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Oxygen sensors returns review

1 message

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Hi John

Just a quick update concerning the returns rates for your sensors:

		First sold	Total returns	Faults	No Fault	Out of Warranty
8010007	NaNS01 Oxygen Sensor	21/04/2011	0.70%	0.41%	0.13%	0.16%
8010008	NaNM01 Oxygen Sensor	05/05/2011	0.43%	0.27%	0.10%	0.06%
801xxxx	For comparison: VST whole range mean values	06/01/2011	0.61%	0.22%	0.07%	0.32%

The fault and no-fault values for the NaNS01 are higher than the range mean values. However, I believe that a fault value even at 0.41% is acceptable at the moment; taking into account the usage, application and environments that the sensors are used in.

The values for the NaNM01 are more in line with expected values.

The number of sensors that you return out of warranty is low, thank you.

Historically, as a case of good-will we have been replacing sensors reported as no fault and out of warranty.

Kind regards

Steve

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