

Complete Report

FPR No: 3101/2003/US

GM Aftersales

Type: Saturn

Status: **Canceled** (on 01/20/2004)

Country / Region: US / GMNA

Champion:

PRTS No.:

FPRD No:

ION - Ignition switch - Column - Intermittent stall while driving with no DTCs

Affected Vehicles

Main Carline: ION	Other Potentially Affected Carlines:	Model Year: 3-03	Model:
Engine:	Transmission:	Axle:	Transfer Case:
Local Component FPR: No	Options:	Steering: LHD	No of Cases: 1
Source of Information:	24hr: No	Brand Quality Plan: No	

Samples	VIN	Build Date	Engine No	Mileage (mi)	Transm. No.
Youngest	1G8AJ52F23Z112907			15	
Between					
Oldest					

Problem Description

Functional Group Level 1: 10 Powertrain	Level 2: 3 Powertrain Control & Diagnostic	Level 3: 1 Engine Management	Level 4:
Trouble Category: L - Fuel, Exhaust and Cooling System	Trouble: Noisy		
Primary Labor Code N/A	Trouble Codes Affected:	Driving Condition:	Environment Condition:
2nd Labor Code	3rd Labor Code	4th Labor Code	5th Labor Code

Symptoms / Complaints:

Customers comment of intermittent stall while driving. In most cases, there are no trouble codes associated with the stall. The vehicle will restart immediately. Technicians are rarely able to duplicate the concern.

Probable Cause:

Corrective Action:

Success of Corrective Action: Remark:



Attachment:

IONstall.xls

Affected Parts

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

Shipping details:

Remark/ Location of Parts:

Deck Code:

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

Severity / Requested Action

Severity: 3 - Moderate Issue Action requested: Field Remedy, Diagnostic advice

Originator Information

Originator: TOD A STUMP 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: Department: Location:

E-Mail: Phone: Fax:

Champion Designee Assignment

Champion: Department: Location:

E-Mail: Phone: Fax:

Visibility

Access: restricted public

Document Information

Document created by:	TOD A STUMP/US/GM/GMC	10/09/2003 04:30:23 PM
Last Modified by:	TOD A STUMP/US/GM/GMC	10/09/2003 04:41:10 PM

Solution
GM Aftersales

FPR No: 3101/2003/US
Type: Saturn

Status: **Canceled** (on 01/20/2004) Country/Region: US/GMNA Champion: PRTS No.:

ION - Ignition switch - Column - Intermittent stall while driving with no DTCs

Affected Carlines:

Solution Status

Release Status of Solution: released not released refused

24 hr CAP Group Information

Natural Owner of Problem : Name of Natural Owner of Problem:

There is no solution availble yet!

NSC Agreement

Date	NSC	Refused By	Reason

Document Information

Last Modified by: 10/28/2007 01:28:43 PM

Communication

GM Aftersales

FPR No: 3101/2003/US

Type: Saturn

Status:

Country/Region:

Champion:

PRTS No.:

Canceled (on 01/20/2004) US/GMNA**ION - Ignition switch - Column - Intermittent stall while driving with no DTCs****Messages**

Message	From	To	Date
01. More Info Needed for Stall FIND FPR 3101	STEPHEN G REHBINE	TOD A STUMP	10/21/2003

Document Information

Last Modified by:

10/28/2007 01:28:43 PM


Status
GM Aftersales **FPR No: 3101/2003/US**
Type: Saturn

Status: **Canceled** (on 01/20/2004) Country/Region: US/GMNA Champion: PRTS No.:

ION - Ignition switch - Column - Intermittent stall while driving with no DTCs

Status	Target Date	Status Date	Name	Result
Under Creation	n/a	10/09/2003	TOD A STUMP	n/a
Sent	n/a	10/09/2003	TOD A STUMP	n/a
Additional Info Needed	11/04/2003		STEPHEN G REHBINE	late 1454 d

Open
Waiting for Release

Feedback
 **Canceled** Date Canceled: 01/20/2004 From: SAMUEL GREBE/US/GM/GMC

Comment for status:
 Duplicate FIND - Same issue as #2568/2003
 Reason for Canceling:
 Duplicate FIND - same issue as #2568/2003

PRTS Link
 PRTS-Problemnumber:
 PRTS-Subject:
 Number: PRTS-Status: PRTS - Target: Champion: Department:

24hr CDP Use Only

24hr Status: Open
 Exit to CPIP: Yes No
 Containment / Resolution Date:
 Field Remedy Required: No
 Verification Date:

Comments:

Document Information
 Last Modified by: SAMUEL GREBE/US/GM/GMC 01/20/2004 11:44:20 AM

Impact
GM Aftersales

FPR No: 3101/2003/US
Type: Saturn

Status: **Canceled** (on 01/20/2004) Country/Region: US/GMNA Champion: PRTS No.:

ION - Ignition switch - Column - Intermittent stall while driving with no DTCS

Supplier Information

Supplier: DUNS Code:

Assessment of customer satisfaction impact

Marketing Division / Vehicle Line	Customer Survey:			Customer Survey:		
	PPH	MY	Wave	PPH	MY	Wave

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	
PTV	0	0	0	0	0	0	
IP	0	0	0	0	0	0	

T V							
P T V	0	0	0	0	0	0	
P T V	0	0	0	0	0	0	
P T V	0	0	0	0	0	0	
C o s t / V e h i c l e	0	0	0	0	0	0	
C o s t / V e h i c l e	0	0	0	0	0	0	
C o s t / V e h i c l e	0	0	0	0	0	0	
C o s t / V e h i c l e	0	0	0	0	0	0	
C o s t / V e h i c l e	0	0	0	0	0	0	

Solution Effectiveness (%):

Report Date: Warranty Specialist:

Warranty Comments:

Regional Information

Description	Value	Description	Value

Document Information

Last Modified by: 10/28/2007 01:28:43 PM

FPIM
GM Aftersales

FPR No: 3101/2003/US
Type: Saturn

Status: **Canceled** (on 01/20/2004) Country/Region: US/GMNA Champion: PRTS No.:

ION - Ignition switch - Column - Intermittent stall while driving with no DTCs

Symptoms: Customers comment of intermittent stall while driving. In most cases, there are no trouble codes associated with the stall. The vehicle will restart immediately. Technicians are rarely able to duplicate the concern. Cases: 1 Mileage: (km) 15

Tasks

Due Date	Task / Action	Owner	Date Raised	Date Closed

24 h Field Containment / Diagnostic Advice:

Not sent yet!

Document Information

Last Modified by: 10/28/2007 01:28:43 PM



Memo

Sent on 10/21/2003 12:48:19 PM

To: TOD A STUMP/US/GM/GMC [REDACTED]
 cc: ROBERT C WITTMANN/US/GM/GMC [REDACTED]
 From: STEPHEN G REHBINE/US/GM/GMC
 Date: 10/21/2003 12:48:19 PM
 Subject: More Info Needed for Stall FIND FPR 3101

Tod,

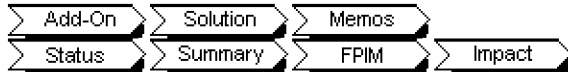
We need any additional information your team can provide on this subject. We briefly discussed a TAC questionnaire the guys would use when fielding calls on ION Stall. Let know what you think, or if you need help with developing a questionnaire.

-Steve-

Stephen Rehbine
 Current Vehicle Information
 Saturn Service Engineering



----- Forwarded by STEPHEN G REHBINE/US/GM/GMC on 10/21/2003 11:43 AM -----



Product Report

FPR No: 3101/2003/US

GM Aftersales

Type: Saturn

Status:

Country / Region:

Champion:

Add. Info Needed (14 d left)

United States of America /

GMNA

PRTS No.:

FPRD No:

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Between				
Oldest				

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 Level 2: 3 Powertrain Control & Diagnostics
 Level 3: 1 Engine Management
 Level 4:

Trouble Category:
 L - Fuel, Exhaust and Cooling System

Trouble:
 Noisy

Primary Labor Code
 N/A

Trouble Codes Affected:

Driving Condition:

Environment Condition:

2nd Labor Code

3rd Labor Code

4th Labor Code

5th Labor Code

Symptoms / Complaints:

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Probable Cause:

Corrective Action:

Success of Corrective Action:

Remark:



Attachment:

IONstall.xls

Affected Parts

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

Shipping details:

Remark/ Location of Parts:

Deck Code:

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

Severity / Requested Action

Severity: 3 - Moderate Issue
 Action requested: Field Remedy, Diagnostic advice

Originator Information

Originator: TOD A STUMP
 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:
<hr/>		
	Field Rep. E-Mail Address:	
<hr/>		

Champion Assignment

Champion:	Department:	Location:
<hr/>		
E-Mail:	Phone:	Fax:
<hr/>		

Champion Designee Assignment

Champion:	Department:	Location:
<hr/>		
E-Mail:	Phone:	Fax:
<hr/>		

Visibility

Access: restricted public

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- Add-On
 - Solution
 - Memos
 - Status
 - Summary
 - FPIM
 - Impact
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