

Warranty handling in the automotive industry



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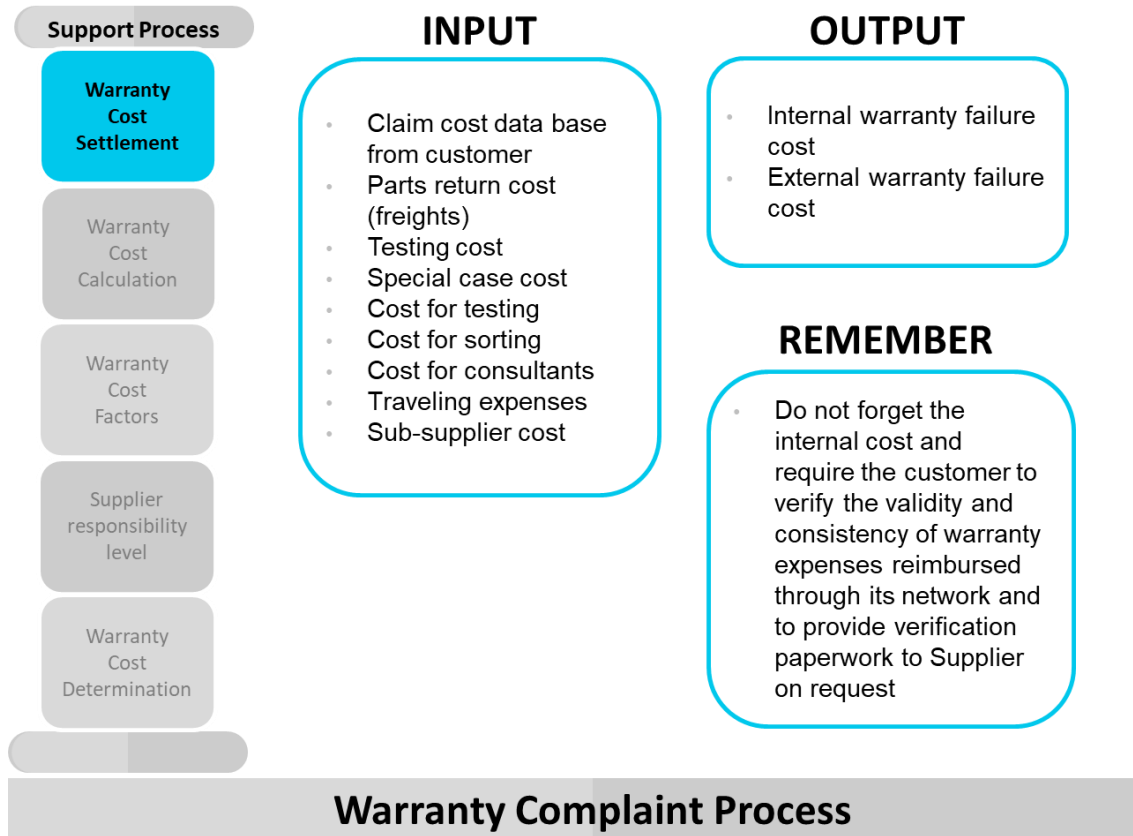
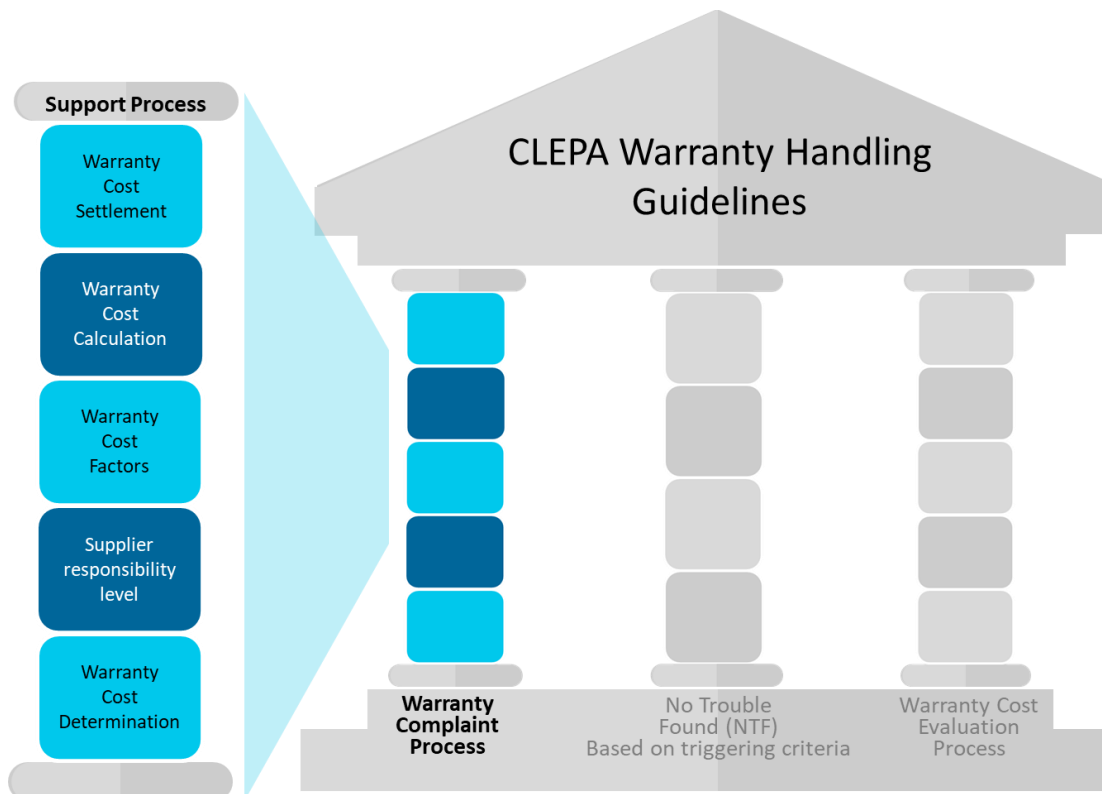
Warrant handling as an instrument to achieving agreeable relationships

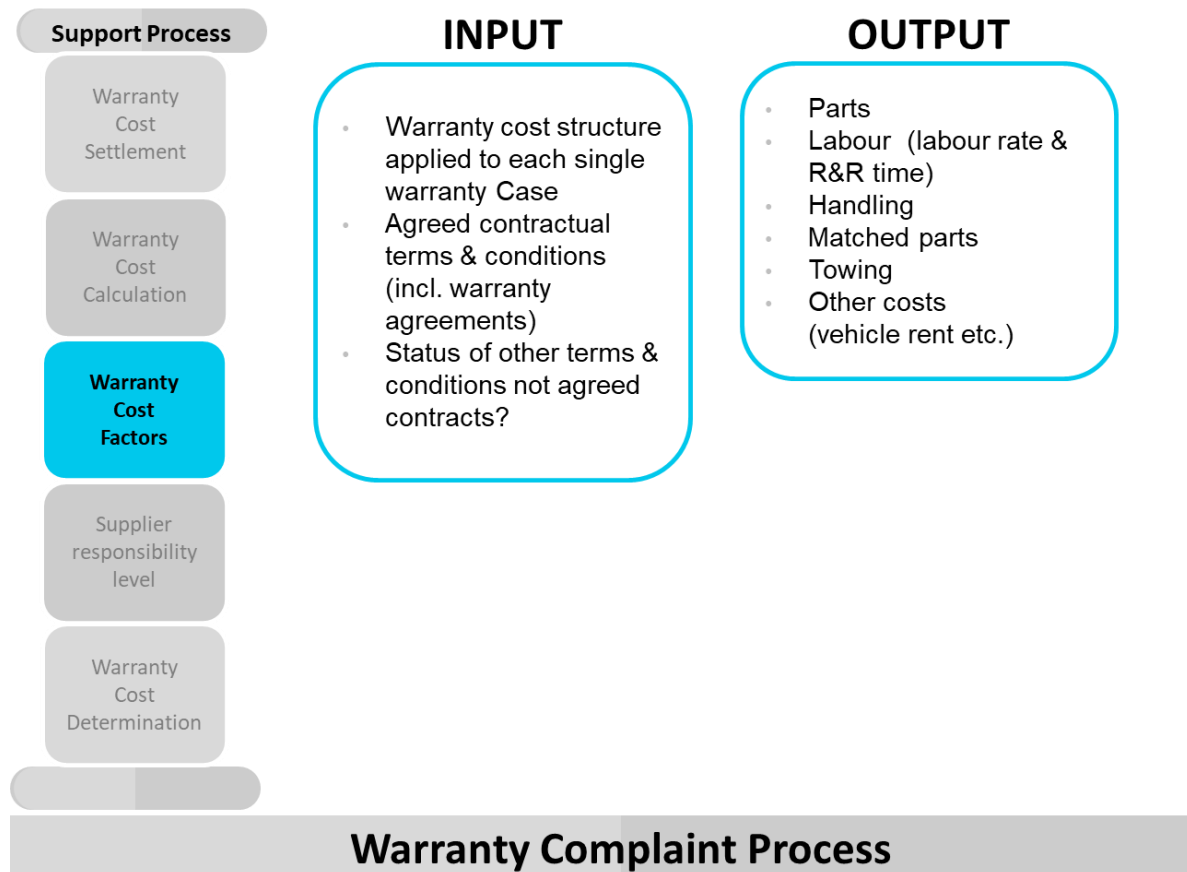
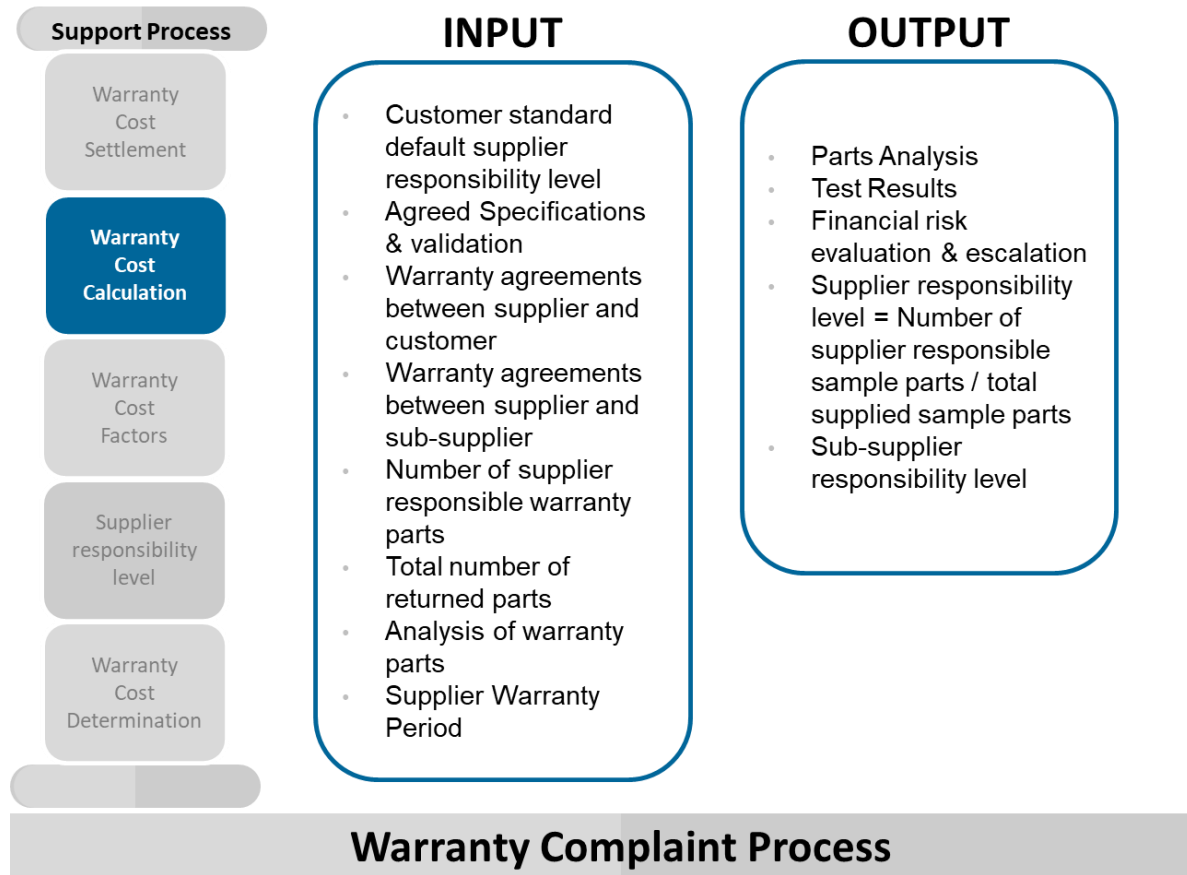
This paper is a statement on what automotive suppliers consider as the most efficient way of handling Warranty. CLEPA considers that Warranty primarily should be used as an instrument to improve the quality and the durability of products. This paper has been drafted to define the process map with all the essential inputs and outputs that may be taken into consideration in order to improve customer and consumer satisfaction, reduce waste and improve efficiency.

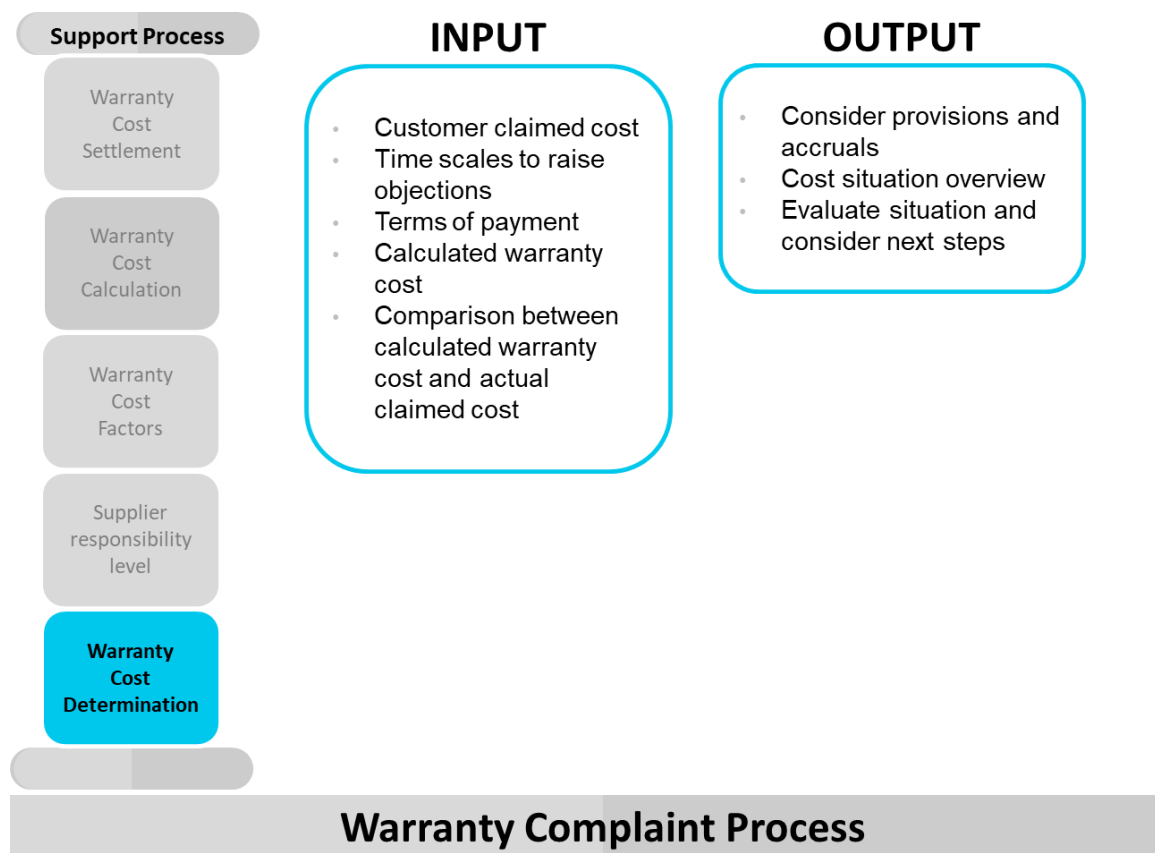
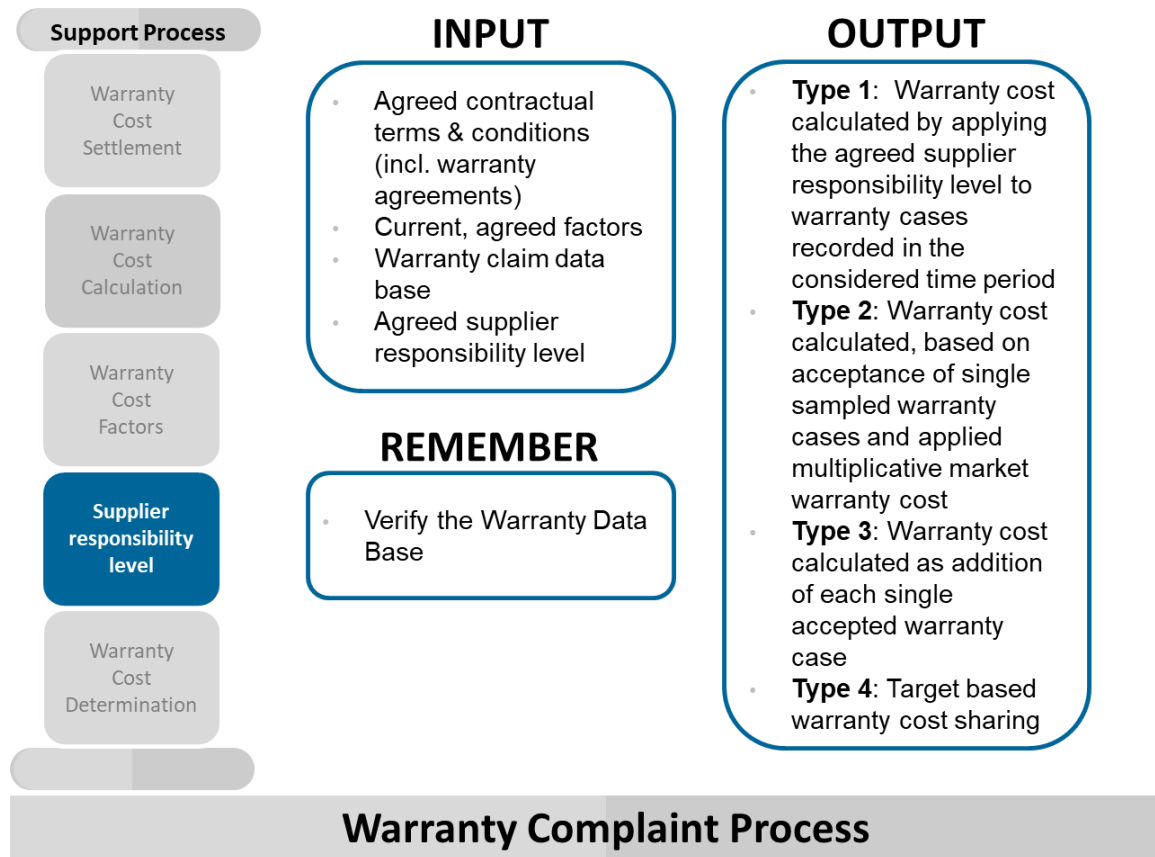
This paper is not binding, and it does not make any recommendations regarding the use of specific Warranty Handling Possesses or Terms and Conditions. These must be negotiated individually and independently between each CLEPA member and its customers and suppliers.

This paper does not discuss the terms and costs for a vehicle recall action or service campaign since this is not a warranty issue.

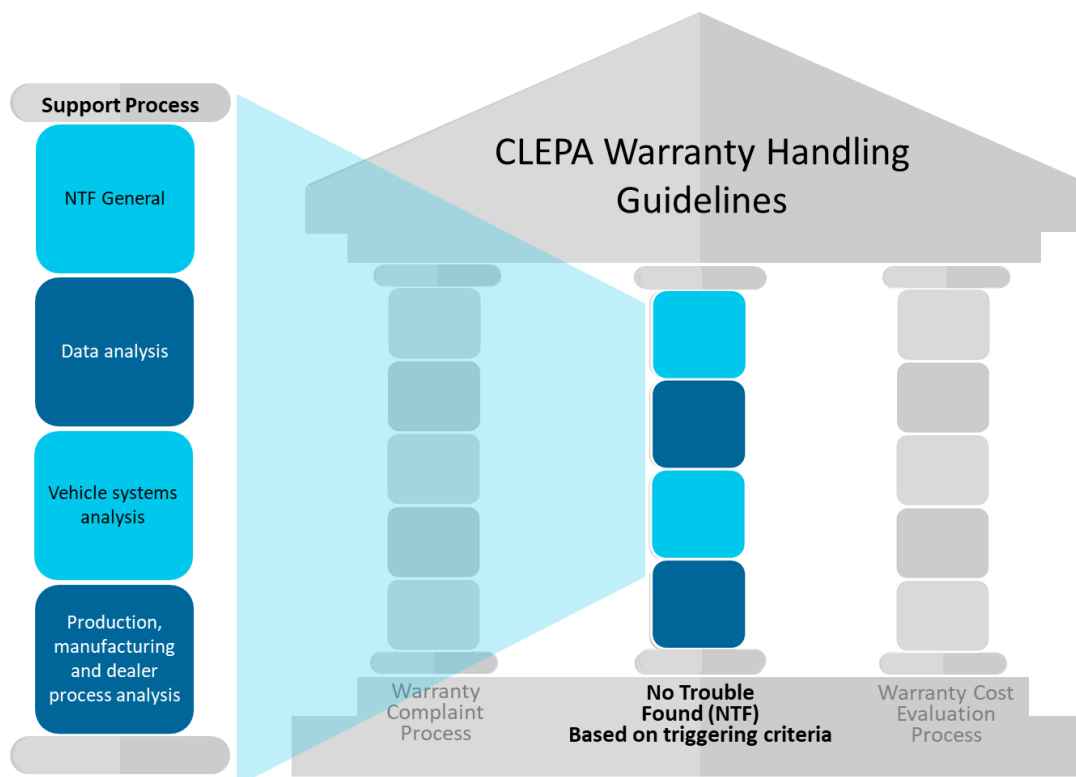
1. Warranty complaint process



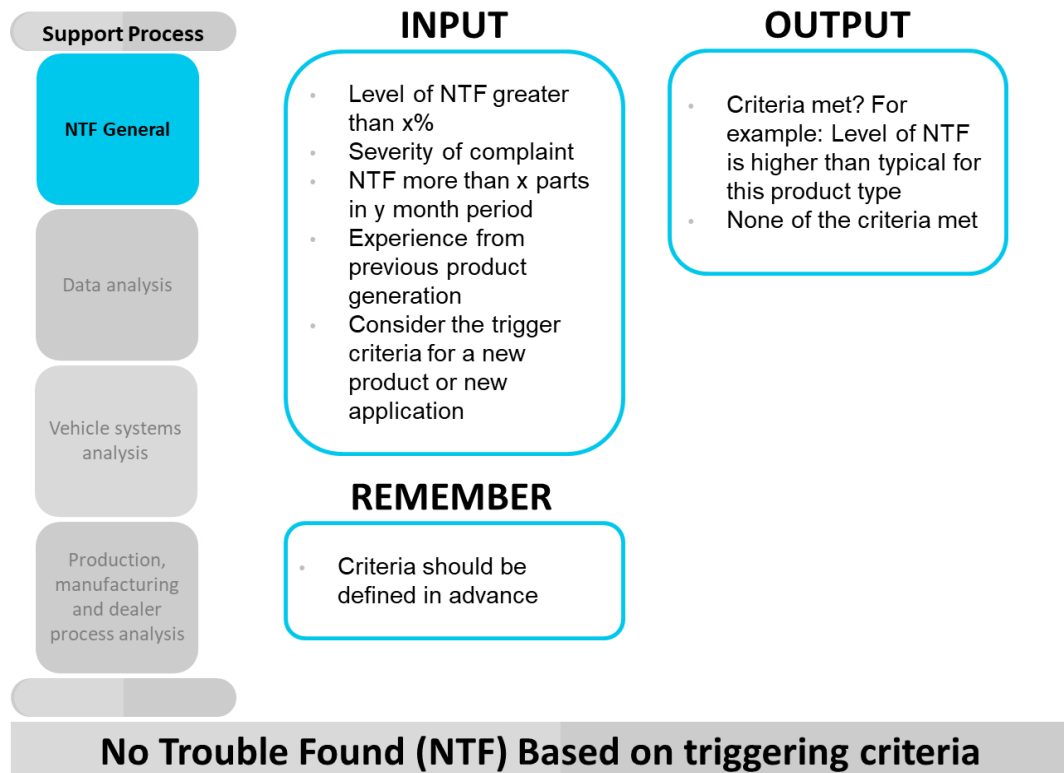


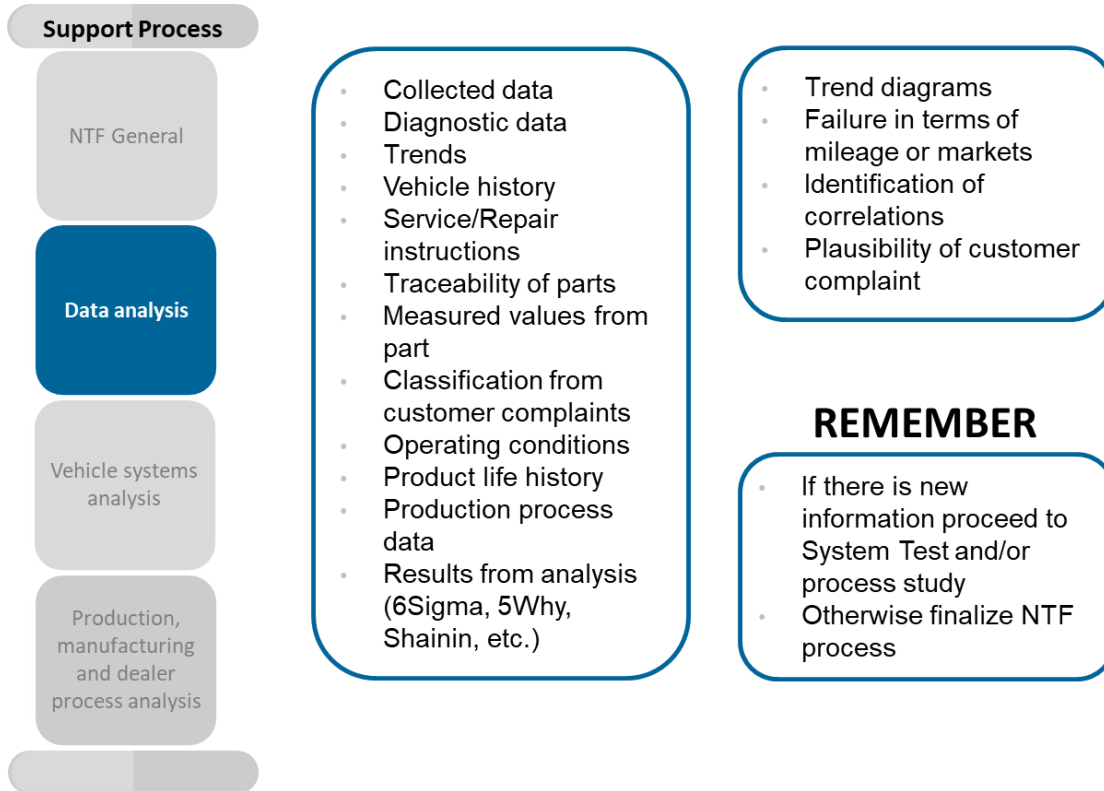


2. No Trouble Found (NTF) based on triggering criteria

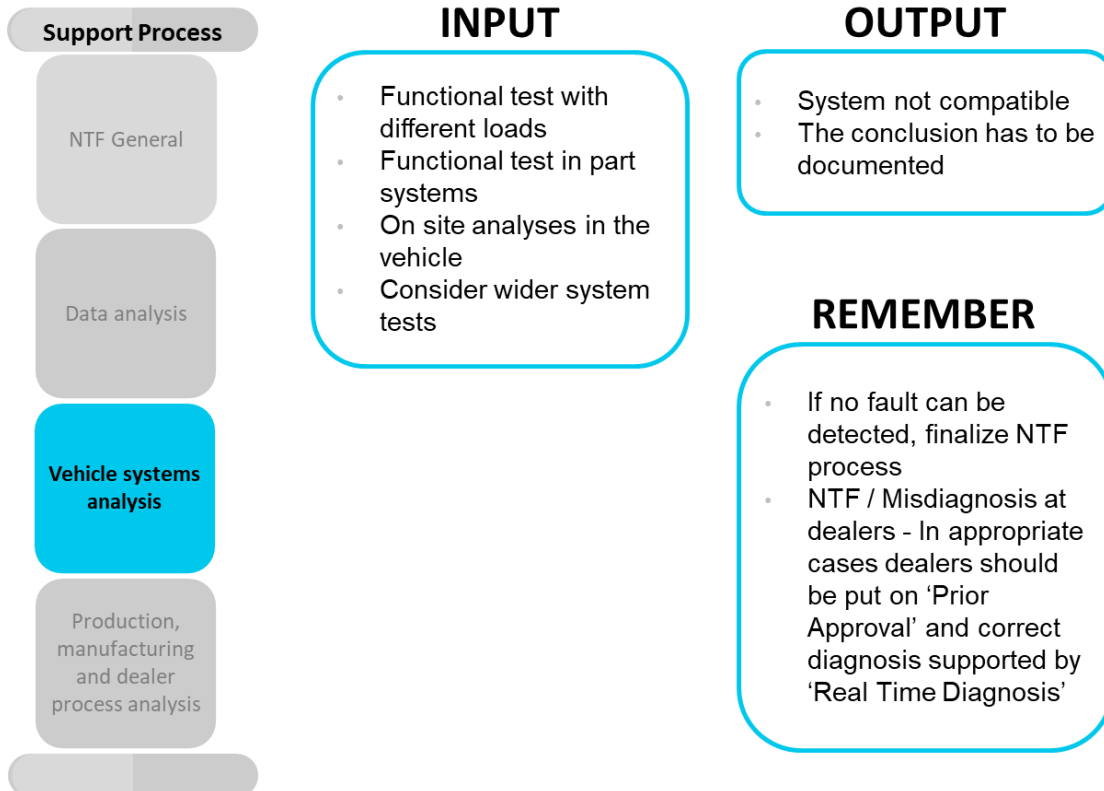


The NTF process is only started if previously agreed triggering criteria has been met. This process is not intended for individual warranty returns.

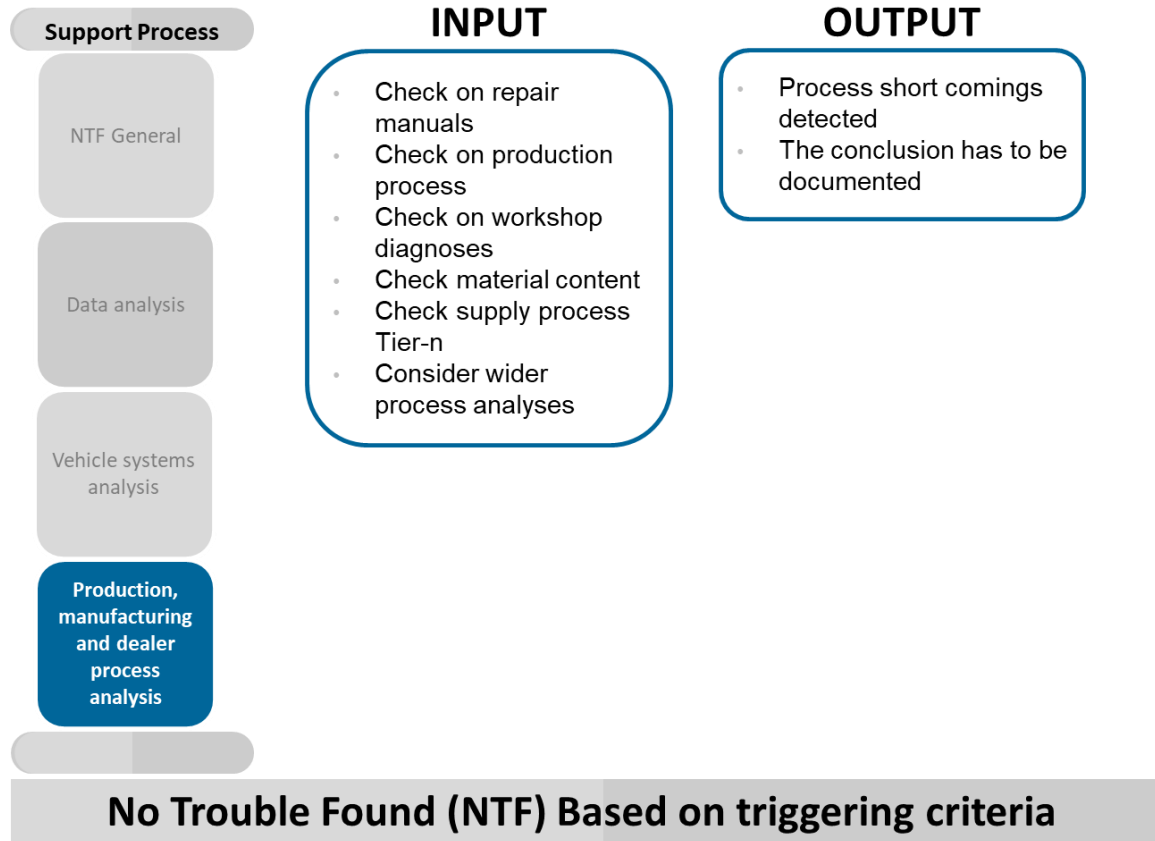




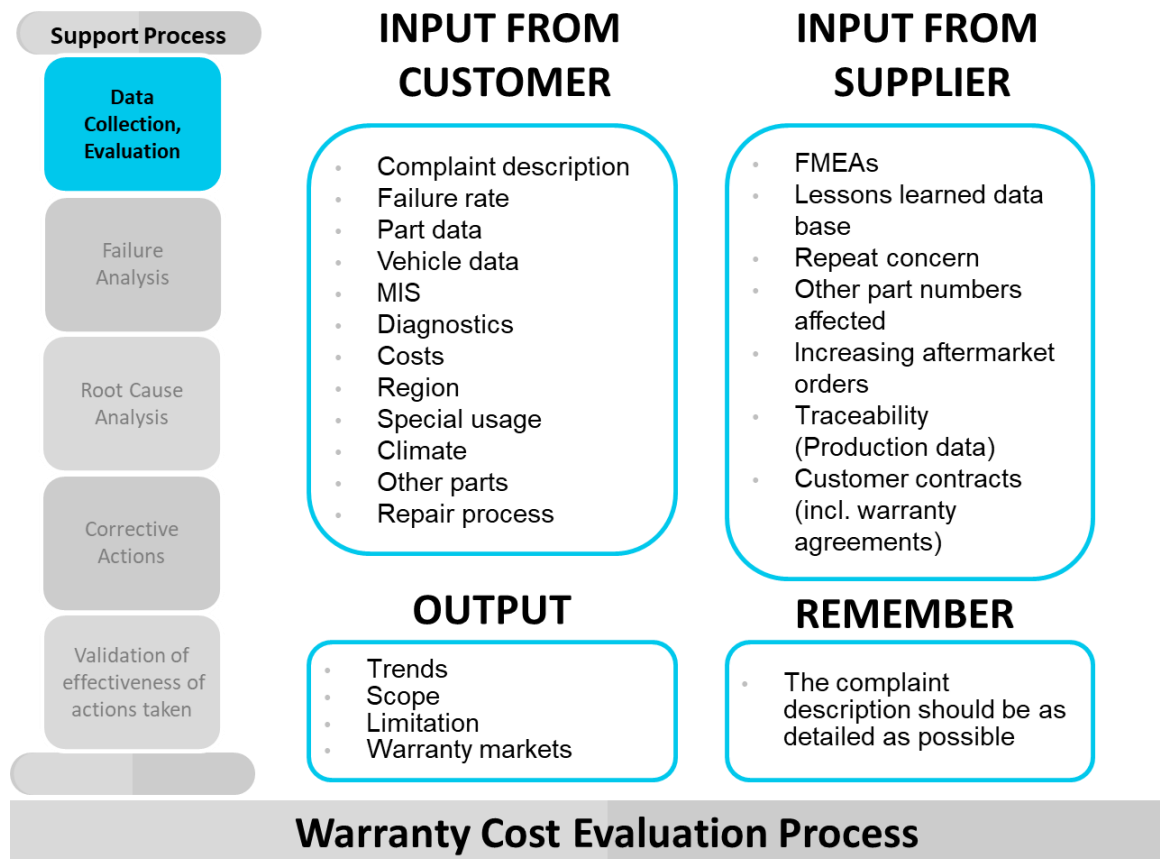
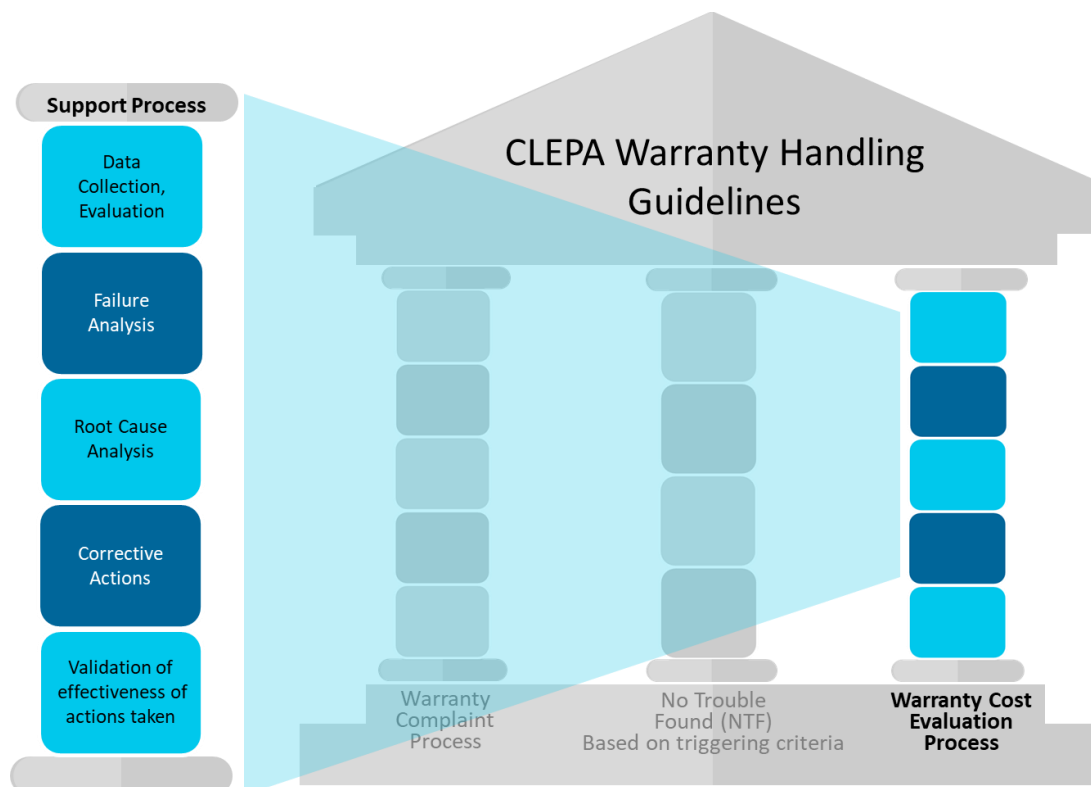
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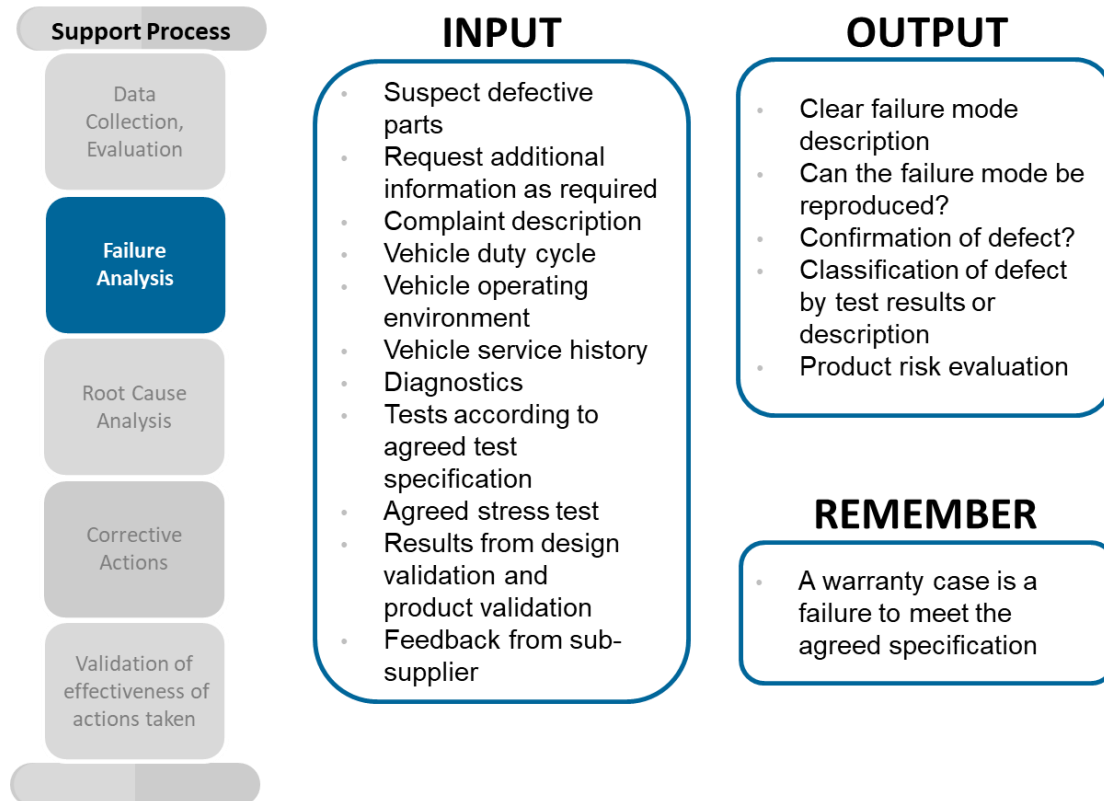


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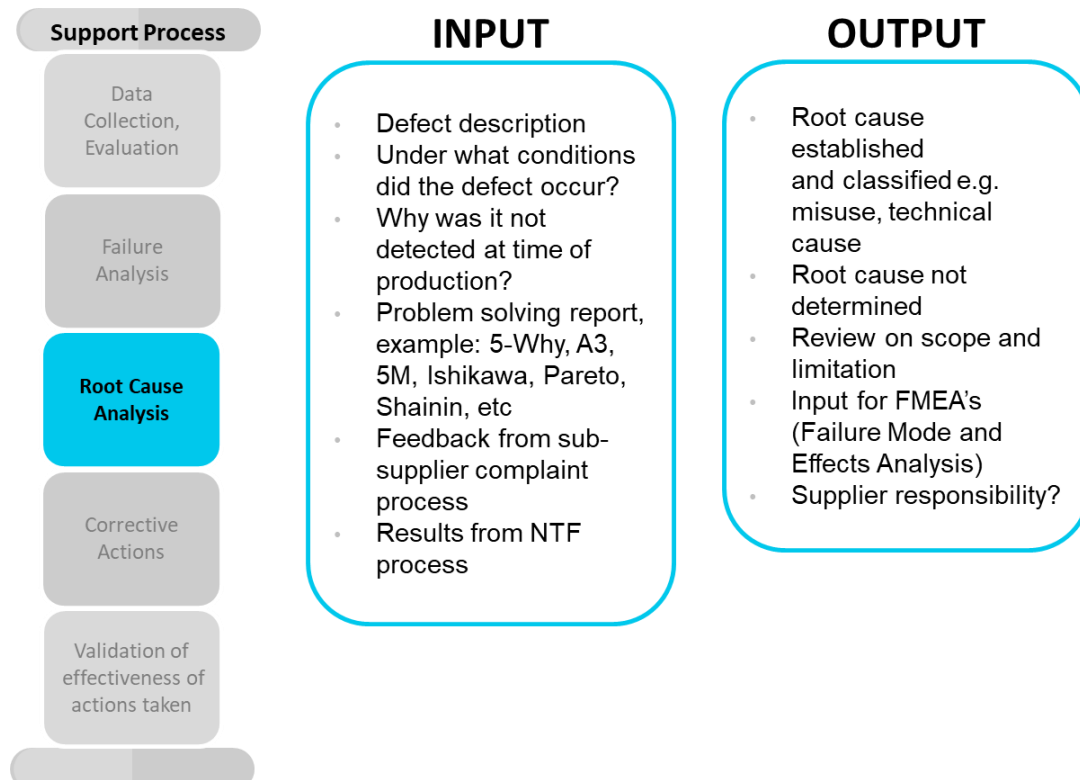


3. Warranty cost evaluation process

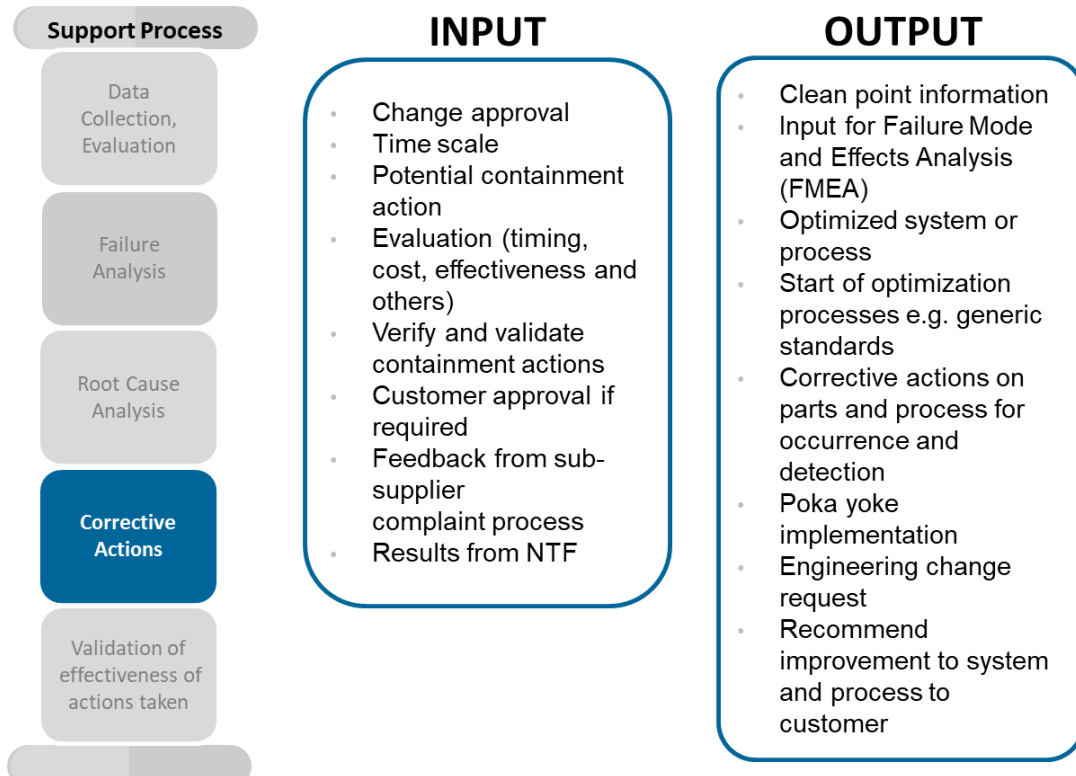




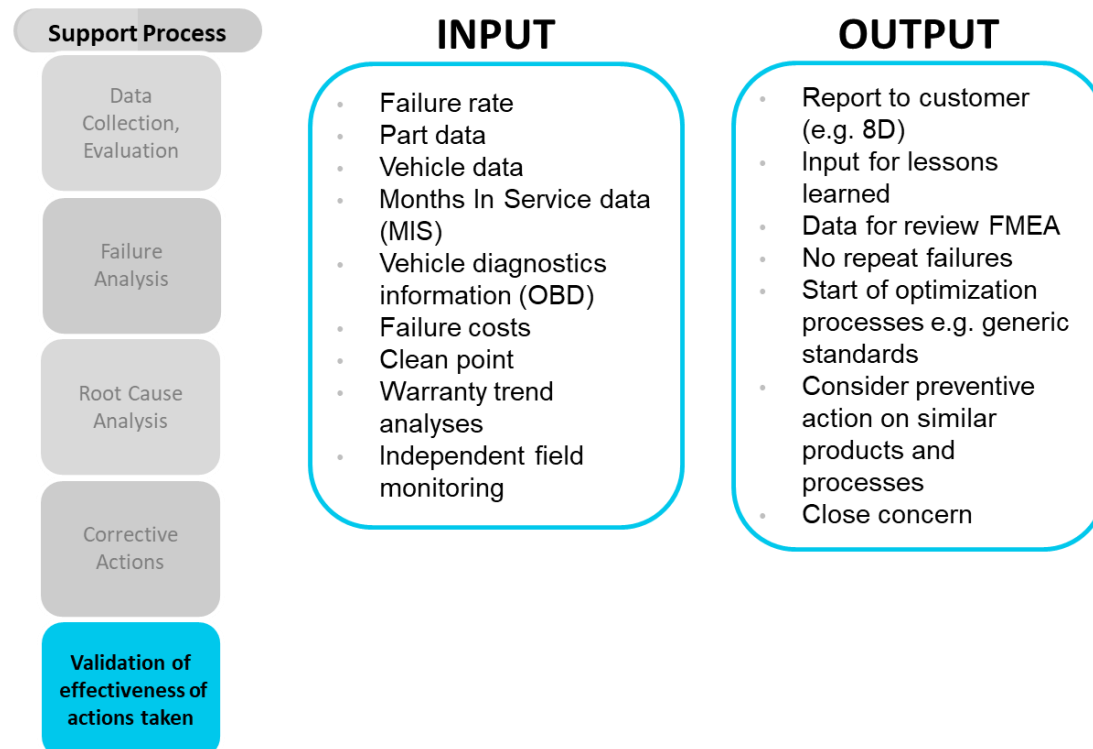
Warranty Cost Evaluation Process



Warranty Cost Evaluation Process



Warranty Cost Evaluation Process



Warranty Cost Evaluation Process

General remarks

- Time is always crucial
- Lessons learned is a separate process (not included here)
- Escalation process is not covered
- Data collection is an ongoing process

Note

- This document focuses on the significant/major steps
- Inputs and outputs shown on the process diagrams are indicative only and not intended to be comprehensive

References

- AIAG/OESA Consumer-Centric Warranty Management CQI-14
- VDA Failure Analysis Process
- CLEPA Warranty Information Standard and Early Detection Matrix
- ISO 9000 (family of standards for quality management system)
- IATF 16949

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About CLEPA

CLEPA, the European Association of Automotive Suppliers, represents over 3,000 companies supplying state-of-the-art components and innovative technologies for safe, smart, and sustainable mobility.

CLEPA brings together over 120 global suppliers of car parts, systems, and modules and more than 20 national trade associations and European sector associations. CLEPA is the voice of the EU automotive supplier industry linking the sector to policy makers.



The automotive sector accounts for **30% of R&D** in the EU, making it the number one investor.



European automotive suppliers invest over **30 billion euros** yearly in research and development.



Automotive suppliers register over **39,000 new patents** each year.



Automotive suppliers in Europe generate **1.7 million** direct jobs.

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