



RMA 24444: NSK potential mis-box (BR930892)

Eric Banas to: Dan.Czupryna

11/15/2017 05:22 PM

Cc: Angelina.Leon, Neil.T.Hogan, Steve.H.Bonnke, Darcy Cooper, Kiran Srinivasan, Brenda Daniels

From: Eric Banas/UNS/AMERICAS/NSKCOM

To: Dan.Czupryna@skf.com

Cc: Angelina.Leon@skf.com, Neil.T.Hogan@skf.com, Steve.H.Bonnke@skf.com, Darcy Cooper/UNS/AMERICAS/NSKCOM@NSKCOM, Kiran Srinivasan/UNA/AMERICAS/NSKCOM@NSKCOM, Brenda

Hi Dan,

Attached is the RMA for the following parts:

Bulk (Kentucky) 338 pcs

The procedure for inspecting of the remaining parts will be forwarded by Kiran Srinivasan. Please let me know if you have any questions.

Regards,

Eric



NSK RMA 24444 - ZA-HO66BWKH27_11-15-17.pdf

NSK

Eric Banas

NSK Corporation

Aftermarket Business Unit

SEGMENT MANAGER, AUTOMOTIVE AFTERMARKET

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Dan.Czupryna

Eric, Can you call tomorrow morning around 10...

11/13/2017 05:31:22 PM

From: Dan.Czupryna@skf.com

To: banase@nsk-corp.com

Cc: Angelina.Leon@skf.com, Neil.T.Hogan@skf.com, Steve.H.Bonnke@skf.com

Date: 11/13/2017 05:31 PM

Subject: Re: Fw: NSK potential mis-box (BR930892)

NSK00011

Eric,

Can you call tomorrow morning around 10 AM CST?

Thanks,
Dan

Dan Czupryna
Total Quality Manager

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From: banase@nsk-corp.com
To: Dan.Czupryna@skf.com,
Cc: Angelina.Leon@skf.com, Neil.T.Hogan@skf.com, Steve.H.Bonnke@skf.com
Date: 11/13/2017 04:05 PM
Subject: Re: Fw: NSK potential mis-box (BR930892)

Hi Dan,

NSK00012

- We have not received any customer complaints on this p/n(SKF# BR930892 = NSK# ZA-/HO/66BWKH27-01LF RA1SS).
- Here is the information requested from engineering:
 1. The spline counts are different as are the spline sizes.
 2. 66BWKH27A: 27 teeth on a 27mm pitch circle diameter
 3. 66BWKH28A: 29 teeth on a 29mm pitch circle diameter
 4. The parts are designed to be used with the CVJ. Fatigue and or strength testing would not have been completed without the CVJ.
- Our quality team would like to know if we can begin sorting this inventory at your locations, or can we replace the inventory?

Please let me know the best way to inspect the product on your side.

Regards,

Eric



Eric Banas

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From: Dan.Czupryna@skf.com

To: banase@nsk-corp.com

Cc: Angelina.Leon@skf.com, Neil.T.Hogan@skf.com, Steve.H.Bonnke@skf.com

Date: 11/10/2017 04:51 PM

Subject: Re: Fw: NSK potential mis-box (BR930892)

NSK00013

Eric,

Thanks.

We have a very basic sales print from you. Do you have a better print? What is the spline count? Did you have any customers complaints? If so what happened when installed? I believe looking from the print that the part is roll formed (Self retained). Could you please confirm and also let me know if any structural / fatigue testing was done with out a CV Joint.

My inventory levels

Bulk (Kentucky) 338 pcs

FG Tennessee 446 pcs

FG Toronto 72 pcs

FG Edmonton 6 pcs

Thanks,
Dan

Dan Czupryna

Total Quality Manager

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From: banase@nsk-corp.com
To: Dan.Czupryna@skf.com,
Cc: Angelina.Leon@skf.com, Neil.T.Hogan@skf.com, Steve.H.Bonnke@skf.com
Date: 11/10/2017 03:15 PM
Subject: Re: Fw: NSK potential mis-box

Hello Dan,

NSK#	SKF#
66BWKH28	BR930715

I don't show that we sell the 66BWKH28 to SKF, though the interchange is above.

Regards,

Eric

NSK

Eric Banas

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From: Dan.Czupryna@skf.com
To: banase@nsk-corp.com
Cc: Angelina.Leon@skf.com, Nell.T.Hogan@skf.com, Steve.H.Bonnke@skf.com
Date: 11/10/2017 03:42 PM
Subject: Re: Fw: NSK potential mis-box

Eric,

SKF# BR930892 = NSK# ZA-/HO/66BWKH27-01LF RA1SS

What SKF part number (or OE part number) does NSK 66BWKH28 interchange?

Thanks,
Dan

Dan Czupryna
Total Quality Manager

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From: banase@nsk-corp.com
To: Neil.T.Hogan@skf.com,
Cc: Angelina.Leon@skf.com, Dan.Czupryna@skf.com, Steve.H.Bonnke@skf.com
Date: 11/10/2017 02:30 PM
Subject: Re: Fw: NSK potential mis-box

Hi Neil,

Our quality team is asking SKF to place inventory of the following p/n on hold until we hear back on Monday from our plant in India. Confirmation is needed for the proper inspection procedure.

SKF# BR930892
NSK# ZA-/HO/66BWKH27-01LF RA1SS

Regards,

Eric



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From: Eric Banas/UNS/AMERICAS/NSKCOM
To: Neil.T.Hogan@skf.com
Cc: Angelina.Leon@skf.com, Dan.Czupryna@skf.com, Steve.H.Bonnke@skf.com
Date: 11/10/2017 02:01 PM
Subject: Re: Fw: NSK potential mis-box

Hi Neil,

The hubs in question were shipped this year with the first shipment on 2/22/2017. The NSK plant country of origin is India.

The hub is laser marked with a p/n. We found 3 hubs marked 66BWKH28 in our 66BWKH27 bulk inventory of 8,000.

The difference is the spline. (28mm vs 29mm) The wrong larger spline hub will fit onto the smaller shaft, though there will be a gap. I have requested pictures of our gage.

We shipped SKF 2,751 pcs. from our India production plant.

The p/n below is correct.

Regards,

Eric



Eric Banas

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From: Neil.T.Hogan@skf.com
To: Dan.Czupryna@skf.com, banase@nsk-corp.com
Cc: Steve.H.Bonnke@skf.com, Angelina.Leon@skf.com
Date: 11/10/2017 01:19 PM
Subject: Fw: NSK potential mis-box

Eric

We need a lot more data to move quickly on this

When were the incorrect items shipped?

How many pieces?

What is the potential if customer installs incorrect part?

Is the NSK number below the incorrect NSK part or correct NSK part number?

How do we identify the differences between the two parts?

Dan copied above is our quality manager and may have additional questions

Regards

Neil T. Hogan

Product Manager

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NSK00019

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----- Forwarded by Neil T Hogan/AMER/SKF on 11/10/2017 12:13 PM -----

From: banase@nsk-corp.com
To: Neil.T.Hogan@skf.com,
Date: 11/10/2017 11:12 AM
Subject: NSK potential mis-box

Hi Neal,

We have a potential mis-box on a hub 3 that our records indicate you purchased from NSK in 2017. Our quality team would like to know if we can sort, or replace this inventory.

SKF# BR930892
NSK# ZA-/HO/66BWKH27-01LF RA1SS

Please let me know if I should contact someone else at SKF.

Regards,

Eric



Eric Banas

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