

1 Problem

What	Problem(s)	People being killed and injured by malfunctioning air bags
When	Date	Ongoing
	Different, unusual, unique	Possible exposure to high humidity during manufacturing, change to new propellant in 1998
Where	Facility, site	Multiple manufacturing facilities globally
	Unit, area, equipment	Air bags
	Task being performed	Air bags deploying
Impact to the Goals		
Safety		At least 5 deaths, many more injuries
Customer Service		Millions of air bags recalled
Regulatory		Federal investigation into issue
Economic		Large impact on air bag and automakers financially
Property/ Equipment		?
Labor/ Time		Substantial investigation into issue

AIR BAG RECALL

Cause Map

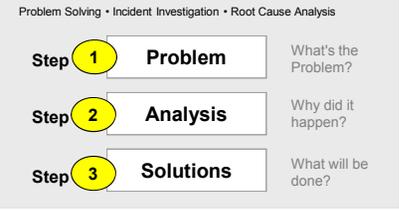
5 Deaths and Many Injuries Have Been Linked to Malfunctioning Air Bags

Air bags are designed to save lives and there is no doubt that they do, but they can also be deadly if they malfunction. At least 5 deaths and many more injuries since 2004 have been tied to metal fragments that burst out of faulty air bags.

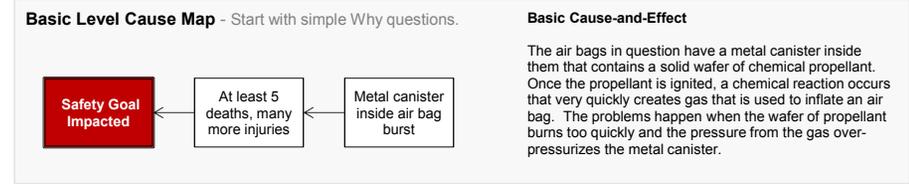
"If you don't know the root cause, how do you know that the replacement part that you're supplying solves the problem?"

Cause Mapping is a Root Cause Analysis method that captures basic cause-and-effect relationships supported with evidence.

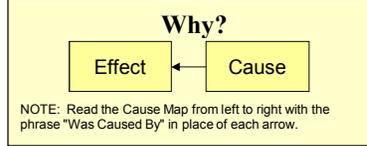
CAUSE MAPPING



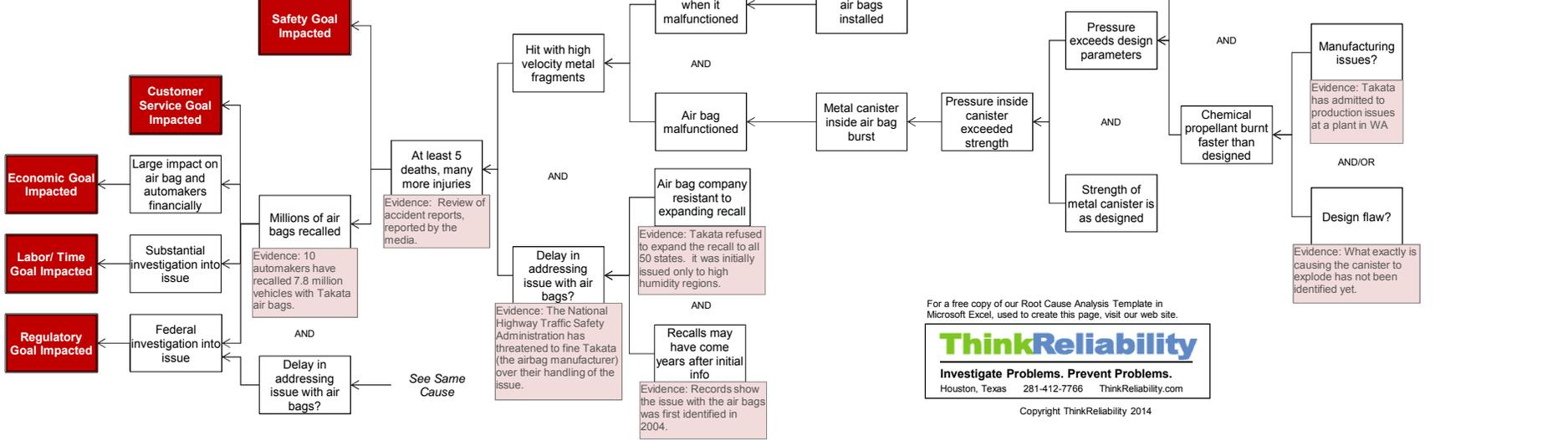
2 Analysis



- Representative John Sarbanes



More Detailed Cause Map - Add detail as information becomes available.



For a free copy of our Root Cause Analysis Template in Microsoft Excel, used to create this page, visit our web site.

ThinkReliability

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