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Mike Dulaney and Valerie Cooley with the two millionth transmission

Former GM Design VP Cherry Earns Lifetime Design Achievement Award

The 26th annual EyesOn Design weekend was held the weekend of June 14-16.

A special "Vision Honored Awards Dinner" honoring former GM designer Wayne Cherry was held at the GM Heritage Center in Sterling Heights June 14.

Bob Lutz presented the 2013 Lifetime Design Achievement Award trophy to Cherry.

A special "garage crawl" was held Saturday, June 15, where attendees were able to see the Lingenfelter Collection in Brighton.

On June 16, the day's festivities began with a special brunch

at the Eleanor & Edsel Ford Estate, 1100 Lake Shore Drive in Grosse Pointe Shores.

The EyesOn Design Car Show – titled, "Revolution Over Evolution" – gave those attending the chance to see more than 200 classic vehicles that show off the best of Detroit car designs over the years.

Kathy Lightbody, media volunteer and spokesperson for the event, said that about 6,000 people attended all of the weekend events. Just under 5,000 visited

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Warren Transmission Marks 2M Milestone

by Irena Granaas

Employees, local representatives and management at the GM Warren Transmission plant came together June 20 to celebrate the 2 millionth six-speed transmission, which is a key element in customer satisfaction for a number of GM products.

As part of the celebration, the General Motors Foundation presented \$70,000 in grants, divided among eight community non-profit organizations who provide benefits and services to local families.

Plant tours were available for visiting media, family members and GM retirees who wanted to see how the transmissions were made.

UAW Local 909 Chairman Don Sharp welcomed special guests, including several state government representatives and leaders of local organizations to the event.

Other keynote participants were Plant Manager Mike Dulaney and GM Foundation President Vivian Pickard.

"Today is a very special day for our employees and for the plant as a whole, and we'd like to thank you and everyone for celebrating it with us," said Sharp.

"Here at Warren Transmission, it is our mission to build world-class transmissions and to keep

our customers safe and enthused," said Plant Manager Mike Dulaney.

"We have a great bunch of employees here at Warren Transmission, and these employees every day strive to do their best by providing the highest quality transmissions that meet and exceed the needs of our customers."

At one point, UAW Local 909 member Valeria Cooley exuberantly took the wraps off the "star" of the event, the 2 millionth transmission, which held court at the front of the podium.

"I'm grateful to be an employee for 32 years and proud to be a member of UAW Local 909," Cooley said.

The unit represented the 6T70E and 6T75E six-speed automatic front-wheel-drive Hydra-Matic transmissions that, according to Dulaney, are driving the success of numerous important GM vehicles including:

- Chevrolet – the Traverse crossover SUV, Malibu mid-size car, Equinox mid-size crossover SUV, and Impala full-size sedan;
- GMC – the Acadia full-size crossover SUV and Terrain small SUV;
- Buick – the Enclave full-size luxury crossover SUV;
- Cadillac – the XTS full-size luxury sedan.

The plant produced more than

377,000 transmissions in 2012 alone.

Grant awardees who accepted checks at the event were Big Brothers/Big Sisters of Metropolitan Detroit, Clinton River Watershed, Family Youth Interventions, the Judson Center, Macomb Science Olympiad, Warren Lions Club, Warren Symphony Orchestra and Winning Futures.

"We are very grateful to the GM Foundation for its generosity and support," said Jane Kauffman, program manager, Family Youth Interventions.

"This donation allows Family Youth Interventions to provide support to our Shelter, Transitional Living and Street Outreach programs.

"Funds will be utilized in multiple ways, including basic needs, such as food and recreational activities for youth."

Built in 1941 and purchased by GM in 1958, the Warren Transmission plant has 444 hourly and 101 salaried employees.

The facility has received numerous awards in recent years for energy savings and pollution prevention, including a Clean Corporate Citizen award from the MDEQ in 2012.

The automaker in 2011 made a \$325 million investment in tools and equipment to support the production of future electric vehicle operations.

GM Quality Best Overall, Says J.D. Power *Ford Led Way in Technology, Others Improved on It*

by Jim Stickford

J.D. Power gave GM some good news last week.

That's when the market research firm, at the June 19 Automotive Press Association lunch at the Detroit Athletic Club, declared that GM did best overall among the top 25 OEMs in J.D.Power's Initial Quality Study (IQS) survey.

David Sargent, vice president, quality practice at J.D. Power, said the firm has been performing its IQS survey for 24 years. This year's study was a change from the one used since 2006.

The study, Sargent said, covers the first 90 days of vehicle ownership. The company selected about 83,000 new-car owners and contacted them by mail.

This year, the survey was done on the Internet. "This is the first time we've done that," Sargent said. "In the past, we had people fill out a questionnaire on paper and mail it back to us."

The reason J.D. Power came up with a new survey was, as technology in cars have changed, what bothers people has changed as well. For example, Sargent said, this year's survey had no questions on cassette players.

"The IQS focuses on 'design problems,'" Sargent said. "That's a problem that we consider designed into the vehicle causing something like wind noise or if technology is difficult to use.

"It's a poorly conceived design as opposed to a problem caused by a vehicle being poorly constructed. We're seeing about two-thirds of problems in new vehicles being design problems."

The IQS showed that 51 percent of respondents cared about reliability and 51 percent strongly cared about exterior styling, when naming top factors that influence buying a vehicle.

The study also showed that the top problem for new buyers is when voice recognition systems don't recognize voices. That was followed by Bluetooth/connectivity issues, excessive wind noise, interior materials scuffing and soiling too easily, and navigation systems being too hard to use.

Sargent said the OEMs use the data collected to determine where they are among the competition and where they need to make improvements. The public uses the information to help decide what cars and trucks to buy.

The customers who responded to the survey had 233 different problem symptoms to judge, Sargent said. The industry average for problems this year is 113 per 100 vehicles. GM had the top vehicle in eight categories. No other OEM had more than three.

"I find that an impressive accomplishment," Sargent said. He said the company really excelled in the large vehicle categories involving trucks, CUVs and SUVs.

The domestic OEM winners were:

- City Car – Chevrolet Spark
- Midsize Sporty Car – Chevrolet Camaro (tie), Ford Mustang (tie)
- Large Car – Chevrolet Impala
- Subcompact CUV – Buick Encore (tie), Kia Sportage (tie)
- Minivan – Chrysler Town & Country
- Large CUV – Chevrolet Tahoe
- Large Premium CUV – Cadillac Escalade

Large Light-Duty Pickup – Chevrolet Avalanche (tie), GMC Sierra LD (tie)

Large Heavy-Duty Pickup – Chevrolet Silverado HD

Overall, GM had two of the top five brands, Sargent said. GMC finished second with 90 problems per 100 vehicles. Chevy finished fifth with a score of 97.

"GMC never finished higher than ninth, and now they're second," Sargent said.

The industry average was 113 problems per 100 vehicles. Cadillac beat that with a score of 108, Buick 109. Chrysler's score was 109 for 15th place. It was 25th last year. Jeep scored 118.

Sargent said Cadillac beating the industry average was impressive because newly-launched models have more problems.

On the other hand, models that have been out for a few years give OEMs time to fix problems. He said that was one of the reasons GM did well. The 2013 Sierra and Silverado are at the end of a six-year lifecycle, and GM has always done well improving models during a lifecycle.

Lincoln scored 113. Sargent said Ford makes good cars and trucks, but it led the way in technology, causing a higher score.

Systems like Ford's My Ford Touch came out first, he said, giving other OEMs a chance to see just what worked and what didn't.

"Ford basically took one for the team. Someone had to go first," Sargent said. "And the Ford F-150 is a good truck, but it had the bad luck this year to come up against the Sierra and

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Chevrolet Camaro



GMC Sierra



Chrysler Town & Country

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