



Steve Nixon &lt;steve.nixon.viamed@googlemail.com&gt;

## Re: Oxygen sensor warranty returns

1 message

Steve Nixon &lt;steve.nixon@viamed.co.uk&gt;

Reply-To: steve.nixon@viamed.co.uk

3 November 2021 at 18:10

To: "Read, Margie E" &lt;Margie.Read@teledyne.com&gt;

Bcc: Cathy Green &lt;cathy.green@viamed.co.uk&gt;

Hi Margie

Your proposal sounds good. I'll get back to you soon with the reports for the medical sensors.

In the meantime please proceed and replace the 577 x automotive sensors with 577 x R-22A sensors.

Regards

Steve

On Tue, 2 Nov 2021 at 19:35, Read, Margie E <Margie.Read@teledyne.com> wrote:

Hello Steve,

After reviewing the list of sensor types below and discussing with Vasu Narasimhan on what action we should take, see below for what we propose.

For all of the **Medical sensors** in the first section: R17MED, R22MED, R24MED, T1, T7, and UFO-130-2, please advise if these sensors had failed while at your facility or if they had been shipped to customers and returned back to you for Evaluation?

- a. If any of them had failed at your facility, they do not need to return. They can be disposed of at your location and we will send replacements for all quantities of each of the Sensor classes.
  
- b. If any of them had shipped to your customers and failed at their location, then returned back to you. We will issue an RMA# for their return for Evaluation. All returned sensors will be replaced.

For the **Automotive sensors**, we would not have any of these type of sensors returned for Evaluation, but can be disposed of at your location.

We will send Class R17A's instead for the Replacements of the following: R17A-LV, R17A, R17AV, R17AH for a Total of 158 pcs.

We will send Class R22A's instead for the Replacements of the following: R21A, R22A, R22AV, R22AH, R22AHJR for a Total of 419 pcs.

**Total Replacements** for Automotive sensors to send will be: **577 pcs.**

Let me know about the failed Medical sensors, so I will know if an RMA# needs to be issued or not. I will create a Replacement Order for the Automotive sensors right away, so our Sensor Production staff can start building more and also, a Replacement Order for the Medical sensors.

Thank You!

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](mailto:Margie.Read@Teledyne.com)

"All the darkness of the world cannot put out the light of one small candle."

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**From:** Main Account <[viamedinbox@gmail.com](mailto:viamedinbox@gmail.com)> **On Behalf Of** Steve Nixon  
**Sent:** Tuesday, November 2, 2021 9:22 AM  
**To:** Read, Margie E <[Margie.Read@Teledyne.com](mailto:Margie.Read@Teledyne.com)>  
**Subject:** Oxygen sensor warranty returns

External Email

Hi Margie

Can we please work on resolving warranty returns before the end of the year? I can provide a list of the serial numbers and faults...

What do you want us to do?

- 1) Return them to Teledyne.
- 2) Retain them here at Viamed and Teledyne to supply replacements or credit note
- 3) Viamed to dispose of them and Teledyne to supply replacements or credit note.

Description	Total to return to Teledyne
Oxygen sensor R-17MED	25
Oxygen sensor R-22MED	44
Oxygen sensor R-24MED	66
Oxygen sensor T-1	1
Oxygen sensor T-7	1
Oxygen sensor UFO 130-2	2
Oxygen sensor - Automotive R-17A-LV	39
Oxygen sensor - Automotive R-17A	20
Oxygen sensor - Automotive R-21A	3
Oxygen sensor - Automotive R-22A	136
Oxygen sensor - Automotive R-17AV	45
Oxygen sensor - Automotive R-22AV	229
Oxygen sensor - Automotive R-17AH	54
Oxygen sensor - Automotive R-22AH	4
Oxygen sensor R-22AHJR Jikco OEM sensor	47

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Steve

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Steve

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