	Drawing & Math Required	Hayes Lemmerz - See Description tab for filenames.	Y				P	03D

Comments

Wheel-16" x 6.5" x 31 Heavy Duty Chrome Clad steel Wheel. (PY1) (see description for File Data names)
Broadcast code is *FFW for this wheel.

Action	Model Years	Product/DMD FAM	Current Part	DLS	PLS	New Part	DLS	PLS	
ADD	02	6				9595245			
Ind	ASM	Next Up	L/F	UPC Prefix	UPC	FNA	FNA Desc.	VPTS	VPTS Description SDC
				90	10B	4050B	ASM-16X6.5 RR	233.01	Road Wheels
L/R	Mkt Div	Series	Body (Styles)	Options	Quantity	UOM	NOU		
	CK	100	00		2				
Engineer Code	FNM	Color Code	Color Description	Mkts From	Status	STK Disposition	SERV Disposition	SERV Interchange	
UL01						HOST	SRVR		
PAD No	Drawing No	Actionable Doc.	File/Source Name	Supplier Drawing	Mkts	Torque	Torque Note	MOP	SRC
	9595244	Drawing & Math Required	Hayes Lemmerz - See Description tab for filenames.	Y				P	03D

Comments

Title: WHEEL ASSEMBLIES FOR SERVICE ONLY (Release Heavy Duty GMT800 1/2 ton stl whls)

Wheel - 16" x 6.5" x 31 mm Heavy Duty base steel. (see description for file data names)

To be shown on Chart - 9595244.

Broadcast code is "PFU" for this wheel.

Action	Model Years	Product/DRD FAM	Current Part	DLS	PLS	New Part	DLS	PLS		
ADD	02	6				9595245				
End	ASM	Next Up	LIF	UPC Prefix	UPC	FNA	FNA Desc.	VFPS	VFPS Description	SDC
				90	10B	4050P	WHEEL ASM-16X6.5 SPA	233.02	Spac Wheels	
LIR	Mod Div	Series	Body (Style)	Options	Quantity	UOM	NOU			
	CK	100	00		1					
Engineer Code	FNM	Color Code	Color Description	Make From	Status	STK Disposition	SERV Disposition	SERV Interchange		
UL01						NOST	SRVR			
PAD No	Drawing No	Actionable Doc.	File/Source Name	Supplier Drawing	Mass	Torque	Torque Note	MOP	SRC	
	9595244	Drawing & Mesh Required	Hayes Lemmerz - See Description tab for dimensions.	Y				P	03D	

Comments

Use with Base Painted Road Wheel, 9595245, and (PT2) 9595306 Road Wheel (see description for file data names).

Broadcast code is "PFU" for this wheel.

Action	Model Years	Product/DRD FAM	Current Part	DLS	PLS	New Part	DLS	PLS		
ADD	02	6				9595245				
End	ASM	Next Up	LIF	UPC Prefix	UPC	FNA	FNA Desc.	VFPS	VFPS Description	SDC
				90	10B	4050C	WHEEL ASM-16X6.5 FRT	233.01	Road Wheels	
LIR	Mod Div	Series	Body (Style)	Options	Quantity	UOM	NOU			
	CK	100	00		2					
Engineer Code	FNM	Color Code	Color Description	Make From	Status	STK Disposition	SERV Disposition	SERV Interchange		
UL01						NOST	SRVR			
PAD No	Drawing No	Actionable Doc.	File/Source Name	Supplier Drawing	Mass	Torque	Torque Note	MOP	SRC	

Title: WHEEL ASSEMBLIES FOR SERVICE ONLY (Release Heavy Duty GMT800 1/2 ton stl whls)

9595244	Drawing & Math Required	Hayes Lemotte - See Description tab Y for filenames.	P	USD
---------	----------------------------	--	---	-----

Comments
 Wheel - 16" x 6.5" x 31 mm Heavy Duty base steel. (see description for file data names)
 To be shown on Chart - 9595244.
 Broadcast code is "FPU" for this wheel.

Costs & Timing:

TOOLING

<i>Part Number</i>	<i>Overall Work Order</i>	<i>Estimate</i>	<i>No Tooling Cost</i>	<i>Actual</i>
--------------------	---------------------------	-----------------	------------------------	---------------

Comments:

PIECE

<i>Part Number</i>	9595306	<i>Estimate</i>		f
--------------------	---------	-----------------	--	---

Comments:

<i>Part Number</i>	9595245	<i>Estimate</i>		
--------------------	---------	-----------------	--	--

Comments:

ENGINEERING ESTIMATE

<i>Part Number</i>	<i>Overall Work Order</i>	<i>Estimate</i>	<i>Actual</i>
--------------------	---------------------------	-----------------	---------------

Comments:

<i>Cost Code</i>	PIECE PRICE IMPACT	<i>Estimate</i>	<i>Actual</i>
------------------	--------------------	-----------------	---------------

Comments:

<i>Cost Code</i>	SUPPLIER	<i>Estimate</i>	0	<i>Actual</i>
------------------	----------	-----------------	---	---------------

Comments:

NOTE

Affects:

<i>Affects</i>	<i>Part Number</i>	<i>Plant Areas Impacted</i>	<i>Part Number</i>	<i>Area</i>	<i>Part Number</i>
Service	9595245				
Service	9595306				

Validation Plan:

<i>Plan</i>	<i>Plan Not Required</i>	<i>Validation Statement Required</i>
Yes		

Validation Plan/Statement:

CHANGE VALIDATED BY TIRE AND WHEEL SYSTEM Lab Fatigue testing (complete).

VSM/EDIT	Part Number	BOPTS MVSS	Part Number	Imperatives	Part Number	Value
----------	-------------	---------------	-------------	-------------	-------------	-------

Related Documents:

Self Coordinated: No Coordinated Work Orders: EFP: 6-02 EPN: 38001 FRON:

Related Documents:

Reference Documents

Document Type	Document ID	Location/Contact
Lead Weeks	10	

Comments:

Document Type	Document ID	Location/Contact
PRTS Replacement Number	CK-1606	

Comments:

Notes:

Type:	Part Number	User	Role	Secured
Payment		Reese, Loren A	Change Mgmt Leader	Yes

Text

17J802 CAB approved-service only

Distribution

Sign-off Status	Sequence	Resource	Role	Required	Responsibility	Action	Action Date	Est Comp Date	Personal Status
DRAP	0	Iacofano, Dennis A	OWNER	Yes	Buy In Required	Completed	17-May-02		
EDIT	1	Bunting, Greg P	INFO	No	Information Only	Completed	20-May-02		
EDIT	1	Iacofano, Dennis A	Responsible Engineer	Yes	Buy In Required	Completed	23-May-02		
EDIT	1	McCrudden, Michael J	Production Spec	Yes	Buy In Required	Completed	28-May-02		
EDIT	1	Lane, Ken	Design	No	Information Only	Completed	28-May-02		
EDIT	1	Iacofano, Dennis A	Responsible Engineer	Yes	Buy In Required	Completed	30-May-02		

Title: WHEEL ASSEMBLIES FOR SERVICE ONLY (Release Heavy Duty GMT800 1/2 ton std whls)

EDIT	1	Starkoff, Jeffrey C	Production Spec	Yes	Buy In Required	Completed	30-May-02	
EDIT	1	Schuster, Steven J	Co-Author	Yes	Buy In Required	Completed	31-May-02	
EDIT	1	Furquhar, Thomas J	Co-Author	Yes	Buy In Required	Completed	06-Jun-02	
EDIT	2	Eshler, Mack	Engg Group Manager	Yes	Buy In Required	Completed	06-Jun-02	
EDIT	3	Reese, Lorne A	CML	Yes	Buy In Required	Completed	18-Jun-02	
PROC	1	Starkoff, Jeffrey C	SPEC	Yes	Buy In Required	Completed	19-Jun-02	Not Affected
PROC	1	Furquhar, Thomas J	Production Spec	No	Buy In Required	Completed	19-Jun-02	
PROC	1	Lane, Ken	Design	No	Information Only	Completed	20-Jun-02	
IMPL	1	Lane, Ken	Design	Yes	Buy In Required	Completed	20-Jun-02	
IMPL	1	Reese, Lorne A	CML	No	Buy In Required	Completed	30-Jul-02	
IMPL	1	Furquhar, Thomas J	Production Spec	No	Buy In Required	Completed	19-Aug-02	
CLOZ	1	Iscoffea, Dennis A	OWNER	Yes	Information Only	Completed	06-Sep-02	

Title: Pull P/N for Heavy Duty version of GMT800 1/2 ton steel wheel P/N 9593915

Base Information:

Division: GMTG Priority: 01 Type: Pre-Production Type Subtype: Special Projects
 Initiator: Schmitz, Steven J: kzbvlp : (586) 986-2528 Required Completion Date:
 Responsible Engineer / Change Leader: Schmitz, Steven J: kzbvlp : (586) 986-2528 Co Author(s):
 Parent: 0 Ultimate Parents: 0
 Reason Code: 11 - Service Only
 Reason Text:

A Heavy Duty version of the GMT800 1/2 ton steel wheel P/N 9593915 is to be offered in Service for those customers with severe truck duty cycles. A Service Bulletin is planned to be issued in order to advise the dealer network of this Heavy Duty wheel. Therefore, new wheel P/N and C/N is needed to complete a detail drawing.

Cancellation Reason: Two WO's (35728 & 37357) were combined into one, WO 33245.

Impact Items:

Year	Product:	D&D	Family	Effective Point	WFUG Modifier:	Control Number:	Finish Date:	ECS Date
2002	6			ASAP				

Supplement(s): 37357

Part Actions:

General Comments

New P/N (9595245) to be offered as a Heavy Duty, Service Only replacement wheel for 9593915 Base Steel Wheel used on 2002 CK100 00 vehicles.

Action	Model Years	Production	D&D	FAM	Current Part	DLB	PLS	New Part	DLB	PLS
ADD	02	6						9595245		
Int	ASM	Next Up	LIF		UPC Prefix	UPC	FNA	FNA Desc.	VPPS	VPPS Description
					90	108	4050C	WHEEL ASM-16X6.5 PKT	233.01	Road Wheels
L/R	Mkt Div	Series	Body (Styles)	Options	Quantity	UOM	NOB			
	CK	100	00	-N88/N89/N93/ FF4/FF5/PY0P Y2/QCS.	2					
Engineer Code	FNM	Color Code	Color Description	Main From	Status	STK Disposition	SERV Disposition	SERV Interchange		
GAAS					S	NOST	SEVR			
PAD No	Drawing No	Actionable Doc.	File/Source Name	Supplier Drawing	Mass	Torque	Torque Note	MRP		SBC

Title: Pull P/N for Heavy Duty version of GMT800 1/2 ton steel wheel P/N 9593915

9595244 Drawing & Math Required Hayes Lemmerz Y P 03D

Comments

Wheel - 16" x 6.5" x 31 mm Heavy Duty base steel replacing 9593915.
 To be shown on Chart - 9595244.
 New Broadcast code is: 'FFU'

Action	Model Years	Product/DOD	FAM	Current Part	DLS	PLS	New Part	DLS	PLS
ADD	02	6					9595245		
End	ASM	Next Up	L/F	UPC Prefix	UPC	FNA	FNA Desc.	YPPS	YPPS Description
				90	10B	4050B	WHBL. ASM-16X6.5 BR	233.01	Road Wheel
L/R	Mkt Div	Series	Body (Styles)	Options	Quantity	UOM	NOU		
	CK	100	00	-N88/N89/N83/ P84/P85/PY0P Y2QC3.	2				
Engineer Code	PNM	Color Code	Color Description	Make From	Status	STK Disposition	SERV Disposition	SERV Interchange	
6AAS					S	NOST	SRVR		
PAD No	Drawing No	Actionable Desc.	File/Source Name	Supplier Drawing	Mass	Torque	Torque Note	MGP	SRC
	9595244	Drawing & Math Required	Hayes Lemmerz	Y				P	03D

Comments

Wheel - 16" x 6.5" x 31 mm Heavy Duty base steel replacing 9593915.
 To be shown on Chart - 9595244.
 New Broadcast code is: 'FFU'

Costs & Timing:

ENGINEERING ESTIMATE

Part Number Overall Work Order Estimate Actual

Comments:

No GM tooling cost. Existing tooling. Piece price of \$18.36 per wheel (or plus \$1.76 per wheel compared to P/N 9593915).

Title: Pull P/N for Heavy Duty version of GMT800 1/2 ton steel wheel P/N 9593915

Affects:

Affects Service	Part Number	Plant Area Impacted	Part Number	Area	Part Number
	9593245			Test	9593245

Validation Plan:

Plan **Plan Not Required** Validation Statement Required

Yes

Validation Plan/Statement:

T & MS Lab Fatigue testing complete.

Related Documents:

Self Coordinated: No Coordinated Work Orders: EPP: 6-02 EPN: 38001 PRGP:

Related Documents:

Reference Documents

Document Type	Document ID	Location/Contact
Prob Resolution Trk Sys	cktk1606	

Comments:

Notes:

Type:	Part Number	User	Role	Sourced
Payment		Fuzubar, Thomas J	CANCEL	No

Text

Two WO's (35728 & 37357) were combined into one, WO 53245.

Distribution

Signoff Status	Sequence	Resource	Role	Required	Responsibility	Action	Action Date	Est Comp Date	Personal Status
DRAF	0	Schuster, Steven J	OWNER	Yes	Buy In Required	Completed	12-Mar-02		
EDIT	1	Ehler, Mark	Buy Group Manager	No	Information Only	Completed	13-Mar-02		
EDIT	1	Schuster, Steven J	Responsible Engineer	Yes	Buy In Required	Completed	14-Mar-02		
EDIT	1	Iacofano, Dennis A	Responsible Engineer	Yes	Buy In Required	Completed	08-Apr-02		
EDIT	1	Fuzubar, Thomas J	Production Spec	Yes	Buy In Required	Completed	06-Jun-02		
CANC	1	Schuster, Steven J	OWNER	Yes	Information Only	Assigned			

Title: Pull P/N for Heavy Duty version of GMT800 1/2 ton steel wheel P/N 9593915

EDIT	1	Moerden, Michael J	Production Spec	Yes	Buy In Required	Assigned	
EDIT	1	Bentley, Greg F	Responsible Engineer	No	Information Only	Assigned	13-Mar-02
EDIT	1	Johnston, Crum	Buyer	Yes	Buy In Required	Assigned	
EDIT	2	Ehler, Mark	Engg Group Manager	Yes	Buy In Required	Assigned	
EDIT	3	Rene, Loren A	Change Mgmt Leader	Yes	Buy In Required	Assigned	
PROC	1	Moscarello, Gregory	Service Engineer	No	Information Only	Assigned	

Title: Pull P/N for Heavy Duty clad version of GMT800 1/2 ton stl clad whl P/N 9593150

Base Information:

Division: GMTG Priority: 01 Type: Pre-Production Type Subtype: Special Project
 Initiator: Schmitz, Steven J : kzbvlp : (586) 986-2528 Required Completion Date:
 Responsible Engineer / Change Leader: Schmitz, Steven J : kzbvlp : (586) 986-2528 Co Author(s):
 Parent: 35728 Ultimate Parent: 35728
 Reason Code: 11 - Service Only

Reason Text:
 A Heavy Duty version of the GMT800 1/2 ton chrome clad steel wheel P/N 9593150 is also to be offered in Service for those customers with severe truck duty cycles and clad wheels. A Service Bulletin is planned to be issued in order to advise the dealer network of this Heavy Duty clad wheel. Therefore, new wheel P/N is needed to complete a detail drawing (P/N will equal D/W).
Cancellation Reason: Two WO's (37357 & 35728) were combined into one WO, #33245.

Impact Date:	Product:	DED	Family	Effective Point	WFUO Modifier:	Control Number:	Final Date:	ECS Date
2002	6			ASAP				

Supplement(s): NONE

Part Actions:

General Comments:
 New P/N (9595306) to be offered as a Heavy Duty, Service Only, replacement wheel for 9593150 used on CK100 00 8PT2 wheel.

Action	Model Years	Production	FAM	Current Part	DLS	PLS	New Part	DLS	PLS
ADD	02	6					9595306		
Ind	ASM	Next Up	L/P	UPC Prefix	UPC	FNA	FNA Desc.	VFFS	VFFS Description
							WHEEL ASM-16X6.5X31 CHROME CLAD SERVICE ONLY		SDC
Engineer Code	FNM	Color Code	Color Description	Make From	Status	SEK Disposition	SERV Disposition	SERV Interchange	
6AAS							CONT		
PAD No	Drawing No	Actionable Doc.	File/Source Name	Supplier Drawing	Max	Torque	Torque Note	MOP	SRC
	9595306	Drawing & Math Required	Hayes Lemmerz	Y				P	03D

Title: Pull P/N for Heavy Duty clad version of GMT800 1/2 ton stl clad whl P/N 9593150

Comments:

Wheel - 16" x 6.5" x 31 Heavy Duty Chrome Clad Steel Wheel. (PY2).

Broadcast code is 'FPW' for this wheel.

Costs & Timing:

ENGINEERING ESTIMATE

Part Number Overall Work Order Estimate Actual

Comments:

No GM tooling cost. Existing tooling. Piece price of \$38.31 per wheel (or plus \$1.76 per wheel compared to P/N 9593150).

Affects:

Affects	Part Number	Plant Area Impacted	Part Number	Area	Part Number
Service	9593306				

Related Documents:

Self Coordinated: No Coordinated Work Orders: EPP: 6-02 EPN: 38001 PROP:

Related Documents:

Reference Documents

Document Type	Document ID	Location/Contact
Prob Resolution Tkt Sys	ctsk1606	

Comments:

Notes:

Type	Part Number	User	Role	Secured
Payment		Farquhar, Thomas J	CANCEL	No

Text

Two WO's (37357 & 35728) were combined into one WO, #53245.

Distribution

Signoff Status	Sequence	Resource	Role	Required	Responsibility	Action	Action Date	Est Comp Date	Personal Status
DRAF	0	Schuster, Steven J	OWNER	Yes	Buy In Required	Completed	21-Mar-02		
EDIT	1	Isolino, Dennis A	Responsible Engineer	Yes	Buy In Required	Completed	09-Apr-02		
CANC	1	Schuster, Steven J	OWNER	Yes	Information Only	Assigned			
EDIT	1	Farquhar, Thomas J	Production Spec	Yes	Buy In Required	Assigned			

Title: Pull P/N for Heavy Duty clad version of GMT800 1/2 ton stl clad whl P/N 9593150

EDIT	1	Johnson, Consi	Purchasing	Yes	Buy In Required	Assigned
EDIT	1	Bunting, Greg P	Responsible Engineer	No	Information Only	Assigned
EDIT	1	McCruden, Michael J	Production Spec	Yes	Buy In Required	Assigned
EDIT	2	Ehler, Mark	Engg Group Manager	Yes	Buy In Required	Assigned
EDIT	2	Schruter, Steven J	Responsible Engineer	Yes	Buy In Required	Assigned
EDIT	3	Reese, Loree A	Change Mgmt Leader	Yes	Buy In Required	Assigned

**GM641
PE03-026**

ATTACHMENT "8E"

**"GM CONFIDENTIAL" MATERIAL
HAS BEEN REMOVED FROM THIS
ATTACHMENT AND SUPPLIED TO
THE OFFICE OF THE CHIEF
COUNSEL**

GM641
PE03-026

ATTACHMENT "9A"

HLI SEDALIA WELD SCHEDULE # 16-13025909-C4-19981116

ASSEMBLY WELDER: S16
 WHEEL BROADCAST CODE: SAL/TZA 6 HOLE PLAIN
 WHEEL SIZE: 16" x 6.5"
 WHEEL MATERIAL: STEEL
 REVISION: 29 April 02

MILLER CONTROLLER BASE PROGRAM #5

PRE-FLOW

TIME (SECONDS)	
----------------	--

RUN-IN

VOLTS (VOLTS)	
WIRE SPEED (INCHES/MIN.)	
TIME (SECONDS)	

WELD

VOLTS (VOLTS)	
WIRE SPEED (INCHES/MIN.)	
WELD TIME (SECONDS)	
INDUCTANCE (%)	

CRATER

VOLTS (VOLTS)	
WIRE SPEED (INCHES/MIN.)	
TIME (SECONDS)	

BURN-BACK

VOLTS (VOLTS)	
WIRE SPEED (INCHES/MIN.)	
TIME (SECONDS)	

POST-FLOW

TIME (SECONDS)	
----------------	--

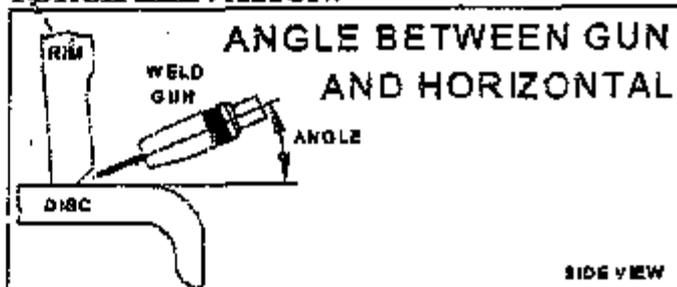
MACHINE SETTINGS

GAS TYPE (% Ar / % CO ₂)	
GAS FLOW (CU. FT./HR.)	
WIRE TYPE/SIZE (AWS/INCHES)	
SPIDER DIA. (INCHES)	
RUN-IN TIME (SECONDS)	
RUN-IN SPEED (INCHES/MIN.)	
WELD START DELAY (SECONDS)	
WELD SPEED (INCHES/MIN.)	56 (+0/-2)
CRATER SPEED (INCHES/MIN.)	
OVER-TRAVEL DISTANCE (INCHES)	
REWELD BACKUP DIST. (INCHES)	

TIP TO WORK:



TORCH ELEVATION:



TORCH PUSH/OFFSET:



**HAYES LEMMERZ
SEDALIA PLANT INSTRUCTION**

I01078-00

P

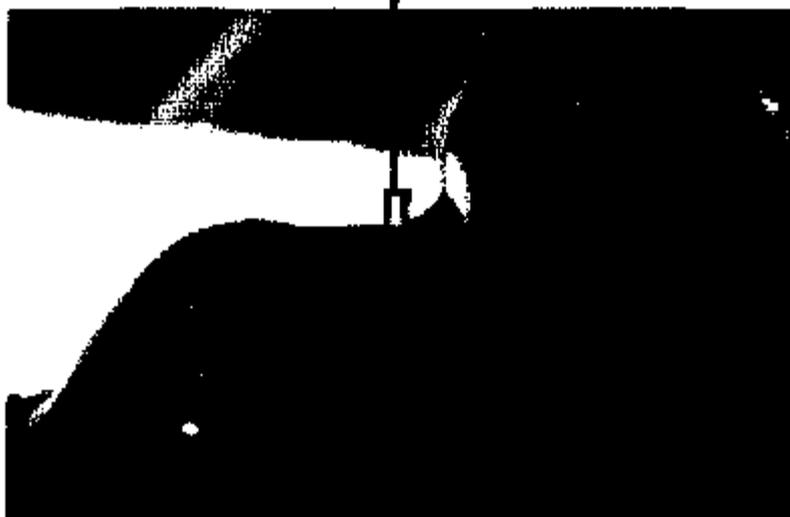
Effective: 4/29/02

Subject: Full Face Steel Wheel Assembly Weld Contour and Fill

"I01078-00"

**FULL FACE STEEL WHEEL
ASSEMBLY WELD
REQUIREMENT NOTICE**

**FULL- FACE STEEL WHEEL ASSEMBLY WELDS NEED TO BE FILLED TO GIVE THE CONTOUR
SHOWN ON FIGURE 7. THE TOP OF THE WELD MUST REACH NEAR THE TOP OF THE
RADIIUS ON THE RIM AS SHOWN**



Prepared By: Kenny Childs



HAYES LEMMERZ

**"GM CONFIDENTIAL" MATERIAL
HAS BEEN REMOVED FROM THIS
ATTACHMENT AND SUPPLIED TO
THE OFFICE OF THE CHIEF
COUNSEL**

GM641
PE03-026

ATTACHMENT "9B"



Change Request / Decision Notice

Initial Change Request

GMNA

CR Number: 301426

Other Document(s)
Affected:

Status: **Original**

Reason for returning: Dan, please identify volume per model and resubmit CR (I have already deleted all references to utilities)

Subject: Approve SEO to offer heavy duty wheels on 1500 series Pickups

Initiator: Daniel Tigges/US/GM/GMC

Org: FCO

Phone: (313)667-8880

VLE Team(s) Affected: Full-Size Truck

Submit Date: 25Jun03
Model Year(s): 04 & beyond

Program(s) Affected: FST Pickup PET

Model: 1500 series GMT800 Pickups
C/K15*03 & C/K15*53

Configuration Item to be Changed:

Product Program Content (PPC)

Other Potential Configuration Item(s) for Program(s) Affected:

Other Program(s) Potentially Affected:

Configuration Item(s) for Other Program(s) Potentially Affected:

Description of Change From:

Current steel wheels: PN 9593915 (painted), PN 9593150 (chrome clad) are the only steel offerings on 1500 series pickups.

Description of Change To:

Offer heavy duty steel wheels: SPO PN 9595245 (painted), PN 9595306 (chrome clad) as a SEO. SEO Bld Request: B04C-017.

For PPC Changes Only: Does This Change Affect Model or Option Penetrations? No Yes
(If 'Yes', attach marked-up Standard and Optional Content file.)

Rationale:

Current production wheels can experience a crack or split where the weld attaches the rim to the disc under high load/off-road conditions. Service Bulletin 03-03-10-001A has been issued (see attached) that suggests replacing all 5 wheels with the SPO parts above. This repair can be covered under warranty/policy at the discretion of the GM service rep, however in many cases it is denied as abuse or beyond the warranty. Customer dissatisfaction results as competitive vehicles and GMT400 products do not experience these failures.

Reason Code: 1. Program change
Affected VPPS:

Effective Point: SOP
Affected Section/Paragraph

Option/Packages Impacted:

Annual Volumes: 600
50/50 split Reg/Ext cab

GM Confidential

Expected
Penetration:

Target Price: \$

For PPC Changes Only: Is Add/Delete Parts List Required? No Yes
(If 'Yes', attach list. If 'No', refer to EPN.)

For PPC Changes Only: Is a Manufacturing Planning Study (MPS) Required? No Yes
(If 'Yes', attach MPS on Draft DN.)

Change Review Board:

- Core SMT DCI/POPS SMT or PDT VLE/PET
 Core SMT/PDT Design Review VAPIR VPIT
 Core Team Leadership Team VCIT
 CVWG PET VLE
 Other (Explain):

Potential Imperatives Impacted:

- Arm Plant Part #'s Eng Budget Quality Cost
 Base Eng'd Content Fuel Economy Mass Process Time
 Build Combinations Hours/Vehicle Investment BOP
 Other (Explain):

Suppliers Impacted:

Supplier VPPS:

Supplier Access: None

Additional Supplier Access:

Areas Impacted

SMTs or PDTs:

- 10 Powertrain 30 HVAC/PTC 55 Body Closures 80 Electrical Function
 15 Powertrain Integration 40 Interior 60 Exterior
 20 Chassis 50 Body Structure 70 Information & Controls

Integration Areas:

- 0A Overall Vehicle 0F Safety 0L Vehicle
 0B Vehicle Dynamics 0G Harmony / Human Factors 0M Aeroc
 0C Noise & Vibration 0H QRD 0N Comm
 0D Thermal 0J Electrical / Electronic
 0E Energy 0K Vehicle Architecture

Other Areas:

- | | | |
|---|---|--|
| <input type="checkbox"/> Appearance Eng. | <input type="checkbox"/> Manufacturing Eng. | <input type="checkbox"/> Regulations |
| <input type="checkbox"/> Assembly Plant | <input type="checkbox"/> Manufacturing Planning | <input type="checkbox"/> Requirements Eng. |
| <input type="checkbox"/> Cost Estimating | <input type="checkbox"/> Marketing Div. | <input type="checkbox"/> Service Operations |
| <input type="checkbox"/> Criteria | <input type="checkbox"/> Mass Eng. | <input type="checkbox"/> Specifications (VDS) |
| <input type="checkbox"/> Design Center | <input type="checkbox"/> Materials Eng. | <input type="checkbox"/> SPO (after Sales) |
| <input type="checkbox"/> Design Eng. | <input type="checkbox"/> OnStar | <input type="checkbox"/> SVA-Specialty Veh Act |
| <input type="checkbox"/> Die Eng. (MFD) | <input type="checkbox"/> Paint | <input type="checkbox"/> Systems Eng. |
| <input type="checkbox"/> Dimensional Eng. | <input type="checkbox"/> PC&L | <input type="checkbox"/> Validation & Testing |
| <input type="checkbox"/> Fastening Eng. | <input type="checkbox"/> PDG | <input type="checkbox"/> Vehicle Development |
| <input type="checkbox"/> Financial | <input type="checkbox"/> Planning | <input type="checkbox"/> Vehicle Launch Center |
| <input type="checkbox"/> Industrial Eng. | <input type="checkbox"/> Powertrain Development | <input type="checkbox"/> Vehicle Timing |
| <input type="checkbox"/> Int'l Product Center | <input type="checkbox"/> Purchasing | <input type="checkbox"/> XM Radio |
| <input type="checkbox"/> Integration | <input type="checkbox"/> Quality | |

Other Area(s) impacted:

Recommended Lead Manager:

Design Center Drawing #:

Platform Drawing #:

Drawing(s)/Math Data will be Revised By: Design Center Platform Other

Criteria Code:

Unverified Data Release (UDR) Date:

Verified Data Release (VDR) Date:

Comments:

Attachments:



Wheel Svc Bulletin.doc

Tire Slowly Goes Flat and/or Excessive Wheel Vibration (Replace Wheels with New Heavy Duty Rim Version) #03-03- 10-001A - (04/08/2003)

Tire Slowly Goes Flat and/or Excessive Wheel Vibration (Replace Wheels with New Heavy Duty Rim Version)

1999-2003 Chevrolet Silverado 1500 Series Pickup Models

2000-2003 Chevrolet Suburban, Tahoe

1999-2003 GMC Sierra 1500 Series Pickup Models

2002-2003 GMC Yukon, Yukon XL

with 6-Bolt, 16 X 6.5 Full Face Steel Wheel (Base and RPO PY2)

This bulletin is being revised to add utility vehicles to the model information.

Please discard Corporate Bulletin Number 03-03-10-001 (Section 03 – Suspension).

Important

Implementation of this service bulletin by "GM of Canada" dealers requires prior District Service Manager approval.

Condition

Some customers may comment on a tire that slowly goes flat and/or excessive wheel vibration. This condition is more apparent on vehicles in which customer usage typically involves frequent severe conditions such as:

- High load (at or above gross vehicle weight)
- Rough road/off road usage
- Fleet/Commercial usage

Cause

The wheel may experience a crack or split in the outboard bead seat weld area. A weld attaches the rim and disc together on full-face wheels in this area. To identify this wheel, it is offered in a silver painted version, P/N 9593915, code "TZA" and a chrome-clad version, P/N 9593150, code "RSC" (these codes are stamped into the wheel's disc near the bolt holes).

Correction

A new heavy-duty rim version of these wheels has been released for service. The new heavy-duty painted wheel is P/N 9595245, code "FFU" used as a road wheel and spare. The new heavy-duty chrome clad version is P/N 9585306, code "FFW" used as a road wheel only (these codes are stamped into the inboard rim flange balance weight area, and are also on a sticker near the bolt holes). If a condition of a crack or split as described above occurs, all (5) five of the original wheels on the vehicle should be replaced with the new heavy-duty wheels.

Parts Information

Part Number	Description
9595245	Wheel Asm. (Painted)
9585306	Wheel Asm. (Chrome Clad)

Parts are currently available from GMSPO.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
E0420	Wheel - Replace	0.5 hr
Add	To Replace Each Additional	0.3 hr

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

**WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION**

© Copyright General Motors Corporation. All Rights Reserved.

Document ID# 1285615

**GM641
PE03-026**

**ATTACHMENT "10"
Is wheel rim and has been shipped separately**