

**Complete Report**

**FPR No: 1996/2006/US**

**GM Aftersales**

Type: **GMNA Passenger Car (US & CA)**

Status:  
**Closed** (in time)

Country / Region:  
**US / GMNA**

Champion:  
**DAN FERNANDEZ**

PRTS No.:

FPRD No:

**ION - Ignition switch - steering column - No crank/no start**

**Affected Vehicles**

Main Carline: <b>ION</b>	Other Potentially Affected Carlines:	Model Year: <b>6-06</b>	Model: <b>Coupe, Sedan</b>
Engine: <b>2.0 LSJ, 2.2 L61, 2.4 LE5</b>	Transmission:	Axle:	Transfer Case:
Local Component FPR: <b>No</b>	Options:	Steering: <b>LHD</b>	No of Cases: <b>84</b>
Source of Information: <b>WINS</b>	24hr: <b>No</b>	Brand Quality Plan: <b>Yes</b>	

Samples	VIN	Build Date	Engine No	Mileage (mi)	Transm. No.
Youngest	[REDACTED]			2	
Between					
Oldest	[REDACTED]			3159	

**Problem Description**

Functional Group Level 1: <b>70 Information &amp; Control</b>	Level 2: <b>2 Customer Switch</b>	Level 3: <b>5 Ignition Switch</b>	Level 4: <b>1 Switch</b>
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Trouble Category: <b>Z - Not assignable</b>	Trouble: <b>Not Assignable (Add new Code)</b>		
Primary Labor Code <b>N2320</b>	Trouble Codes Affected:	Driving Condition: <b>All</b>	Environment Condition: <b>All</b>
2nd Labor Code	3rd Labor Code	4th Labor Code	5th Labor Code

Symptoms / Complaints:

Customer comment of vehicle won't crank or start. Technicians find DTC B2960 and or B3033 stored.

Probable Cause:

Internal failure of ignition switch.

Corrective Action: Field repair is to replace ignition switch only. looking at 2007 MY data 9/25/06.	Success of Corrective Action: Remark: Long term observation necessary
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Bulletin written with BPs and symptoms.

Attachment:



- WarrantyAnalysisRpt.rtf 2006 MY ign switch after 11 15 05 production



**Affected Parts**

(Catalog No only valid if OPEL report)  
 Part No: 10392423 Catalog No: Parts name: Sample Parts Available: Yes

Shipping details: Remark/ Location of Parts:

Deck Code:

Serial No. / Casting No./ Component Date Code:

**Severity / Requested Action**

Severity: 2 - Major Issue Action requested: Production Breakpoint

**Originator Information**

Originator: DAN FERNANDEZ NSC: USA

**Dealer and Field Contact Information**

Dealer Name: Dealer Number: Dealer Phone:

Dealer Contact Name: Dealer E-Mail Address:

Field Rep Contact Name: Field Rep. Number: Field Rep. Phone:

Field Rep. E-Mail Address:

**Champion Assignment**

Champion: DAN FERNANDEZ Department: GMNA Brand Quality Location:  
 E-Mail: DAN FERNANDEZ/US/GM/GMC@GM Phone: Fax:

**Champion Designee Assignment**

Champion: Department: Location:  
 E-Mail: Phone: Fax:

**Visibility**

Access:  restricted  public

**Document Information**

Document created by: DAN FERNANDEZ/US/GM/GMC 05/22/2006 03:31:39 PM  
 Last Modified by: DAN FERNANDEZ/US/GM/GMC 01/02/2007 08:29:51 AM

**Solution**  
**GM Aftersales**

**FPR No: 1996/2006/US**

**Type: GMNA Passenger Car**

Status:  
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Country/Region:  
US/GMNA

Champion:  
DAN FERNANDEZ

PRTS No.:

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**ION - Ignition switch - steering column - No crank/no start**

Affected Carlines:

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**Solution Status**

Release Status of Solution:     released     not released     refused

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**24 hr CAP Group Information**

Natural Owner of Problem :  
**SQ**

Name of Natural Owner of Problem:  
Tom Van Wirt

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**General Answer/Comment**

PRTS # N203832 (Written by Sam Grebe WVAE)

**Short Description**

**Field Remedy**

Replace ignition switch. Normal diagnostics in SI to resolve issue.

TSB requested due to condition being intermittent and to eliminate needless replacemeent of the BCM.

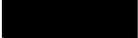
Bulletin approved 8/06...TSB #06-02-35-017 - (08/15/2006)

**Production Remedy**

- Proposed actions from Product Engineering
- Change PCB design to remove via holes from contact traces.
- Enlarge PCB vias to avoid contactors being in via limits.
- Detent plunger to increase torque force to be within spec

VIN-Breakpoints:

Breakpoint Date:



06/26/2006

**Solution Result**

Final Solution

**PDT**

Chassis

**Attachments**

**Affected Vehicles**

**Problem Description**



Top Focus - New PCB and Detent plunger - GM

**Affected Parts**

(Catalog No only valid if OPEL report)

Part No: 10392423      Catalog No:      Parts name:      Sample Parts Available: Yes

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Shipping details:      Remark/ Location of Parts:  
 Parts shipped to Supplier Quality and then to DELPHI for anaylis

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Deck Code:

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Serial No. / Casting No./ Component Date Code:

**Severity / Requested Action**

Severity: 2 - Major Issue      Action requested: Part Analysis

**Originator Information**

Originator: DAN FERNANDEZ      NSC: USA

**Dealer and Field Contact Information**

Dealer Name:      Dealer Number:      Dealer Phone:

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Dealer Contact Name:      Dealer E-Mail Address:

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Field Rep Contact Name:      Field Rep. Number:      Field Rep. Phone:

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Field Rep. E-Mail Address:

**Document Information**

Document created by: DAN FERNANDEZ/US/GM/GMC      06/20/2006 03:02:26 PM  
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 Last Accessed: 07/21/2006 07:32:07 AM

**NSC Agreement**

Date	NSC	Refused By	Reason
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**Document Information**

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01/02/2007 08:28:53 AM

**Communication**  
GM Aftersales

**FPR No: 1996/2006/US**

**Type: GMNA Passenger Car**

Status:  
**Closed** (in time)

Country/Region:  
US/GMNA

Champion:  
DAN FERNANDEZ

PRTS No.:

**ION - Ignition switch - steering column - No crank/no start**

**Messages**

Message	From	To	Date

**Document Information**

Last Modified by:

DAN FERNANDEZ/US/GM/GMC

11/17/2007 09:14:53 AM

**Status**  
GM Aftersales

**FPR No:** 1996/2006/US

**Type:** GMNA Passenger Car

Status:  
**Closed** (in time)

Country/Region:  
US/GMNA

Champion:  
DAN FERNANDEZ

PRTS No.:

**ION - Ignition switch - steering column - No crank/no start**

**Status**

Status	Target Date	Status Date	Name	Result
<b>Under Creation</b>	n/a	11/16/2007	DAN FERNANDEZ	n/a
<b>Sent</b>	n/a	06/21/2006	Melissa Clifford	n/a
<b>Additional Info Needed</b>	01/02/2007	01/02/2007	DAN FERNANDEZ/US/GM/GMC	in time
<b>Open</b>	01/02/2007	01/02/2007	DAN FERNANDEZ/US/GM/GMC	in time
<b>Waiting for Release</b>	01/02/2007	01/02/2007	DAN FERNANDEZ/US/GM/GMC	in time
<b>Feedback</b>	02/01/2007	01/31/2007	Auto Close Agent	in time
 <b>Closed</b>		Date Closed: 01/31/2007		

Comment for status:

**PRTS Link**

PRTS-Problemnumber:

PRTS-Subject:

Number:

PRTS-Status:

PRTS - Target:

Champion:

Department:

**24hr CDP Use Only**

24hr Status:

Exit to CPIP:

Open

Yes  No

Containment / Resolution Date:

Field Remedy Required:

No

Verification Date:

Comments:

**Document Information**

Last Modified by:

DAN FERNANDEZ/US/GM/GMC

11/17/2007 09:14:53 AM

**Impact**  
**GM Aftersales**

**FPR No: 1996/2006/US**  
**Type: GMNA Passenger Car**

Status: **Closed** (in time) Country/Region: **US/GMNA** Champion: **DAN FERNANDEZ** PRTS No.:

**ION - Ignition switch - steering column - No crank/no start**

**Supplier Information**

Supplier: DUNS Code:

**Assessment of customer satisfaction impact**

Marketing Division / Vehicle Line	Customer Survey:			Customer Survey:		
	PPH	MY	Wave	PPH	MY	Wave
Satum Ion						
Not Applicable						
Not Applicable						
Not Applicable..						
Not Applicable...						

Report Date: Customer Survey Specialist:

Customer Survey Comments:

**Assessment of impact on warranty**

Sales Region:

Marketing Division / Vehicle Line	Months in service						Model Year
	0	2	6	12	24	36	



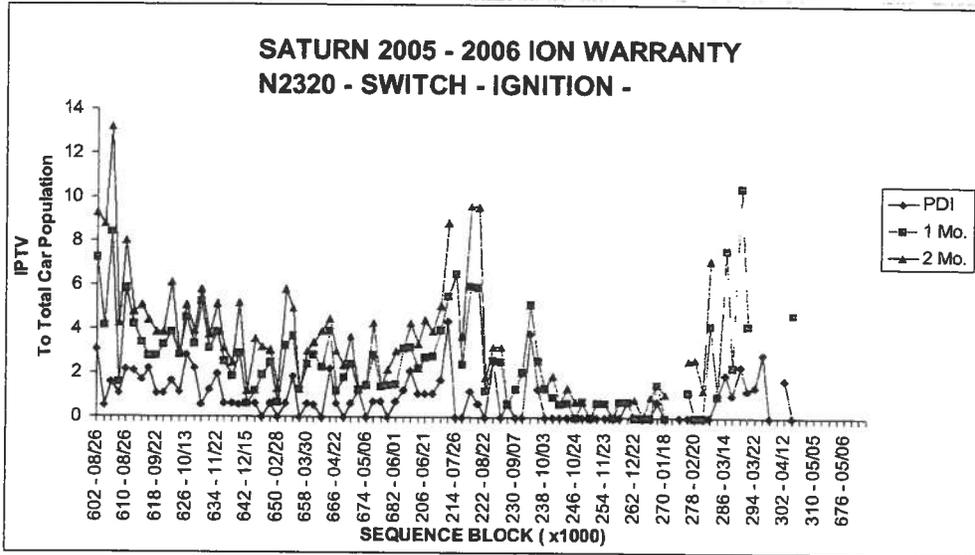
le hi cl e							
C o t A p p V ic e ab hi cl e	0	0	0	0	0	0	
C o t A p p V ic e ab hi cl e	0	0	0	0	0	0	

Solution Effectiveness (%):

Report Date:

Warranty Specialist:

Warranty Comments:



**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	

**Document Information**

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DAN FERNANDEZ/US/GM/GMC

08/07/2006 04:42:24 PM

**FPIM**  
**GM Aftersales**

**FPR No: 1996/2006/US**

**Type:GMNA Passenger Car**

Status:  
**Closed** (in time)

Country/Region:  
 US/GMNA

Champion:  
 DAN FERNANDEZ

PRTS No.:

**ION - Ignition switch - steering column - No crank/no start**

Symptoms: Customer comment of vehicle won't crank or start. Technicians find DTC B2960 and or B3033 stored.

Cases: 84

Mileage: (km) 2; 3159

**Tasks**

Due Date	Task / Action	Owner	Date Raised	Date Closed

**24 h Field Containment / Diagnostic Advice:**

Not sent yet!

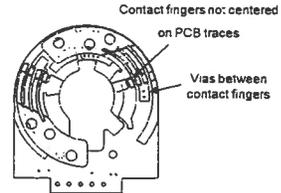
**Document Information**

Last Modified by:

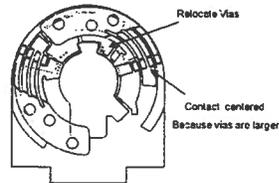
11/17/2007 09:14:54 AM

- **Problem description**
  - Switch presents Contact Bounces & contact permanent deformation
  - Customer rejects switches. Functional Problem when car starts
- **Impact : Expenses that Mechatronic paid**
  - 9% fall out
  - Switches scraped= \$135k
  - Premium freights = \$25k
  - Mfg Overtime = \$25k
- **Proposed actions from Product Engineering**
  - Change PCB design to remove via holes from contact traces.
  - Enlarge PCB vias to avoid contactors being in via limits.
  - Detent plunger to increase torque force to be within spec.
- **Current status for PCB**
  - 1.-Validation for Torque & Angle for timing corrections - DONE
  - 2.-GM RDE approve GM3660 - DONE
  - 3.- Run 350 Switches for PTR in Mechatronics - DONE
  - 4.- PTR samples approval with customer and tiers - 6/15/06
  - 5.- Mechatronics receive material for production - 6/26/06
  - 6.-SOP @ Condura for new PCB & Spring/Plunger - 6/30/06
- **Comments**
  - Mechatronics can not improve the 6/30 base on manufacturing and procurement (PC&L) feedback. Mechatronics will receive material on 6/26.

**Current**



**Proposed**



# WARRANTY ANALYSIS REPORT

## Engine/Count%

L61	72	85.7
LE5	11	13.1
LSJ	1	1.2
<b>Total:</b>	<b>84</b>	

## Trans/Count%

MN5	76	90.5
M86	7	8.3
MU3	1	1.2
<b>Total:</b>	<b>84</b>	

## Model/Count%

S2	48	57.1
S3	19	22.6
C2	9	10.7
C3	7	8.3
CR	1	1.2
<b>Total:</b>	<b>84</b>	

## Brake/Count%

J41	61	72.6
JM4	22	26.2
JL9	1	1.2
<b>Total:</b>	<b>84</b>	

## Wheels/Count%

PG1	51	60.7
PFD	26	31
PG0	6	7.1
PFF	1	1.2
<b>Total:</b>	<b>84</b>	

## Audio/Count%

U1C	47	56
US8	31	36.9
US9	6	7.1
<b>Total:</b>	<b>84</b>	

## Labor Op/Count%

N2320	84	100
<b>Total:</b>	<b>84</b>	

## Part Nbr/Count%

10392423	84	100
<b>Total:</b>	<b>84</b>	

## AssignCond/Count%

	0	
<b>Total:</b>	<b>0</b>	

## AssignCause/Count%

	0	
<b>Total:</b>	<b>0</b>	

## AssignCorrect/Count%

	0	
<b>Total:</b>	<b>0</b>	

## Cmplnt/Count%

WILL NOT START	30	35.7
INOPERATIVE	16	19
WILL NOT CRANK	14	16.7
HARD START	5	6
OPERATION	4	4.8
INTERMITTENT	4	4.8
WARNING LIGHTS	2	2.4
STALL	2	2.4
SES LIGHT	2	2.4
UNUSUAL GAGE	1	1.2
READING		
MISCELLANEOUS	1	1.2
IGNITION NOISE	1	1.2

## MthsInInv/Count%

-999	22	26.2
0	32	38.1
1	25	29.8
2	3	3.6
3	2	2.4
<b>Total:</b>	<b>84</b>	

# WARRANTY ANALYSIS REPORT

ENGAGE/DISENGAGE	1	1.2
	1	1.2
<b>Total:</b>		84

## MthOfBuild/Count%

2005 - 11	6	7.1
2005 - 12	7	8.3
2006 - 01	2	2.4
2006 - 02	26	31
2006 - 03	39	46.4
2006 - 04	4	4.8
<b>Total:</b>	84	

## MthOfSale/Count%

2005 - 12	4	4.8
2006 - 01	6	7.1
2006 - 02	5	6
2006 - 03	20	23.8
2006 - 04	25	29.8
2006 - 05	2	2.4
-999	22	26.2
<b>Total:</b>	84	

