

RE: Replacement of faulty automotive sensors --More Replacement sensors shipped on 5/21/2021

1 message

Read, Margie E <Margie.Read@teledyne.com>
To: "steve.nixon@viamed.co.uk" <steve.nixon@viamed.co.uk>

2 June 2021 at 22:09

Hello Steve,

More of the Replacement sensors have shipped on 5/28/2021 via UPS tracking# 1Z9100810494335975.

We shipped the following:

19 pcs. of R24MED sensors, completing the request for a total 40 pcs.

1 pc. of R26MED sensor, shipped complete

21 pcs. of UFO-130-2 p/n C73894 sensors, shipped complete

Total Qty shipped: 41 sensors

Best Regards,

Margie Read

Customer Support & Service Manager - Returns & Repairs

Teledyne Analytical Instruments

626-934-1570 (direct line)

626-934-1651 (fax)

margie.read@teledyne.com*"All the darkness of the world cannot put out the light of one small candle."***"Seller's Offer, and any order issued by Buyer to Seller for the goods and/or services specified herein, is strictly limited to Seller's General Terms and Conditions of Sale, which can be found at www.teledyne-ai.com".**

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From: Read, Margie E
Sent: Tuesday, May 25, 2021 12:46 PM
To: steve.nixon@viamed.co.uk
Subject: RE: Replacement of faulty automotive sensors --More Replacement sensors shipped on 5/21/2021

Hello Steve,

We just shipped another Replacement shipment on last Friday- 5/21/2021 for the following:

125 pcs of Class R17MED -Completed

51 pcs of Class R22MED – Completed

Total sensors shipped: 176 pcs. on UPS tracking# 1Z9100810497280340.

Thank You!

Best Regards,

Margie Read

Customer Support & Service Manager - Returns & Repairs

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Nixon

Sent: Wednesday, May 19, 2021 10:44 AM

To: Read, Margie E <Margie.Read@Teledyne.com>

Subject: Re: Replacement of faulty automotive sensors

External Email

Thank you for the update Margie, it's much much appreciated.

Steve

On Wed, 19 May 2021 at 17:50, Read, Margie E <Margie.Read@Teledyne.com> wrote:

Hello Steve,

I found that we did ship some of the Replacement sensors you've been waiting for, on May 14th, 2021.

We shipped:

41 pcs of Class R17MED, remainder on Back-Order of: 125 pcs.

21 pcs of Class R24MED, remainder on Back-Order of: 19 pcs.

3 pcs of Class T1, shipped complete

None for Class R22MED, still on Back-Order, total of: 51 pcs.

65 sensors shipped on UPS Worldwide Saver tracking# 1Z9100810493946834 and 1Z9100810494728845.

I'll send another email with tracking# and qty, when the next shipment goes out for these Replacement sensors.

Best Regards,

Margie Read

Customer Support & Service Manager - Returns & Repairs

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From: Read, Margie E
Sent: Tuesday, May 04, 2021 7:28 PM
To: steve.nixon@viamed.co.uk
Cc: Acosta, Luz <Luz.Acosta@Teledyne.com>
Subject: RE: Replacement of faulty automotive sensors

Steve,

I am expecting some Partials to ship out this week from the combined qty of 287 sensors (7 different types).

I'll advise you exact quantities and which p/n's we are shipping as soon as I receive Confirmation from our Sensor Production Manager and Stockroom.

I'll talk with our Sensor engineer and Sensor Analyst about these recent failures with these 56 pcs of R24MED's listed below. We will probably ask for these to return from you, so that we can investigate their failures. We would be able to advise resolution once we are aware of the root cause.

Best Regards,

Margie Read

Customer Support & Service Manager - Returns & Repairs

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margie.read@teledyne.com

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From: Main Account <viamedinbox@gmail.com> **On Behalf Of** Steve Nixon
Sent: Tuesday, May 04, 2021 7:27 AM
To: Read, Margie E <Margie.Read@Teledyne.com>
Cc: Acosta, Luz <Luz.Acosta@Teledyne.com>
Subject: Fwd: Replacement of faulty automotive sensors

External Email

Hi Margie

Do you have any updates? Have any replacements been shipped yet?

Also, we have another two batches of R-24MEDs with very high fault ratios that have triggered our ISO systems. What do you suggest to resolve these sensors?

Purchase order PVM1785 40 failures out of 100 sensors

Purchase order PVM1721 16 failures out of 48 sensors

			Barcode	Serial number	Fault	Tested
Box 781	0110024	R-24MED	1738132	608458	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738133	608459	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738134	608460	Erratic output	12-Apr-21

Box 781	0110024	R-24MED	1738135	608461	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738138	608464	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738140	608466	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738148	608474	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738149	608475	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738150	608476	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738151	608477	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738154	608480	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738160	608486	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738169	609181	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738172	609184	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738175	609187	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738179	609191	Erratic output	12-Apr-21
Box 781	0110024	R-24MED	1738416	609192	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738421	609197	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738422	609198	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738427	609203	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738430	609206	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738431	609207	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738432	609208	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738433	609209	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738440	609216	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738444	609220	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738445	609221	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738449	609225	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738450	609226	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738452	609228	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738455	609231	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738457	609233	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738458	609234	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738460	609236	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738461	609237	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738462	609238	Erratic output	13-Apr-21

Box 781	0110024	R-24MED	1738463	609239	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738467	609243	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738468	609244	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738469	609245	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738472	609248	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738473	609249	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738474	609250	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738477	609253	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738481	609257	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738484	609260	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738485	609261	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738487	609263	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738488	609264	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738489	609265	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738492	609268	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738493	609269	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738494	609270	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738498	609274	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738506	609282	Erratic output	13-Apr-21
Box 781	0110024	R-24MED	1738511	609287	Erratic output	13-Apr-21

Steve

----- Forwarded message -----

From: Steve Nixon <steve.nixon@viamed.co.uk>
 Date: Thu, 22 Apr 2021 at 22:06
 Subject: Fwd: Replacement of faulty automotive sensors
 To: Read, Margie E <Margie.Read@teledyne.com>

----- Forwarded message -----

From: Steve Nixon <steve.nixon@viamed.co.uk>
 Date: Mon, 19 Apr 2021 at 17:31
 Subject: Re: Replacement of faulty automotive sensors
 To: Read, Margie E <Margie.Read@teledyne.com>
 Cc: Kothari, Kunal <Kunal.Kothari@teledyne.com>, Narasimhan, Vasu P <Vasu.Narasimhan@teledyne.com>, Lopez, Daniel <Daniel.Lopez@teledyne.com>, Lague, Nino <Nino.Lugue@teledyne.com>

Hi Margie

Do you have any updates? Have any replacements been shipped yet?

Steve

On Fri, 26 Feb 2021 at 17:05, Steve Nixon <steve.nixon@viamed.co.uk> wrote:

Hi Margie

We will do whatever you prefer.

To be honest, I would say that we dispose of the R-17MED, R-22MED, R-26MED, T1 and T7 sensors for you and you can use our fault summaries.

It would be worth returning the following for investigation:

The R-24MED sensors all had PCBs that had been glued incorrectly, which resulted in the output cap looking as though it was incorrect. The nett result was that Molex connectors could not be connected to the sensors during our QA testing. So it may be of interest to ascertain how these passed Teledyne's QA?

Historically we have had very few UFO 130-2 sensor failures, so the batch of 21 failures is of concern.

Regards

Steve

On Fri, 26 Feb 2021 at 01:58, Read, Margie E <Margie.Read@teledyne.com> wrote:

Hello Steve,

Looking over the List of Medical Sensors you've provided on the 2nd spreadsheet, we normally would issue an RMA# for the Warranty Evaluation of all Medical sensors that have reported failures.

It was noted that none of them had shipped to your customers or had a patient involved, so you can choose to have all of them returned and I'll issue an RMA# for their return or you can opt to dispose of them at your facility. Either way, we have already agreed to send Replacement sensors for both of the Automotive/OEM sensors and the Medical sensors.

Please advise when you have moment.

Thank You!

Best Regards,

Margie Read

Customer Support & Service Manager - Returns & Repairs

Teledyne Analytical Instruments

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margie.read@teledyne.com

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From: Read, Margie E
Sent: Thursday, February 25, 2021 4:25 PM
To: steve.nixon@viamed.co.uk
Cc: Kothari, Kunal <Kunal.Kothari@Teledyne.com>; Narasimhan, Vasu P <Vasu.Narasimhan@Teledyne.com>; Lopez, Daniel <Daniel.Lopez@Teledyne.com>; Lague, Nino <Nino.Lague@Teledyne.com>
Subject: RE: Replacement of faulty automotive sensors

Steve,

Sorry, I failed to open up the rest of the tabs on the Automotive Sensor spreadsheet, but I didn't receive the Medical Sensor spreadsheet at all!

Nothing had been forwarded to me previously.

I have everything from you that I requested and hope to get these sensors entered as quickly as possible, so we can schedule everything in.

Thank You for your most excellent help! 

Best Regards,

Margie Read

Customer Support & Service Manager - Returns & Repairs

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Sent: Thursday, February 25, 2021 4:05 PM
To: Read, Margie E <Margie.Read@Teledyne.com>
Cc: Kothari, Kunal <Kunal.Kothari@Teledyne.com>; Narasimhan, Vasu P <Vasu.Narasimhan@Teledyne.com>; Lopez, Daniel <Daniel.Lopez@Teledyne.com>; Lague, Nino <Nino.Lague@Teledyne.com>
Subject: Re: Replacement of faulty automotive sensors

External Email

Hi Margie

Thanks for getting back to me. I keep attaching the spreadsheets, are you not receiving them? On the spreadsheets, there are separate sheets for each sensor type, with serial numbers and brief summary of faults.

For example

			Description	Serial number	Fault
260	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	355460	Erratic output
261	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	361216	Erratic output
265	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	361227	Erratic output
266	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	364173	Erratic output
263	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	364232	Erratic output
253	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372393	Erratic output
255	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372413	Erratic output
254	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372415	Erratic output
259	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372424	Erratic output
257	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372445	Erratic output
258	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372456	Erratic output
256	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372457	Erratic output
264	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372459	Erratic output
267	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372460	Erratic output
262	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372462	Erratic output
268	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372473	Erratic output
252	BOX745	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	372566	Erratic output
457	BOX755	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	479208	Erratic output
440	BOX750	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	500895	Erratic output
581	BOX765	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	541661	Erratic output
441	BOX750	Not Yet Shipped	0110081 Oxygen sensor UFO 130-2	364241	Erratic output

				Description	Serial number	Fault
463	BOX758	Not Yet Shipped	0110024	Oxygen sensor R-24MED	569492	Faulty Sensor Cap Orientation
464	BOX758	Not Yet Shipped	0110024	Oxygen sensor R-24MED	569508	Faulty Sensor Cap Orientation
475	BOX758	Not Yet Shipped	0110024	Oxygen sensor R-24MED	569512	Faulty Sensor Cap Orientation
467	BOX758	Not Yet Shipped	0110024	Oxygen sensor R-24MED	569513	Faulty Sensor Cap Orientation
469	BOX758	Not Yet Shipped	0110024	Oxygen sensor R-24MED	569516	Faulty Sensor Cap Orientation
470	BOX758	Not Yet Shipped	0110024	Oxygen sensor R-24MED	569518	Faulty Sensor Cap Orientation
471	BOX758	Not Yet Shipped	0110024	Oxygen sensor R-24MED	569527	Faulty Sensor Cap Orientation
472	BOX758	Not Yet Shipped	0110024	Oxygen sensor R-24MED	569528	Faulty Sensor Cap Orientation
473	BOX758	Not Yet Shipped	0110024	Oxygen sensor R-24MED	569534	Faulty Sensor Cap Orientation
474	BOX758	Not Yet Shipped	0110024	Oxygen sensor R-24MED	569537	Faulty Sensor Cap Orientation
466	BOX758 <p class="Ms					