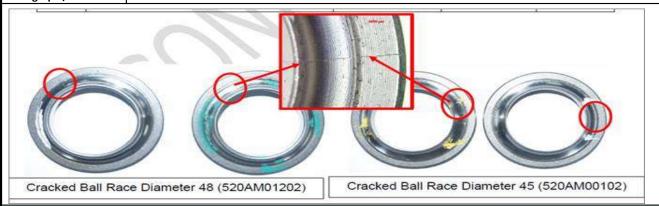
ENDURANCE Complete Solutions K228, MIDC, Waluj	QUALITY FEEDBACK REPORT								: FT/QA/02 : 00 : 23.10.12 : 01 of 02
NC Report No	QFR/09/01		26-Sep-22						
Part Name	Ball race				Part no / Re	520AM01202			
Supplier Code	100264				NC Reported	23-Sep-22			
Supplier Name	M/S Sai Industries				Countermea	26-Sep-22			
1. Problem Description					•		•		
Details of Non Confirmity :	Ball Race crack during assly.							ty	60
Detection Stage	Receipt	ETPL Testing In-F		In-Pro	cess	Customer	Warranty		anty
Problem Severity	Safety	Function ETL		ETL -F	itment	Customer -Fitment	Aesthetic		etic
Report Type	Non-Repeatative	Repeatati		ive					
Photograph / Sketch:			•						



2. Containment Action / Immediate Action

Sr. No.	Immediate Action Taken	Target Date	Responsibility
	Verified in ETL found 60 nos.crack during assly in 1200 Nos.After received in Sai will be scraped.In Logistic and in house No finish stock verify for crack.	23.09.2022	Deepak
2	Information has been given to heat treatment supplier for minimize case depth and core hardness.	24.09.2022	Tajane

3. Process / Operation / Stage / Machine

Process / Operation	CNC Hard Turning	Machine / Cell no		
Machine / Cell	CNC	Outsourced	Yes	No

4. Root Cause Analysis

Probable Causes	Case 1	Case 2	Case 3
Why 1	Ball Race crack during assly.	Ball Race crack during assly.	
Why 2	In Final Inspection above defect not detect.	In destructive testing case depth and core harness is above specification.	
Why 3	Due to destructive testing parts not verify before frequency.	Case depth found 1.20 and core hardness found 57RC.	
Why 4	Destructive testing frequency not adequate. Currently is once In Six Month.	In heat treatment cycle not followed by supplier.	
Why 5		Carburising cycle time and quenching temperature excess than specification observed.	
Root Cause	Carburising cycle time and quenching t	emperature excess than specification four	nd.

CHIPUPA										Doc.No.	: FT/QA/02	
Complete Sol	NCE	QUALITY FEEDBACK REPORT								Rev.No.	: 00	
Complete Soli	mon	QUALITY FEEDBACK REPC						OKI		Date	: 23.10.12	
K228/229, MIDC, V	Waluj									Page No.	: 02 of 02	
NC Report No		QFR/09/01					Report Date	е		26-Sep-22		
Part Name		Ball race					Part no / Ro	ev No.		520AM0120	2	
Supplier Code		100264					NC Reporte	ed Date :		23-Sep-22		
Supplier Name		M/S Sai Industries					Countermeasure Required By : 26-Sep-2			26-Sep-22		
5. Inspection Meth	hod Ana	alysis at Final	Inspect	tion			•			•		
Inspection Method	d	Pokayoke	Ga	uge	Sp	ecial Gauge	e Instrument Other			destructive testing at out s		
Check Point at Fina	al	.,				Checking	6.0.4				0	
Inspection		Yes		יו	10	Frequency	6 Month	Sar	mpling	Sample Size	One pie	ce
6. Inspection Meth	hod Aft	er Customer C	ompla	int			. <mark>l</mark>			l		
Inspection Method		Pokayoke		uge	Sp	ecial Gauge	Instrum	nent	Other	destructive	testing at ou	t side
Check Point at Fina		-				Checking					_	
Inspection		Yes		١	Ю	Frequency	3 Month	Sar	mpling	Sample Size	One pie	ce
Inspection Method	d Chans	re		Y	es	No						
moperation means	u Chang	Before				110			After			
		Deloie				T	_		Aitei	435300		
						-	-	TEST REPOR	***			
						Service Service	PERSONAL PROPERTY PRO	1 Plant In Se	Manual Ma	Bate . DE/OE/DUED		
						HARE	NESS TEST (ROCKWELL TEST	57)	TEST YEAR	EBATURE : 24°C		
							Yape of Year Yape of Tear Yape of Tear	Monghis SICHERWELL IN	AARDMENG TENT	annami nag		
							Cheerend Value	969 8 966 80 9960 63.3,60	0.7, 61.6 56.62 HB	0		
							NI FOUND ON.					
							Factorial By . Bids . Baltonia And	A	Cooker was the concession of	b.		
						0.5 SEE	ger riss neglectic) meet de much by tiddle k.ftfl. runsidk rubatta darby to then mantacked contificatio abadi cont bus requiredness spiles are rubateased 90 days weeks.	(s) tautest. and except to full, willhout th	no written approval of the batter			
	Committee of the Commit											
7. Cause Side Actio	on											
Sr.		Corre	ctive /	Drove	ntivo /	Action Taken			Tar	get Date	Responsib	sili+v
No.										get Date	Responsib	,iiity
Revised hea	t tretan	nent control p	lan for	to min	imize (Carburizing cy	cle time and	quenching	3			
low tempera	ature in	plemented .										
1 Carburising	cycle(so	oaking) time cl	nanged	70 to	60 Mir	nutes.Quenchi	ng temperati	ure change	ed 25	.09.2022	SupplierTa	jane
860 to 850°0	C.Trial c	onducted for	one lot	t & sup	plied v	with green dot	mark on o/d	d 48 as				
identificatio	n.				-							
		terly in NABL										
2 Corrected or	ne lot 5	00 nos.supplie	ed to E	TL with	green	dot on o/d 4	3 as a indetifi	ication	26	.09.2022	Tajane	ž
mark.NABL l	lab repo	ort submitted	along v	vith lot								
3												
4												
5												
		Before							After			
CHT Cycle						CH	Cycle					
•							•					
Carburizing	cycle	time - 70) Mir	nutes	.	Car	burizing	cycle ti	ime - 60	Minutes	•	
	_										00	-
										-	Aller	1
Quenching t	eper	ature - 86	60°C			Que	enching t	teperat	ture - 85	0°C	E	
	•							•				
										*		
										PAPA		
											-	
	8. Horizontal Deployment											
I Yes I NO I						Applicable I	Regular 520AM00102 Ball Race			Target Da	ate	
Requirement						Mode	ı <u>'</u>	-02.01 32			26.09.2	.2
9. Document Review (Attach relevant Documents)												
Control Plan		Process Flow Chart PM Ch			PM Check Sl	k Sheet Other Docume			ent			
FMEA		Work Instruct	ork Instruction Drawing									
						<u>, </u>		•				
Om	kar Gav	/hane				Tajane D	.E.					
Raised By (Customer)			Prepared / Approved By (Supplier)				Verified By (Customer)					