

Managing The Recall Process- Best Practices

BISC- VTOC

2018- Charlotte, NC

Managing The Process

- Maintenance Department Should Have a SOP For Managing Any and All Concerns With Vehicle Recall or Manufacturer Issues
- SOP Involves Multiple Steps Including:
 - *Monitoring the Vehicle(s) for any and all ongoing maintenance issues/repairs*
 - *Regular Process of Monitoring the Manufacturers website/bulletins and directives*
 - *Regular Communication and Discussion with your OEM Sales/Svs Rep and Regulatory/Safety Manager*
 - *Monitor the NHTSA Website (Recall section)*
<https://www.nhtsa.gov/recalls>

Issues

- NHTSA site uses VIN Number As The Search Source
- Can Be Up to A Two Month Delay Between The Manufacturer Identifying A Safety Defect And NHTSA Identifying It And The VINs
- VINs May Not Be Sequential
- Can Vehicle Be Operated During Recall/Safety Defect Process?

Quality Control Is A Company Based Process

- Begins With Your Policies and Procedures
- Incorporate ALL Sources of Information-
DVIRs, PM, Observation, Communication with
OEM, Industry Associations (State and
National), websites, Knowledge of
Component/Product websites (Engine,
Transmission, Fire Suppression, TPMS, etc.)
- Set Up a System to Monitor and REACT

Maintenance And Risk Management

- *Company Based Responsibility*- Adds Customer Satisfaction And Profitability To Your Company As Well As Information Should There Be A Claim
- *Assists with Sales, Operations and Dispatch*- Your Information Should be Their Information
- *If You Say You Will Do Something ,Make Sure You Do It And Monitor It*- Regular Reports, Management Meetings, Contribute to Driver Training/Safety

Simple Documentation

- If it's not documented, *it didn't happen*
- Screen print documented check sites, note the date
- Add to your electronic and/or paper unit maintenance files
- Some examples follow:

MCI CCS

7/25/2017

Authorized Campaigns for the Product



CCS > eClaims > Campaigns

Print

User Profile

Help

133

Campaign Details

EC5020

Product

Search

Claim # Go

Model: Go

Product Serial #: Go

Registered Product

eClaims

- Search
- New Claim
- Quick Claim Entry
- New Template

Go To

- Warranty Info
- Campaigns
- Product Details
- Product Configuration
- Repair Order
- Owner Info
- Audit Trail
- Claims History
- Parts Order Status
- RMA
- Claim Life Cycle
- Reports

Support

- Help
- Change Password
- FAQ's
- Copyright
- Privacy
- Feedback
- About

Sign Off

Authorized Campaigns

Type	Campaign#	Campaign Description	End Date	Status
Mechanical_Malfunction	FCP287 CLOSED	CDA REPLACEMENT-VANSCO POWER DISTRIBUTION MODULE	9/10/2009	DONE
Mechanical_Malfunction	FCP287.1 CLOSED	REPLACED BY FCP287B.1 Vansco Power Distribution Module	12/11/2007	VOID
Mechanical_Malfunction	FCP287.2 CLOSED	REPLACED BY FCP287B.2 VANSOCO POWER DISTRIBUTION MODULE	12/11/2007	VOID
Mechanical_Malfunction	FCP287A CLOSED	CDA REPLACEMENT-VANSCO POWER DISTRIBUTION MODULE	12/31/2007	VOID
Mechanical_Malfunction	FCP287B.1 CLOSED	VANSOCO POWER DISTRIBUTION MODULE	12/31/2007	VOID
Mechanical_Malfunction	FCP287B.2 CLOSED	E/J VANSOCO POWER DISTRIBUTION MODULE	12/31/2007	VOID
Mechanical_Malfunction	FCP287C CLOSED	VANSOCO POWER DISTRIBUTION MODULE INSPECTION ONLY - NO MODULES CHANGED	12/31/2007	VOID
Mechanical_Malfunction	FCP293	E/J SOLID-STATE RELAY MODULE/VANSCO MULTIPLEX MODULE	9/9/2009	DONE
Mechanical_Malfunction	FCP293.1	E/J SOLID-STATE RELAY MODULE/VANSCO MULTIPLEX MODULE	12/31/2010	DONE
Mechanical_Malfunction	FCP293.2	(2) E/J SOLID-STATE RELAY MODULE/VANSCO MULTIPLEX MODULE	12/31/2010	VOID
Mechanical_Malfunction	FCP293.3	(3) E/J SOLID-STATE RELAY MODULE/VANSCO MULTIPLEX MODULE	12/31/2010	VOID
Mechanical_Malfunction	FCP308 NHTSA	TF TRANSMISSION SOFTWARE UPGRADE	12/31/2031	DONE
Mechanical_Malfunction	FCP315B	E/J ENGINE SHUTDOWN LOW COOLANT SENSOR	7/17/2009	DONE
Mechanical_Malfunction	FCP375 CLOSED	PARCEL RACK SIDEWALL FASTENERS	9/6/2014	DONE
Mechanical_Malfunction	FCP401 NHTSA	PURE POWER BATTERY EQUALIZER	12/31/2031	DONE

Prevast Online Warranty

PREVOST.



Extended warranty

Previous

Serial number :
2PCH334

Equipment number :
00000000000014866

Unit Number : 143

Technical ID number :

Material : H345

Owner : 00002

Start std. warranty : 2010/03/17

End std. warranty : 2012/03/16

Type	Kilometers	Miles	Beg.date	End date	Status
Power Train / ZF5U - ZF Trans	99999999	99999999	2012/03/17	2015/03/16	UNAVAILABLE

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AFA #	Bulletin/Recall #	Description
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Customer Portal

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Welcome My account Service Documentation Download Disclaimer Log out

Service Documentation

This page gives a list of all available documents to consult/download.

Vehicle

Enter Construction Number or VIN (last 5 digits of chassis number):

Show documents

Vehicle type	CX45
Model Year	-
Manufacturing date	2015-02-13
Engine	Cummins - ISX 12 (75

Available documents for VIN

- Colour code of the buttons:



document has not been downloaded yet or has been modified since last download



document has been downloaded and shows date of last download as "hint"



online document (web application)

- Explanation of the language codes
- Use of downloaded documents
- Notes to types of service bulletins
- Explanation of use of registration button

Directly to:

[Service bulletins](#)
[Manuals](#)
[Instruction sheets](#)
[Parts catalogues](#)
[Software](#)
[Electricity: Wiring Diagrams](#)
[Pneumatic diagrams](#)
[Climate control: diagrams](#)



Service bulletin - Field change program

6/17/16
9/13/16
10/11/16
6/17/16

SB1285	To check anchorage of passengers seats	US
SB1325	To modify front turn signal lamps installation	US
SB1333	To change refrigerant compressor discharge hose	US
SB1365	To check engine air-intake pipe for interference damage	US

Service bulletin - Product Improvement

SB1288	Introduction of ZF/BOSCH bevel gear in front axle steering system	US
SB1299	Introduction of new generation DANA G171 drive axles	US
SB1366	Introduction of new bearing for fan-drive idler pulley	US

Questions?

