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

**Affected Vehicles**

<table>
<thead>
<tr>
<th>Main Carline</th>
<th>Other Potentially Affected Carlines</th>
<th>Model Year</th>
<th>Model</th>
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<tbody>
<tr>
<td>ION</td>
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<tr>
<th>Engine</th>
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<th>Axle</th>
<th>Transfer Case</th>
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<tr>
<th>Local Component FPR:</th>
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<th>No of Cases</th>
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<tr>
<th>Source of Information:</th>
<th>24hr:</th>
<th>Brand Quality Plan:</th>
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<table>
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<td>Oldest</td>
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**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
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**

Catalog No only valid if OPEL report
Part No: Catalog No: Parts Name: Sample Parts Available: No
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: 
Last Modified by: 
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 available yet!

NSC Agreement

<table>
<thead>
<tr>
<th>Date</th>
<th>NSC</th>
<th>Refused By</th>
<th>Reason</th>
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Document Information
Last Modified by: 10/28/2007 01:28:43 PM
Communication

FPR No: 3101/2003/US
Type: Saturn

GM Aftersales

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

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

Messages

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Document Information

Last Modified by: 10/28/2007 01:28:43 PM
**Status**
GM Aftersales

**FPR No:** 3101/2003/US  
**Type:** Saturn

**Canceled** (on 01/20/2004)  
US/GMNA

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

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**Open**

**Waiting for Release**

**Feedback**

![Canceled](canceled_icon)  
**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:**

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**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  
**Date:** 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

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Report Date: 
Customer Survey Specialist: 
Customer Survey Comments: 

Assessment of impact on warranty

Sales Region: 

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### Document Information

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

<table>
<thead>
<tr>
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<th>Task / Action</th>
<th>Owner</th>
<th>Date Raised</th>
<th>Date Closed</th>
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</table>

24 h Field Containment / Diagnostic Advice:

Not sent yet

Document Information

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

To: TOD A STUMP/US/GM/GMC
cc: ROBERT C WITTMANN/US/GM/GMC
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
GM Aftersales

FPR No: 3101/2003/US
Type: Saturn

Status: Add. Info Needed (14 d left)
Country / Region: United States of America / GMNA

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

Affected Vehicles

Main Carline: ION
Other Potentially Affected Carlines: 3-03
Model Year: 3-03
Model: ION
Engine: Transmission: Axle: Transfer Case:

Local Component FPR: Options: Steering: No of Cases:
No LHD 1

PRTS No: FPRD No:
Problem Description

Functional Group Level 1: 3 Powertrain Control & Diagnostics
Level 2: 1 Engine Management
Level 3: 1 Powertrain

Trouble Category: Noisy
L - Fuel, Exhaust and Cooling System

Primary Labor Code: N/A
2nd 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.

Corrective Action: Success of Corrective Action: Remark:

Affected Parts

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

<table>
<thead>
<tr>
<th>Dealer Name:</th>
<th>Dealer Number:</th>
<th>Dealer Phone:</th>
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<table>
<thead>
<tr>
<th>Dealer Contact Name:</th>
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<table>
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<tr>
<th>Field Rep. Contact Name:</th>
<th>Field Rep. Number:</th>
<th>Field Rep. Phone:</th>
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<thead>
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<th>Field Rep. E-Mail Address:</th>
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### Champion Assignment

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<tr>
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<th>Department:</th>
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### Champion Designee Assignment

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### Visibility

Access:  ○ restricted  ● public

### Document Information


Last Modified by: TOD A STUMP/US/GM/GMC  10/09/2003 03:41:10 PM

Last Accessed:  10/21/2003 11:42:51 AM