

PRTS [REDACTED] - Issue Summary

Issue Number: [REDACTED]

Subject: Rod Bearing , Engine - Locked Up While Driving

Issue Type: (Aftersales) Field Performance Report

Issue Age: 3 Days

Issue Status: Closed

Program: Tahoe T1

Project: US - United States

Current Step Status: Complete

Product Line: CKtruck - Global Full Size Truck Pickup / Utility

Project Number: T1U/YXF NA - Current Product

Current Step Target:

Responsible:

Designee:

Severity: *S - Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Field Performance Report

Vehicle Information

Vehicle Line / Engineering Source: Tahoe T1

Country: US - United States

Vehicle Line: Tahoe T1

Hardware Stage:

Product Line: CKtruck - Global Full Size Truck Pickup / Utility

Make: Chevrolet

Project Number: T1U/YXF NA - Current Product

Model Year: 2021

Engine:

Transfer Case:

Transmission:

Axle:

Title

Part Name: Rod Bearing

Part Location: Engine

Complaint: Locked Up While Driving

Severity: *S - Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Origination Point: GM Internal

Dealer Number:

Field Rep Number: [REDACTED]

Emissions:

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Current Step Role Assignments

Name	Name	Date	Assignment Comments	Assigned By	Phone
BQM	[REDACTED]	09-Oct-2020		[REDACTED]	[REDACTED]
Issue Approver	[REDACTED]	09-Oct-2020		[REDACTED]	[REDACTED]
Originator	[REDACTED]	09-Oct-2020		[REDACTED]	[REDACTED]

VIN Information

Cases

No Of Cases	Recorded By/Originator	Recorded Date
1	Originator	

VIN Information

Primary VIN	VIN	Build Date	Odometer Reading	Odometer Unit	Engine No	Transm. No
Y	[REDACTED]	08-Jun-2020	2737	Miles		

Affected Parts

VPPS 1: 10-Powertrain

VPPS 2: 10.01-Power Generation

VPPS 3: 10.01.01-Engine

VPPS 4:

Parts

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Part Number	Part Name
No records available	

Parts Available?:

Location of Parts
[REDACTED] on 09-Oct-2020 RO#: [REDACTED] TAC Case # (If Available): [REDACTED]

Problem Description

Symptoms/Complaints
[REDACTED] on 09-Oct-2020 Concern: customer states engine locked up on the highway at 2465 miles. 2nd engine locked up at 2737 miles Cause: 1st engine failure: #1 and 2 rod bearing seized to crankshaft. 2nd engine failure: # 4 and 5 rod bearing seized to crankshaft. Correction: replacing engine assembly, oil cooler, oil cooler lines, intake manifold. Also replacing torque converter because it had to be removed with the engine assembly

Probable Cause
No records available

Corrective Action
No records available

Issue Status

System Reference

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External System Name	External System Issue ID
No records available	

Speak Up For Safety Comments
No records available

Additional Product Issue Information
No records available

Service Actions
No records available

Is this part/component used on current program?:

Read Across Confirmed?:

Is a Program Action Plan Required?:

Tech Specialist Comments
No records available

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Issue Events

Date	Event	Code	Comment	Name
12-Oct-2020	Closed			[REDACTED]

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Memos

Date Sent	Subject	Issue Step	Sent By
No records available			

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Attachments

Date	Title	Associated Step	Attached By
09-Oct-2020	2021 Tahoe rod bearing spun.pptx	Field Performance Report	[REDACTED]

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Associations

Associated Parents

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
No records available								

Associated Children

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
09-Oct-2020	Rod Bearing , Engine - Locked Up While Driving	[REDACTED]	(PRTS) PRTS Issue	Closed - Special Action	Preliminary Root Cause	Suspended	Requirement Owner Director/Manager: James Richards, PRC Champion: Randal DuFresne, Domain Director: John Douro	[REDACTED]