



# **Webasto Guideline for Warranty Returns Analysis And NTF Process**

Webasto Group  
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This Standard defines a comprehensive concept for the failure analysis of field parts and sets the minimum requirements for core and supporting failure analysis processes. The Standard is based on the latest edition of the VDA Volume "Field Failure Analysis & Audit Standard".

## 1. Scope

This document applies to all automotive parts that are removed from customer cars by the field organization and handed over to the supplier by Webasto for field failure analysis.

It contains binding specifications for the general framework, the process and contents as well as the type of documentation required for field failure analysis. The NTF Process, as described in the "VDA Field Failure Analysis & Audit Standard" book should be implemented and used in addition to this document. Webasto expects its suppliers to apply a similar procedure with regards to its sub suppliers along the complete supply chain.

## 2. Reporting of the field failure analysis results

Supplier has to implement a Warranty Analysis System according to the latest edition of VDA Field Failure Analysis & Audit Standard. This includes a:

- Standard test to understand if the part fulfills all relevant functions, according to their specifications

And a

- Test under load to understand potential hidden or design issues.

The template and content of the analysis report are to be defined by both parties (Supplier and Webasto) before SOP.

The Return Part Analysis has to be completed within 10 working days from the receipt of the defective part.

Overdue Warranty Reports will lead automatically to 100% acceptance for the Supplier.

Parts are owned by OEM or Webasto. Destructive testing or scrapping of the parts needs the written confirmation of Webasto. The supplier is allowed to scrap analyzed Warranty parts after 8 weeks of storage, if Webasto has not requested the part back. This period starts with the confirmation of the submitted test result by Webasto.

The supplier has the financial responsibility for the analysis and the transportation of Warranty Parts.

The following documents shall be submitted to Webasto depending on the result of the analysis:

Documents \ Results	Failure found after Standard Test	Failure found after Test under load	No failure found after Test under load	No failure found (+NTF process)
Standard Test Report	x	x	x	x
Test under load report	-	x	x	x
8D report	x	x	x	x
Increase NTF counter	-	-	x	x
All NTF process related documents (checklists, 8D etc.)	-	-	-	x

### **3. Auditing of field failure analysis process**

Webasto reserves the right to perform audits of the field failure analysis process at any time following prior notification. If the Audit result indicates, that the supplier is not capable, Webasto is allowed to set the supplier for Warranty to 100% acceptance rate until the Non Conformities are closed. If the Audit indicates Production Change/Sub-Tier Change without PPAP, 100% acceptance rate will be applied as well. Webasto will use the VDA Warranty Audit Questionnaire to carry out an audit.

### **4. Triggering criteria for NTF Process**

Unless otherwise agreed, the following criteria can trigger an NTF process:

1. NTF Rate higher than 20% (shall comprise at least 10 NTF parts per part number and per half year)
2. Ramp-up part (within SOP + 6 month)
3. Customer requires an NTF-Event
4. Breakdown (after consultation with customer)
5. Increasing trend identified (e.g. Market, Failure type, Seasonal)
6. Product safety relevant issue in agreement with Regional Product Safety Responsible

### **5. Communication/documentation of the NTF process**

Every newly started NTF process shall be documented using a NTF checklist (if necessary, supplemented by individual, jointly agreed contents with Webasto).