





0340-01 ANEXO 03_ Fault classification

Fault class	Description of Occurrences/effects	Immediate Actions	Continuity of actions
 Systematic or Casual	The occurrence certainly leads to complaints from the Customer: - Safety risk, breach of legislation, immobilizes vehicle - Unsaleable product, function not fulfilled - Serious non-conformities on the surface	<ul style="list-style-type: none"> • Prevent / Selection of available parts, • Inform the receiving Plants and assess the risks, • Corrective actions in the production process / control, if necessary control 100%, • Strict control actions in the process and in the finished product, • If necessary, control 100% before sending to the Customer. Request for authorization of deviation in Development is necessary, • Other actions as agreed with the receiving Plant. 	<ul style="list-style-type: none"> • Continue to analyze process and control activities, • Develop and implement corrective actions, • Verify process capability and zero defects, • Control the efficiency of implemented actions, • If necessary, introduce changes to specifications.
 Systematic or Casual	Severe annoyances, deficiency, clearly outside the predetermined standards, irritating deficiency, unpleasant. Customer complaints are expected, deviation from specifications, possible disturbance in use by the Customer		
 Systematics	Perceptible problems, criticizable by the customer. Customer complaints and functional problems are expected, with high frequency during operation.	<ul style="list-style-type: none"> • Inform the receiving Plant to agree on actions 	
 Casual		<ul style="list-style-type: none"> • Develop and execute corrective actions. 	