



RE: HA590046 / ZA-/HO/66BWKH28 - NSK FOLLOW UP CALL !

Hodge, Rodney R.

to:

Brenda Daniels

11/10/2017 02:17 PM

Cc:

"Cathey, Jaime M.", "Birkbeck, Jason C.", "Cadile, Michelle S."

Hide Details

From: "Hodge, Rodney R." <rod.hodge@timken.com>

To: Brenda Daniels <DanielB@nsk-corp.com>

Cc: "Cathey, Jaime M." <jaime.cathey@timken.com>, "Birkbeck, Jason C." <jason.birkbeck@timken.com>, "Cadile, Michelle S." <michelle.cadile@timken.com>

History: This message has been replied to.

Hi Brenda,

It appears that we have the following inventory:

HA590046 / 100087371 – 800 pcs

HA590125 / 100130573 – 7,026 pcs

However, it's my understanding that we're clean but we have not inspected inventory prior to May. If those shipments were impacted for sure...we will need to inspect that inventory.

Thanks,

Rod

From: Brenda Daniels [<mailto:DanielB@nsk-corp.com>]

Sent: Friday, November 10, 2017 1:36 PM

To: Hodge, Rodney R.

Cc: Cathey, Jaime M.; Birkbeck, Jason C.; Cadile, Michelle S.

Subject: RE: HA590046 / ZA-/HO/66BWKH28 - NSK FOLLOW UP CALL !

Hi Rod,

Thank you.

I have a meeting a 2 pm today to discuss further with our quality group.

Please advise any questions you have.

can you tell me your current inventory on ZA-/HO/66BWKH27 & ZA-/HO66BWKH28?

thank you

Kindest Regards,

Brenda Daniels

Industry Support Specialist

Automotive Aftermarket

NSK Corporation

Ph: 1-734-913-7119

Fx: 1-734-913-7503

danielb@nsk-corp.com

From: "Hodge, Rodney R." <rod.hodge@timken.com>

To: Brenda Daniels <DanielB@nsk-corp.com>

Cc: "Cadile, Michelle S." <michelle.cadile@timken.com>, "Birkbeck, Jason C." <jason.birkbeck@timken.com>, "Cathey, Jaime M." <jaime.cathey@timken.com>

Date: 11/10/2017 01:20 PM

Subject: RE: HA590046 / ZA-/HO/66BWKH28 - NSK FOLLOW UP CALL !

Hi Brenda,

I got your voice mail. I'll call you between 1:30-2:00.

NSK00022

Thanks,

Rod

From: Brenda Daniels [mailto:DanielB@nsk-corp.com]
Sent: Friday, November 10, 2017 10:27 AM
To: Hodge, Rodney R.
Cc: Cadile, Michelle S.; Birkbeck, Jason C.; Cathey, Jaime M.
Subject: RE: HA590046 / ZA-/HO/66BWKH28 - NSK FOLLOW UP CALL !

Hello Timken Team,

Seems it has been difficult to connect with the out of town trips.
We will continue to sort 100 % before product leaves our warehouse in Indiana.

I would like your feedback to determine if further action is needed.

Rod, are you available for a call. What's a good number?

After my meeting this afternoon, we can circle back to have another meeting to include everyone .

Thanks for your assistance in advance.

Kindest Regards,

Brenda Daniels
Industry Support Specialist
Automotive Aftermarket
NSK Corporation
Ph: 1-734-913-7119
Fx: :1-734-913-7503
danielb@nsk-corp.com

From: "Birkbeck, Jason C." <jason.birkbeck@timken.com>
To: "Hodge, Rodney R." <rod.hodge@timken.com>
Cc: "Cadile, Michelle S." <michelle.cadile@timken.com>, "danielb@nsk-corp.com" <danielb@nsk-corp.com>
Date: 11/03/2017 07:51 AM
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Rod,
Can you help with NSK? Michelle has question for them.

"Can you please contact Brenda Daniels, and you can involve me in that meeting, We need know if the 05G is the only suspect date code or do we need to be concerned about 06G as well"

We need to understand scope of the issue with this parts.

Thank you,
Jason C. Birkbeck | Sr. Supplier Quality Assurance Analyst | +1 234.262.6919 | The Timken Company | Mail Code: WHQ-03 | 4500 Mount Pleasant St. NW | North Canton, Ohio 44720-5450 | Stronger. By Design.

TIMKEN

From: Birkbeck, Jason C.
Sent: Wednesday, October 25, 2017 3:23 PM
To: 'danielb@nsk-corp.com'
Cc: Cadile, Michelle S.; Hodge, Rodney R.
Subject: FW: HA590046 / ZA-/HO/66BWKH28

Brenda
Left you voice mail,
Please indicate to me and Michelle, what time works for you.

Thank you,
Jason C. Birkbeck | Sr. Supplier Quality Assurance Analyst | +1 234.262.6919 | The Timken Company | Mail Code: WHQ-03 | 4500 Mount Pleasant St. NW | North

NSK00023

Canton, Ohio 44720-5450 | Stronger. By Design.

TIMKEN

From: Cadile, Michelle S.
Sent: Wednesday, October 25, 2017 3:12 PM
To: Birkbeck, Jason C.
Cc: Cochran, Nancy J.; Hodge, Rodney R.
Subject: FW: HA590046 / ZA-/HO/66BWKH28

Jason,

This is the email string for the mixed part NSK event. Can you please contact Brenda Daniels, and you can involve me in that meeting, We need know if the 05G is the only suspect date code or do we need to be concerned about 06G as well?

Thanks,

Michelle Cadile | Quality Advancement Specialist | +1 234 262 3068

The Timken Company | Mail Code: WHQ-06 (L3.25) | 4500 Mount Pleasant St. NW | North Canton, Ohio 44720-5450 | Stronger. By Design.

TIMKEN

From: Harris, J. Barry (Barry)
Sent: Monday, October 16, 2017 2:08 PM
To: Blauner, Brett L.; Cadile, Michelle S.; Hodge, Rodney R.; Gray, Daniel
Cc: Sturm, Gregory I. (Greg)
Subject: RE: HA590046 / ZA-/HO/66BWKH28

After some help it was entered.

The GQTS assigned number is... B171000170CM

Barry Harris, MAAP

O: 234.262.6293 | C: 330.607.5780

TIMKEN

Stronger. By Design.

From: Blauner, Brett L.
Sent: Monday, October 16, 2017 12:04 PM
To: Cadile, Michelle S.; Hodge, Rodney R.; Gray, Daniel; Harris, J. Barry (Barry)
Cc: Sturm, Gregory I. (Greg)
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Barry – did you enter a GQTS via CRM?

Brett

From: Cadile, Michelle S.
Sent: Monday, October 16, 2017 11:41 AM
To: Hodge, Rodney R.; Gray, Daniel
Cc: Sturm, Gregory I. (Greg); Blauner, Brett L.
Subject: RE: HA590046 / ZA-/HO/66BWKH28

I haven't received a GQTS number.

From: Hodge, Rodney R.
Sent: Sunday, October 15, 2017 9:55 PM
To: Cadile, Michelle S.; Gray, Daniel
Cc: Sturm, Gregory I. (Greg); Blauner, Brett L.
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Hi Michelle,

Can you provide any updates on this concern? I'm assuming you have received the GQTS number. Have we pulled the customer ship to list so we can contact our customers?

Just so we're on the same page, this is not a safety issue so there SHOULD NOT be a recall on this part. However, it makes sense to contact the reps and customers who received them to have them so they can inspect them or return them.

Can you provide an update?

NSK00024

Thanks,

Rod

From: Hodge, Rodney R.
Sent: Tuesday, October 10, 2017 7:36 PM
To: 'Brenda Daniels'; Cadile, Michelle S.; Daniel Gray
Cc: Eric Banas
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Hi Brenda,

It appears that NSK did send the incorrect parts. We inspected both the HA590046 hub units as well as the HA590125 hub units. We did not find any miss packaged product in the HA590125 inventory so that would indicate that our packaging team / process did not mix up any product.

I added Michelle and Daniel to the email chain. Michelle will be the primary contact from this point as she works with Daniel to get this resolved.

Thanks for your help,

Rod

From: Brenda Daniels [<mailto:DanielB@nsk-corp.com>]
Sent: Tuesday, October 10, 2017 12:29 PM
To: Hodge, Rodney R.
Cc: Eric Banas
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Hi Rod,

Please ask your team if they can provide NSK bar code label information as soon as possible so we understand where containment is needed. Meanwhile, we will continue to sort all product on both P/N's in our Plainfield warehouse.

The ongoing sort will ensure we contain the problem and keep the new product flow moving.

Do you want us to continue shipping 100% sorted product against your orders?

How do you want this communicated?
Who else needs to be added to the email on your side?

Thanks Rod

Kindest Regards,

Brenda Daniels
Industry Support Specialist
Automotive Aftermarket
NSK Corporation
Ph: 1-734-913-7119
Fx: :1-734-913-7503
danielb@nsk-corp.com

From: "Hodge, Rodney R." <rod.hodge@timken.com>
To: Brenda Daniels <DanielB@nsk-corp.com>
Date: 10/09/2017 10:55 PM
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Hi Brenda, I requested an update.

I hope to hear today or tomorrow...I'll be in touch.

Rod

From: Brenda Daniels [<mailto:DanielB@nsk-corp.com>]
Sent: Monday, October 09, 2017 10:27 AM
To: Hodge, Rodney R.

NSK00025

Subject: RE: HA590046 / ZA-/HO/66BWKH28

Hi Rod,

Any updates from your receiving/packaging Dept.?

What is the scope of your sort?

- Part numbers?
- Date range?
-

The NSK sort from last week did not result in mixed parts; however, this morning we uncovered mixed product.

As a precautionary measure, NSK has decided to sort both part numbers to ensure the problem is not deeper.

Our recommendation is that Timken take the same action for both part numbers.

ZA-/HO/66BWKH28 = Timken Mat. Id # 00087371 = HA590046

ZA-/HO/66BWKH27 = Timken Mat. Id #100130573 = HA590125

I have a meeting until 11:30; but, will be free after if you can round up the detail and give me a call at your earliest convenience.

Thanks for your ongoing communication to resolve the issue quickly.

Kindest Regards,

Brenda Daniels
Industry Support Specialist
Automotive Aftermarket
NSK Corporation
Ph: 1-734-913-7119
Fx: :1-734-913-7503
danielb@nsk-corp.com

From: Brenda Daniels/UNS/AMERICAS/NSKCOM
To: "Hodge, Rodney R." <rod.hodge@timken.com>
Date: 10/04/2017 02:01 PM
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Hi Rod,

I pulled the shipped PO data on both numbers.

I was incorrect, there were a few shipments to Timken prior to May. see attached

Keep me posted.

[attachment "NSK ZA.HO.66BWKH27 -ZA.HO.66BWKH28 - Packaging Error - PO_QTY _10-4-2017.xls" deleted by Brenda Daniels/UNS/AMERICAS/NSKCOM]

Kindest Regards,

Brenda Daniels
Industry Support Specialist
Automotive Aftermarket
NSK Corporation
Ph: 1-734-913-7119
Fx: :1-734-913-7503
danielb@nsk-corp.com

From: "Hodge, Rodney R." <rod.hodge@timken.com>
To: Brenda Daniels <DanielB@nsk-corp.com>

NSK00026

Cc: Eric Banas <banase@nsk-corp.com>
Date: 10/04/2017 11:25 AM
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Hi Brenda,

We're inspecting the parts now and we're finding that they have the markings as in the attached photos. With this in mind, I'm assuming that the markings on the hub will be as indicated in the pic and not necessarily the numbers as follows:

HA590046 – NSK ZA/HO/66BWKH28
HA590125 – NSK ZA/HO/66BWKH27

I need a confirmation asap so they can continue their inspection.

Thanks,

Rod

From: Hodge, Rodney R.
Sent: Tuesday, October 03, 2017 2:00 PM
To: 'Brenda Daniels'
Cc: Eric Banas
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Brenda,

Are there a consistent markings for both hubs we can rely on when inspecting them to make sure they are packaged correctly?

Thanks,

Rod

From: Brenda Daniels [<mailto:DanielB@nsk-corp.com>]
Sent: Monday, October 02, 2017 5:02 PM
To: Hodge, Rodney R.
Cc: Eric Banas
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Rodney,

I believe the label will have the NSK ship date so we can look at our inventory as well.
We've been shipping India part since May 2017; total of 762 pcs if that helps.

Can you see if have anything with the NSK label please.

Thank you.

Kindest Regards,

Brenda Daniels
Industry Support Specialist
Automotive Aftermarket
NSK Corporation
Ph: 1-734-913-7119
Fx: :1-734-913-7503
danielb@nsk-corp.com

From: "Hodge, Rodney R." <rod.hodge@timken.com>
To: Brenda Daniels <DanielB@nsk-corp.com>
Cc: Eric Banas <banase@nsk-corp.com>
Date: 10/02/2017 04:36 PM
Subject: RE: HA590046 / ZA-/HO/66BWKH28

NSK00027

Brenda,

Thanks, for the support, I appreciate it!

We put both parts on a quality hold to inspect them. I'm assuming one or both of them were miss packaged but it would be good if you can confirm the correct parts were shipped.

Thanks again, and have a great evening,

Rod

From: Brenda Daniels [mailto:DanielB@nsk-corp.com]
Sent: Monday, October 02, 2017 3:23 PM
To: Hodge, Rodney R.
Cc: Eric Banas
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Hi Rodney,

Not a problem.

The bearing in the photo is NSK ZA-/HO/66BWKH27; Timken P/N is different. However, they do visually look very similar.

The spline count would potentially be different I would think. Sorry, engineers are not available yet to answer my question.

Packaging issue perhaps?

Material ID	Timken Part Number		NSK Part Number	Price	Lead Time (in days)	MOQ	Rounding Value (if applicable)
100130573	HA590125A	AMHUBZA		\$	150	20	20
		BRG-					
		/HO/66BWKH27					
					47.15		

Kindest Regards,

Brenda Daniels
 Industry Support Specialist
 Automotive Aftermarket
 NSK Corporation
 Ph: 1-734-913-7119
 Fx: 1-734-913-7503
danielb@nsk-corp.com

From: "Hodge, Rodney R." <rod.hodge@timken.com>
 To: Brenda Daniels <DanielB@nsk-corp.com>
 Date: 10/02/2017 02:45 PM
 Subject: RE: HA590046 / ZA-/HO/66BWKH28

Hi Brenda,

Sorry for sending so many emails but here's a pic of the hub units. I think you may be able to get the NSK number off the hub...can you tell me what this hub is or

NSK00028

the Timken number?



Thanks,

Rod

From: Hodge, Rodney R.
Sent: Monday, October 02, 2017 2:23 PM
To: 'Brenda Daniels'
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Thanks Brenda.

My sample is made in Japan with a spline count of 29. However, the customer is saying the suspect parts are NSK made in India and have a spline count of 27.

NSK00029

Thanks,

Rod

From: Brenda Daniels [mailto:DanielB@nsk-corp.com]
Sent: Monday, October 02, 2017 1:48 PM
To: Hodge, Rodney R.
Subject: RE: HA590046 / ZA-/HO/66BWKH28

Rod,
 I have the same OE numbers associated with the ZA-/HO/66BWKH28.

I'll let you know when I have more information for you.

OEM #	NSK Number	Description	MAKE	Model	Locator
40202-CA06C	66BWKH28	WHEEL BEARING AND HUB ASSEMBLY	Nissan	Quest	FRONT
40202-ZM70A	66BWKH28	WHEEL BEARING AND HUB ASSEMBLY	Nissan	Murano	FRONT

Kindest Regards,

Brenda Daniels
 Industry Support Specialist
 Automotive Aftermarket
 NSK Corporation
 Ph: 1-734-913-7119
 Fx: :1-734-913-7503
danielb@nsk-corp.com

From: "Hodge, Rodney R." <rod.hodge@timken.com>
 To: "Brenda Daniels (danielb@nsk-corp.com)" <danielb@nsk-corp.com>
 Date: 10/02/2017 01:13 PM
 Subject: RE: HA590046 / ZA-/HO/66BWKH28

The OEM numbers we have associated to this application is as follows, I'm assuming the part we are buying is for functional for those numbers.

Part Number	Status	Superseded by
40202ZM70A	CURRENT	
40202CA01D	SUPERSEDED	40202ZM70A
40202CA00D	SUPERSEDED	40202ZM70A
40202CA06C	SUPERSEDED	40202ZM70A

Thanks,

Rod
 X 7395

From: Hodge, Rodney R.
Sent: Monday, October 02, 2017 12:49 PM
To: Brenda Daniels (danielb@nsk-corp.com)
Subject: HA590046 / ZA-/HO/66BWKH28

Brenda,

NSK00030

Can you send a drawing of the subject number? We have a customer complaint that the hub will not fit over the spline.

I need to get back to them ASAP.

06 Nissan Murano AWD

Thanks,

Rod

Rod Hodge | Product Manager – Automotive Aftermarket | 234.262.7395 office | 330.417.5441 cell
The Timken Company | Mail Code: WHQ- 05 | 4500 Mt Pleasant St NW | N. Canton, OH 44720-5450 | Stronger. By Design.

<< OLE Object: Picture (Device Independent Bitmap) >>

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NSK00031