Penske (DPR) Feedback Response – Bolt at the upper steering shaft where it meets the column

Problem Description:
- Loose pinch bolts in steering column

Possible Causes:
- The documented procedure was not followed.
- Tool in the process with torque out of specification

Containment Actions:
- Quality alert issued in the station
- Add point to inspection checklist on quality gate and put a green mark
- Campaign in offline (30 trucks)

Root Cause Identified:	Yes

Corrective Actions:
- Standard Work Instruction and Job Element Sheet is being updated to improve installation method.
- A new tool (DC Tool) is in process to be implemented (June 30th)

Confirmation Date:	May 30th, 2018

First Reported Date:	May, 11th, 2018
Customer:	Penske
Claim Rate:	0.1667

Quality Alert

Quality Alert