

Issue Number: **N182276**

PDF Date Submitted 05/24/2005



Part - Location: **Ignition Cylinder -Ignition Lock Module**

Complaint: **Ignition cylinder effort to low, allows vehicle to shut off while driving.**

Issue Type: **Current Prod**

Vehicle/Product Line: **3Acar**

Region: **GMNA**

Severity: **3**

Primary Metric/Score: **IPTV36 / 3.72**

7. Business case unacceptable

Vehicle / Product Description

Primary Project No:	Cobalt	Model Year:	2005
Other Project No(s):		Model Year Qtr:	
Vehicle/Prop. #:		Model Code:	
Marketing Division:	Chevrolet	Hardware Stage:	
Marketing Region(s):		(VIN) Vehicle ID #:	
Engine(s):		Transmission(s):	
Engine Serial #:		Transmission Serial #:	
Drive Type(s):		Option(s):	
Steering:	LHD	PIMREP No:	

Odometer Reading or Range in (Miles) from to

Part / Supplier Information

1st Level (VPPS):	2nd Level (VPPS):	3rd Level (VPPS):	4th Level (VPPS):
20 Chassis	1 Steering	4 Steering Column	1 Jacket
UPC:	FNA:	Part Name:	Part Number:
-	-	Ignition Switch	-
Supplier(s) Name:	DUNS Code(s):	Part Year:	Drawing Revision Date:
-	-	-	01/01/1900
Suspect Part(s) available?	Location of Suspect Part(s)	PIM (EPS/PAD)	EPN
<input type="radio"/> Yes <input checked="" type="radio"/> No			

Incident Description

Date first reported:	10/29/2004	Complaint Category:	Incorrect Operation
Incident Discovered by:	Steve Oakley	Discoverer's Dept:	Product Problem Resolution
Discoverer's Phone:		Plants w/ same Problem:	

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

Incident Description: (Give detailed description of incident)

Customer concern that the vehicle ignition will turn off while driving. This issue was also addressed in PRTS

N172404, which was closed as business case unacceptable. Due to the level of buyback activity that is developing in the field, Brand Quality requests the issue be reopened.

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

Unknown

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

Re-Assign Potential Champion
 Department : Chassis & Powertrain *** Suspension - Steering - Structures & Mounts
 or: (Warren)
 Name : Gannon, Kevin G.
 Phone: [REDACTED]
 Fax: [REDACTED]

Evaluation Information (Test)

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

Containment

Plant 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:

Involved Components

Component: Plant:

Originator Information

Document Originator: Steven Oakley/US/GM/GMC 05/17/2005 12:37:25 AM
 Location: Phone: [REDACTED]
 Dept.: GM *** GMNA *** VSSM *** Service and Parts Operations *** Service Operations ***
 Product Problem Resolution *** Brand Quality Cars

Document Information

Last Modified by	BRAD I COOK/US/GM/GMC	05/24/2005 08:29:29 PM
History	BRAD I COOK/US/GM/GMC - 05/24/2005 06:29:29 AM BRAD I COOK/US/GM/GMC - 05/24/2005 06:29:27 AM BRAD I COOK/US/GM/GMC - 05/23/2005 08:59:08 AM Steven Oakley/US/GM/GMC - 05/16/2005 01:17:33 PM Steven Oakley/US/GM/GMC - 05/16/2005 11:51:38 AM Steven Oakley/US/GM/GMC - 05/16/2005 10:47:50 AM	

Issue Number: **N182276**



Impact

Part - Location: **Ignition Cylinder -Ignition Lock Module**
 Complaint: **Ignition cylinder effort to low , allows vehicle to shut off while driving .**

Vehicle Line:	Prioritization Ranking by:	Priority Val.:	Bypass:	Link:
3Acar	IPTV36	3.72	n	

Other Vehicle/Product Line(s) involved:

Assessment of Customer Satisfaction Impact							
Customer Survey:		Customer Survey Category:			Customer Survey:		Customer Survey Category:
Marketing Division / Vehicle Line	PPH	MY	Wave	PPH	MY	Wave	
3A Total							
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.....							
Powertrain 1							
Powertrain 2							
Powertrain 3							
Powertrain 4							
Report Date:			Customer Survey Specialist:				
Customer Survey Comments:							

Assessment of impact on warranty								
Sales Region:				Currency: \$US				
Labor Codes:								
Primary:		N9995						
2nd Labor Code:								
3rd Labor Code:								
4th Labor Code:								
5th Labor Code:								
Measure	Marketing Division / Vehicle Line	Months in service						Model Year
		0	2	6	12	24	36	
IPTV	3A Total	0	1.4	0	8.3	0	12.4	

IPTV	Not Applicable.	0	0	0	0	0	0	
IPTV	Not Applicable..	0	0	0	0	0	0	
IPTV	Not Applicable...	0	0	0	0	0	0	
IPTV	Not Applicable....	0	0	0	0	0	0	
IPTV	Not Applicable.....	0	0	0	0	0	0	
IPTV	Not Applicable.....	0	0	0	0	0	0	
IPTV	Not Applicable.....	0	0	0	0	0	0	
IPTV	Not Applicable.....	0	0	0	0	0	0	
IPTV	Not Applicable.....	0	0	0	0	0	0	
IPTV	Not Applicable.....	0	0	0	0	0	0	
IPTV	Powertrain 1	0	0	0	0	0	0	
IPTV	Powertrain 2	0	0	0	0	0	0	
IPTV	Powertrain 3	0	0	0	0	0	0	
IPTV	Powertrain 4	0	0	0	0	0	0	
Cost / Vehicle	3A Total	0.005	0.03	0	0.18	0	0.27	
Cost / Vehicle	Not Applicable.	0	0	0	0	0	0	
Cost / Vehicle	Not Applicable..	0	0	0	0	0	0	
Cost / Vehicle	Not Applicable...	0	0	0	0	0	0	
Cost / Vehicle	Not Applicable....	0	0	0	0	0	0	
Cost / Vehicle	Not Applicable.....	0	0	0	0	0	0	
Cost / Vehicle	Not Applicable.....	0	0	0	0	0	0	
Cost / Vehicle	Not Applicable.....	0	0	0	0	0	0	
Cost / Vehicle	Not Applicable.....	0	0	0	0	0	0	
Cost / Vehicle	Powertrain 1	0	0	0	0	0	0	
Cost / Vehicle	Powertrain 2	0	0	0	0	0	0	
Cost / Vehicle	Powertrain 3	0	0	0	0	0	0	
Cost / Vehicle	Powertrain 4	0	0	0	0	0	0	
Solution Effectiveness (%):								
Report Date:					Warranty Specialist:			
Warranty Comments:								

Please enter N9995 as the primary labor code.

Warranty Impact

	Zero Day CPV	2 mis IPTV	2 mis CPV	12 mis IPTV	12 mis CPV	36 mis IPTV	36 mis CPV
3A Total	\$0.005	1.4	\$0.03	8.3	\$0.18	12.4	\$0.27

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

Assessment of Aftersales Impact		
FPR No.: 1462/2005/US		
Metric:	No of Cases:	Comments:
TAC:		
CAC:		
Buybacks:		
FPR:	1	

Cost Reduction	
Type of Cost Reduction:	Tracking Number:
Marketing Division / Vehicle Line	Amount of Reduction (\$US):
3A Total	0
Not Applicable.	0
Not Applicable..	0
Not Applicable...	0
Not Applicable....	0
Not Applicable.....	0
Not Applicable.....	0
Not Applicable.....	0
Not Applicable.....	0
Not Applicable.....	0
Not Applicable.....	0
Powertrain 1	0
Powertrain 2	0
Powertrain 3	0
Powertrain 4	0
Report Date:	
Cost Reduction Comments:	

Risk Assessment Number / FMEA			
Marketing Division / Vehicle Line	FMEA Severity:	FMEA Occurrence:	FMEA Detection:
3A Total			
Not Applicable.			
Not Applicable..			
Not Applicable...			
Not Applicable....			

Not Applicable.....			
Not Applicable.....			
Not Applicable.....			
Not Applicable.....			
Not Applicable.....			
Not Applicable.....			
Powertrain 1			
Powertrain 2			
Powertrain 3			
Powertrain 4			

Regional Information			
Description	Value	Description	Value
Physical Test		Issue Resolution Team Approval Date	
GMM ICE PPH		4	
5		CTF Repeat Occurrences	
ZDW Plant&Value		8	
Direct Run Loss		PDT	
Highlight Number		12	
13		Build Sequence	
15		16	
Sequence Number		18	
Local		Feedback Owner	

Document Information			
Document created by:	BRAD I COOK/US/GM/GMC	05/24/2005 08:29:22 PM	
Last Modified by			
Issue Number:	N182276		
Part - Location:	Ignition Cylinder -Ignition Lock Module		
Complaint:	Ignition cylinder effort to low , allows vehicle to shut off while driving .		



Assign Root Cause Champion

Department:	Champion:
Body Component *** Latching Systems	Fannon, Joseph - Phone: [REDACTED] Fax: [REDACTED]

Nomination Comments: Craig St. Pierre Champion Designee.

Champion History:

Assign Root Cause Champion Designee

Department:	Champion:
Body Component *** Latching Systems	St Pierre, Craig - Phone: [REDACTED] Fax: [REDACTED]

Champion Designee History:

Assign Root Cause External Designee

Assignment Date:	Department Name :	External Designee:
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External Designee History:

Root Cause Analysis

Target Date: 06/23/2005	Actual Date: 09/13/2005	Actual date reported by champion:
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Description of Root Cause Investigation Progress and Verification:

Author: Joseph R. MansonII/US/GM/GMC on 18-Aug-2005 10:13

Per Al Manzor's comments, this item has been closed without action. Code 19-part met requirements.


Author: Joseph R. MansonII/US/GM/GMC on 18-Aug-2005 10:23

Correction to previous, solution (smaller key ring) is scheduled to be implemented and will be monitored through feedback process. Additional solution set(s) were rejected previously due to unacceptable business case. Brad, please move this PRTS to closed status.

Author: Craig St Pierre/US/GM/GMC on 13-Sep-2005 9:36

Detent efforts on ignition switch are too low allowing key to be cycled to off position inadvertently.

Changes to key can be made to reduce the moment which can be applied to key by key ring/keys. This will assist in limiting the issue but will not completely eliminate it. Changes to switch will not be forthcoming from electrical group until MY07.

<input checked="" type="checkbox"/> Problem Solving Methodology: <i>Document the Solving Process seen as appropriate</i>		
Other Statistical Methods		
<input checked="" type="checkbox"/> Potential Solution Champion / Department:		
Department: or Name:	Potential Champion: Body Component *** Latching Systems Fannon, Joseph Phone: [REDACTED] Fax: [REDACTED]	
<input checked="" type="checkbox"/> Problem mainly caused by:	<input checked="" type="checkbox"/> Field Remedy Requested?	
Engineering	No	
<input checked="" type="checkbox"/> Root Cause Summary: Changes will be made to key to help limit the issue.		
Document Information		
Document created by:	BRAD I COOK/US/GM/GMC	05/24/2005 08:29:22 PM
Last Modified by:	Craig St Pierre/US/GM/GMC	09/13/2005 11:36:18 PM
Issue Number:	N182276	 SOL
Part - Location:	Ignition Cylinder -Ignition Lock Module	
Complaint:	Ignition cylinder effort to low , allows vehicle to shut off while driving .	
Assign Solution Champion		
Department: Body Component *** Latching Systems	Champion: Fannon, Joseph - Phone: [REDACTED] Fax: [REDACTED]	

Nomination Comments:

Champion History:

Assign Solution Champion Designee

Department: Body Component *** Latching Systems	Champion: St Pierre, Craig - Phone: [REDACTED] Fax: [REDACTED]
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Champion Designee History:

Assign Solution External Designee

Assignment Date:	Department: Name:	Champion Designee:
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External Designee History:

Develop Solution / Make Decision on Solution

Target Date: 10/13/2005	Actual Date: 09/13/2005	Actual date reported by champion:
<input checked="" type="checkbox"/> Description of Solution Investigation Progress and Verification:		

Author: Craig St Pierre/US/GM/GMC on 13-Sep-2005 9:43

Slot in key head to be modified to a hole. A smaller key ring (13mm dia) will also be used to assist in limiting the problem.

Aftersales Field Fix:	N/A
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EWO			
EWO #:	Approval / Release Date (i.e. CAB, etc):	Validation Part Availability Date:	TID (Target Implementation Date) of EWO:
CAHTZ	06/27/2005	09/30/2005	10/17/2005
EWO Comment:			

EWO Part Actions			
New Part Number Required? <input checked="" type="radio"/> Yes <input type="radio"/> No	New Part Number 15839371		
Stock Disposition Domestic Use all Stock	Stock Disposition Export N/A	Service Disposition (Retailer) Use Elsewhere	Service Interchange Only New for Old
Exchange Aftersales Warehouse Parts according to Engineering/VLDM decision?			
Department: or Name:	Potential Champion: Body Component *** Latching Systems Fannon, Joseph Phone: [REDACTED] Fax: [REDACTED]		

Summary
Solution Type

2. Design change without new requirement / specification

Solution Summary:

Key ring slot in key changed to hole and use of a 13mm key ring.

Document Information

Document created by: Craig St Pierre/US/GM/GMC 09/13/2005 11:36:13 PM
Last Modified by: Craig St Pierre/US/GM/GMC 09/13/2005 11:43:20 PM

Issue Number: **N182276**
 Part - **Ignition Cylinder -Ignition Lock Module**
Location:
 Complaint: **Ignition cylinder effort to low , allows vehicle to shut off while driving .**



IMP

Assign Implementation Champion

Department: Champion:
Body Hardware Components *** Door Hardware Keczynski, David B. - Phone: [REDACTED]

Assign Implementation Champion Designee

Department: Champion:
Body Component *** Latching Systems St Pierre, Craig - Phone: [REDACTED] Fax: [REDACTED]

Assign Implementation Champion Designee

Company: External Designee:

Implement Solution

Target Date: Actual Date: Actual date reported by champion:
10/13/2005 09/07/2006

Description of Implementation:

Author: Craig St Pierre/US/GM/GMC on 06-Mar-2006 11:34

Cancelled - business case not supported.

Author: David B. Keczynski/US/GM/GMC on 07-Sep-2006 18:54

----- Forwarded by David B. Keczynski/US/GM/GMC on 09/07/2006 06:49 PM -----

Craig St Pierre/US/GM/GMC
09/07/2006 11:59 AM

To: David B. Keczynski/US/GM/GMC [REDACTED]
cc: Ralph P Madison/US/GM/GMC [REDACTED] BRAD I COOK/US/GM/GMC [REDACTED] David M. Trush/US/GM/GMC [REDACTED]
Khris Lee/US/GM/GMC [REDACTED]
Subject Re: N182276 Ignition Cylinder -Ignition Lock Module

David,

The EWO cadence is ok.

Ralph can we get this closed for David today?

Craig

-----David B. Keczynski/US/GM/GMC wrote: -----

To: Ralph P Madison/US/GM/GMC [REDACTED]
From: David B. Keczynski/US/GM/GMC
Date: 09/07/2006 07:01AM
cc: BRAD I COOK/US/GM/GMC [REDACTED] David M. Trush/US/GM/GMC [REDACTED] Khris Lee/US/GM/GMC [REDACTED] Craig St

Pierre/US/GM/GMC [REDACTED]
Subject: Re: N182276 Ignition Cylinder -Ignition Lock Module

Craig St Pierre > Please confirm the WO cadence, below, and that we are back to the appropriate part level. NO TWO's or mixed part release.

Ralph > My recommendation is to close, business case not accepted by program team.

Let me know if we can do this today - and it will be off the agenda for tomorrow's CPIT.

thks.
David K.
Ralph P Madison/US/GM/GMC

Ralph P Madison/US/GM/GMC
09/06/2006 01:20 PM

To David B. Kepczynski/US/GM/GMC [REDACTED]
cc BRAD I COOK/US/GM/GMC [REDACTED] David M. Trush/US/GM/GMC [REDACTED] Khris Lee/US/GM/GMC [REDACTED]
Subject Re: N182276 Ignition Cylinder -Ignition Lock Module

Progression of work orders... which looks like ending up being reversals to old p/n?

Work order CAHTZ, with CCTVP 07SOP & 550144 (now cancelled), changed to CAHTZC changed to CCTVPA.

I may have the wrong order. However, it looks like after all is said and done, reverts back to old p/n.

If correct, then should be closed w/o action... business case.

Ralph
Phone: [REDACTED]
David B. Kepczynski/US/GM/GMC

David B. Kepczynski/US/GM/GMC
09/06/2006 12:05 PM

To Ralph P Madison/US/GM/GMC [REDACTED] BRAD I COOK/US/GM/GMC [REDACTED]
cc David M. Trush/US/GM/GMC [REDACTED] Khris Lee/US/GM/GMC [REDACTED]
Subject N182276 Ignition Cylinder -Ignition Lock Module

Ralph/Brad -

I see that this issue is on this Friday's CPIT.

A service fix is already available and in the field.

Craig StPierre/David Trush had a WO to implement into production, but the program team cancelled - business case not acceptable.

The WO was cancelled back in March of 2006 - and the PRTS was updated at that time.


I just spoke to Joe Manson - and we believe the PRTS should have been closed.

What is the next step?

I believe the discussing this in CPIT will only further confuse matters.

Can we close today?

David K.

Breakpoint(s)			
Plant:	Date:	VIN / Val Vehicle #:	
Breakpoint(s) Involved Components			
Plant*Component / Supplier*Part:		Serial - No:	Date Breakpoint:
Component/Part:	Plant / Supplier:	Serial - No:	Breakpoint:
Department : or Name :	Potential Champion:		
Service Bulletin			
Service Bulletin Requested:	Service Bulletin #:	Bulletin Release Date:	Applicable Region/Country:
Service Bulletin Name/Desc.:			
Summary			
<input checked="" type="checkbox"/> Implementation Summary:			
Document Information			
Document created by:	Craig St Pierre/US/GM/GMC	09/13/2005 11:43:14 PM	
Last Modified by:	David B. Kepczynski/US/GM/GMC	09/08/2006 08:54:58 AM	
Issue Number:	N182276		
<input checked="" type="checkbox"/> Part -	Ignition Cylinder -Ignition Lock Module		
Location:			
<input checked="" type="checkbox"/> Complaint:	Ignition cylinder effort to low , allows vehicle to shut off while driving .		
			
Assign Feedback Champion			
Department:	Champion:		
Assign Feedback Champion Designee			
Department:	Champion:		
Assign Feedback External Designee			
Company:	External Designee:		
Feedback			
Target Date:	Actual Date:	Actual date reported by champion:	
Did the Solution fix the problem?			
<input type="radio"/> Yes <input type="radio"/> No			
Copy of the data analysis to support the above conclusion:			

Feedback Summary:

Document Information

Document created by:

Last Modified by:

Issue Number: **N182276**

Part - **Ignition Cylinder -Ignition Lock Module**

Location:

Complaint: **Ignition cylinder effort to low , allows vehicle to shut off while driving .**



**Field
Remedy**

Assign Field Remedy Champion

Department: Champion:

Field Remedy

Field Remedy Comment:


Last Break Point

Date	VIN / Part Number	Measure

Document Information

Document created by:

Last Modified by:

Issue Number:	N182276	 LL
Part -	Ignition Cylinder -Ignition Lock Module	
Location:		
Complaint:	Ignition cylinder effort to low , allows vehicle to shut off while driving .	

Solution for new Design / Project

Shall a Lessons Learned Request be sent?	<input type="radio"/> Yes <input type="radio"/> No
Step when issue was flagged as Lessons Learned:	
Flagged by:	
Standard Work Element:	
Lesson Learned Number:	
Has the issue been entered in the Lessons Learned database?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Document Information	
Document created by:	
Last Modified by	