
From: Keith S. Schultz
To: Matthew Jerinsky; Brian J. Everest
CC: Gay P Kent; Jennifer Sevigny; Mark O. Ellis/US/GM/GMC; William Hohnstadt; Penny Jongeward; Robert C. Lange/US/GM/GMC; Stephen G Gehring
BCC:
Sent Date: 2007-04-03 15:32:00:000
Received Date: 2007-04-03 15:32:00:000
Subject: GM Technical Training Workshop at NHTSA (03/29/07)
Attachments:

Matt and Brian,

I want to thank you on behalf of Product Investigations for your efforts in preparing for and delivering two excellent technical training workshops to NHTSA on Frontal Air Bag Sensing and Air Bag Field Assessment Techniques on March 29, 2007.

Your presentation materials were well balanced relative to technical detail, principles of operation, and general information. An indication of success was the great dialogue during and after each presentation and the interest expressed during the component review session.

Thanks to you, GM continues to deliver on a commitment made to NHTSA in December 2004 by Jim Queen regarding technical training.

Well done and thank you!

Keith S. Schultz
GM Product Investigations



From: Gay P Kent
To: James Queen; Kevin Williams; Michael J. Robinson; Keith S. Schultz; Doug Wachtel; Dwayne Davidson; Stephen Gehring; Maureen Foley-Gardner; bill.kemp; Joe W. Joseph; Amber K. Patterson
CC: Ken W Cole; Robert Lange; Deb Nowak-Vanderhoef; Stephen O'Toole; Robert Kruse; [REDACTED]
[REDACTED] Leisa Ratu; [REDACTED] Matt Tsien
BCC:
Sent Date: 2005-01-02 21:39:04:000
Received Date: 2005-01-03 13:12:52:000
Subject: NHTSA & GM Communications Workshop 10DE04- Action Items that address the top 3 challenges
Attachments: Action Items NHTSA & GM Communications Workshop 16De04.ppt



Action Items NHTSA & GM Communications Workshop 16De04.ppt

This summary includes the action plans from the material developed during the workshop. A follow up discussion with Kathy DeMeter and Gay Kent occurred on 16DE05 to confirm the content of the attached document. Progress reports of these items will occur at the NHTSA-GM Quarterly Reviews. Please provide any status updates to Gay Kent.

Thank you.

Gay P. Kent
Director, GM Product Investigations
[REDACTED]

NHTSA & GM Communications Workshop

Action Items that address the top 3 challenges

Timeliness

- GM should include NHTSA with new technology training e.g. Supplier training, On-line training or Dealer workshops. (Joe Joseph and Dick Boyd-NHTSA) -1st Qtr 2005-
- Identify ways to improve communication, both ways, before opening a NHTSA investigation. (Keith Schultz/Bob Young-NHTSA w/lead from Mike Robinson/Lloyd Guerci & Jackie Glassman-NHTSA) Timing TBD
- Identify ways to improve communication between the issuance of the resume and the IR letter to improve the content of the IR letter. (Keith Schultz/NHTSA Division Chiefs) –Start now-
- Improve Dealer communication –Corvette ECL- example: The loading of all VINs coincident with recall launch (Maureen Foley-Gardner) –1st Qtr 2005-
- If GM is in the process of taking a Safety Recall Field Action, NHTSA may not require a written response to an existing IR. Case by Case (Keith Schultz/NHTSA Division Chiefs) –Start now-
- Better communication within GM for Platform/Engineering/SMTs in notifying PI/FPE and the importance of timeliness (M. Foley-Gardner/Gay Kent/Doug Wachtel/Dwayne Davidson) –In process-

NHTSA & GM Communications Workshop

Action Items that address the top 3 challenges

(continued)

Consistency

- Provide GM the process documentation on NHTSA's "Screening" methodology and control plan (Bob Young-NHTSA) -17DE04-
- NHTSA to become smarter about an investigation before it's opened. (Bob Young-NHTSA) -Start now-
- Establish a list of areas where there appears to be inconsistency. (Doug Wachtel/Jeff Quandt-NHTSA) -1st Qtr 2005-
 - Special policy vs. recalls
 - Technology changes the level of acceptable field performance.

Other

- Arrange for "non-adversarial" regularly scheduled discussions. Consider general discussions of potential safety categories at the quarterly meetings. Begin with Engine Stall in early Feb. (K. Schultz/Dick Boyd and Jeff Quandt-NHTSA) -1st Qtr 2005-
- Establish and recognize a conflict resolution approach, including deadlines, for investigations that have reached an impasse between PI and ODI. (Gay Kent/Kathy DeMeter-NHTSA) -Jan. 2005-
- Consider a follow up future workshop in 12 to 18 months. (Gay Kent/Kathy DeMeter)