

SEVERITY CRITERIA:

Effect	Criteria: Severity of Effect This ranking results when a potential failure mode results in a final customer and/or a manufacturing/ assembly plant defect. The final customer should always be considered first. If both occur, use the higher of the two		Ranking	Additional items to consider when determining Severity
	(Customer effect)	(Manufacturing Assembly effect)		
Hazardous without warning	Very high severity ranking when a potential failure mode affects safe vehicle operation and/or involves noncompliance with government regulation without warning.	Or failure may endanger operator (machine or assembly) without warning.	10	Direct relates to human safety, potential to cause a loss of vehicle control or lead directly to an accident.
Hazardous with warning	Very high severity ranking when a potential failure mode affects safe vehicle operation and/or involves noncompliance with government regulation with warning.	Or failure may endanger operator (machine or assembly) with warning.	9	Indirectly relates to human safety, has an impact on occupant safety in event of an accident.
Very High	Vehicle/Item inoperable (loss of primary function).	Or 100% of product may have to be scrapped, or vehicle/item repaired in repair department with a repair time greater than one hour.	8	Walk Home failure. Customer very dissatisfied. "Plant disruption (Global definition*)" / Production Line Stoppage > 20 minutes downtime, Defect will always require off line repair
High	Vehicle/Item operable but at a reduced level of performance. Customer very dissatisfied.	Or product may have to be sorted or a portion (less than 100%) scrapped, or vehicle/item repaired in repair department with a repair time between a half-hour and an hour.	7	Includes noticeable wind noise / Squeak & Rattle**, includes non vital function issues Customer dissatisfied - almost all customers will return vehicle for warranty repair. Plant disruption (Global definition*)" / Produ
Moderate	Vehicle/Item operable but Comfort/Convenience item(s) inoperable. Customer dissatisfied.	Or a portion (less than 100%) of the product may have to be scrapped with no sorting, or item repaired in repair department with a repair time less than a half-hour.	6	Customer experiences discomfort. 50 - 80% of customers would return for warranty repair Convenience item inoperative. "Plant disruption (Global definition*)"
Low	Vehicle/Item operable but Comfort/Convenience item(s) operable at a reduced level of performance.	Or 100% of product may have to be reworked, or vehicle/item repaired off line but does not go to repair department.	5	~ 50% of customers would return for warranty repair. Minor disruption to production line and impacts Work Group.
Very Low	Fit and Finish/Squeak and Rattle item does not conform. Defect noticed by most customers (greater than 75%).	Or product may have to be sorted, with no scrap, and a portion (less than 100%) reworked.	4	Defect noticed by most customers <20% would return for warranty repair. Minor disruption to production line and impacts Work Group. Online repair outside of takt time.
Minor	Fit and Finish/Squeak and Rattle item does not conform. Defect noticed by 50% of customers.	Or a portion (less than 100%) of the product may have to be reworked, with no scrap, on-line but out-of-station.	3	Defect noticed by few customers <10% would return for warranty repair. Minor disruption to production line and impacts Work Group. Repair in station online in takt time
Very Minor	Fit and Finish/Squeak and Rattle item does not conform. Defect noticed by discriminating customers (less than 25%).	Or a portion (less than 100%) of the product may have to be reworked, with no scrap, on-line but in-station.	2	Defect noticed by discriminating customers. Minor disruption to production line but contained in Operator Station in takt time.
None	No discernible effect.	Or slight inconvenience to operation or operator, or no effect.	1	No Effect.

*Global Definition for Plant Disruption: Pay point downtime of 20 minutes or more cumulative, non-standard labor impact of >50 hours, shipping of finished products halted, or increase on hand float by 40 vehicles for a single issue.

**Note: We have increased the Severity Ranking for a Noticeable Wind noise or Squeak and Rattle to a 7 versus the AIAG ranking due to the increased focus in these areas by our customers.