

User guide
for the module eWarranty
for **external** Users

Update history

Version	Reason	Date	Update by
1	Initial release	2022-04-21	C5242
2	Revision	2024-04-02	C5242

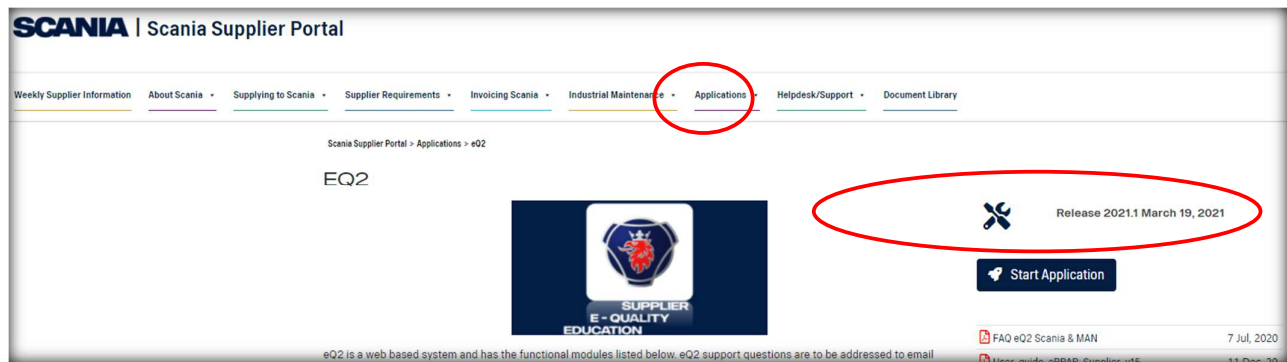
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1. General information

1.1 Release information

For Scania the release information about the changes implemented in the eQ2 system (all modules) can be found on the Scania Supplier Portal (SSP) page, when logged in on <https://supplier.scania.com>, under the tab Applications. select eQ2 from the list with Apps.



The latest release info can be found on this page as well.

For MAN Release information will be shared via system e-mail.

1.2 How to Access the eWarranty System

The access giving and log in procedure is described in the user guide for the module “eQuality for Suppliers”.

2. Main Menu

Once you have logged on to eQuality system, you get to the main page of eQ2 and see

- “General information” where we might inform you about actual Releases/changes and others
- “User Information” with your current supplier account and eQ2-user
- “Quick Search” area to directly access a known incident

The screenshot shows the top navigation bar with links for EQ2, Home, Actions, Search/ Update Contacts, User Guides, Logout, and logos for Scania, MAN, and Volkswagen. Below the navigation bar is a 'General information' section with text about the new user interface. To the left is a 'User Information' section with 'Current Supplier', 'Current User', and a 'Change Supplier user' dropdown menu. To the right is a 'Quick Search' section with a search input field and a 'Search report' button.

The main menu on top

This close-up shows the navigation menu items: EQ2, Home, Actions, Search/ Update Contacts, User Guides, Logout, and the Scania, MAN, and Volkswagen logos.

will offer you the possibility to

- Perform “Actions” like “Create eSCR” (not yet for MAN) and “Notify customers” about deviations
- “Search Cases” and “Update Contacts”

The screenshot shows a dropdown menu for 'Search/ Update Contacts' with three options: 'Search Case', 'Update Contacts', and 'Search report'.

- see “User Guides” & “FAQ”

The screenshot shows a dropdown menu for 'User Guides' with two options: 'eQ2 FAQ' and 'eQ2 User Guide'.

On the same screen further down it shows “My open eQuality cases”, which is an overview of current open reports presented to the one having the Role “Responsible at Supplier”. The Main Menu also displays “Open eQuality cases at”. This is an overview of current open reports to the supplier and from this block all supplier users can open the reports. (this set up is valid for all modules except for ePPAP, where a block exists for the one responsible to sign off PPA/PPA’s).

3. Find an eWarranty Case

Under the heading “My open eWarranty cases” you will find all eWarranty requests sent to you (in status PUB and SUP).

Besides the number of total number of open claims on top right corner, visible columns are:

- **eWarrantyNo**
- **Select** box (for Group handling)
- **ClaimId**
- connected **QualityReportNo**
- **Responsible at Supplier**
- **Part number**
- **Part description**
- Report **Status** (click “Info” box for more information)
- **Tracking Status** (= Part status)
- **Inspection result**
- **Last answer date**
- **Created date**
- **Customer Rejected date**

In the column **Status** you can see the report status of the eWarranty request. For more information about the codes used, click “Info” icon and/or see Appendix 1.

In the column **Tracking Status** you can see the actual physical status of the parts, for more info on Tracking Status (=Part status) see Appendix 2.

The information in My Open Cases can be sorted according to any of the columns (Up and Down by click on column header).

My open eWarranty cases

eWarrantyNo	Select	ClaimId	QualityReportNo	Responsible at Supplier	PartNo	Description	Status	Tracking Status	Inspection result	Last answer date	Created date	Rejected date
W238438	<input type="checkbox"/>	A1276066			81.36301-6036	ZSB VORDERACHSSCHENKEL RE	SUP	Part at MAN / Scania for joint analysis		2023-09-01	2023-07-12	
W224868	<input type="checkbox"/>	A1100590		John Doe 1	81.36501-6023	ZSB VORDERRADNABE VP-06 LU ERSATZ (OHNE BREMSSCHEIBE+S...	PUB	Part on the way to supplier		2023-08-11	2023-06-19	
W137757	<input type="checkbox"/>	D6551858			81.35701-6035	ZSB HINTERRADNABE HP-0928 LU ERSATZ (OHNE BREMSSCHEIBE...	SUP	Part at MAN / Scania for joint analysis		2023-04-05	2023-01-31	

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Select All View All Handle Selected Warranty

4. Handling of eWarranty Case(s)

4.1 Open eWarranty case(s)

To open an eWarranty claim, click on the eWarrantyNo.

My open eWarranty cases

eWarrantyNo	Select	ClaimId
W36059	<input type="checkbox"/>	D63816

The eWarranty claim will open in a new window.

Part & Claim Information | History | Scania/MAN Inspection Result | Tracking Information | Supplier Information | Dialogue with Supplier | Supplier Analysis & Scania/MAN Decision

Report status: Published

Scania/MAN Part and Claim Information

Claim ID	eWarranty ID	Part number reported from field	Part description	Part number claimed	Part description	Claim responsible	Country	Service partner	Product type	Chassi nu
D0795069	W00012804	51.26201-7263	STARTER 85P50 24V Z12	51.26201-7263	STARTER 85P50 24V Z12			D079 - MAN Truck & Bus Deutschland GmbH, Service Plauen	Truck	WMAN13ZZ6M

If you want to open and process several claims at once you could select the relevant eWarranty claims by activating the tick box "Select"

My open eWarranty cases

WarrantyNo	Select	ClaimId
W012943	<input checked="" type="checkbox"/>	D1382039
W009626	<input type="checkbox"/>	D5031783
W006362	<input type="checkbox"/>	D0432705
W006325	<input type="checkbox"/>	P1046408
W012804	<input type="checkbox"/>	D0795069
W008043	<input checked="" type="checkbox"/>	D0785447

Select all eWarranty claims by pressing "Select all"

My open eWarranty cases

Number of open cases: 13

WarrantyNo	Select	ClaimId	QualityReportNo	PartNo	Description	Status	Tracking Status	Inspection result	Created date	Rejected date
W012943	<input checked="" type="checkbox"/>	D1382039		51.26101-7336	DREHSTROMGENERATOR 28V/120A	SUP	Part at Supplier for Analysis		2022-04-12	
W009626	<input type="checkbox"/>	D5031783		51.26101-7348	DREHSTROMGENERATOR 28V/120A	SUP	Part at Supplier for Analysis	Supplier	2022-04-06	2022-04-14
W006362	<input type="checkbox"/>	D0432705		51.26101-7347	DREHSTROMGENERATOR 28V/120A	SUP	Part at MAN / Scania for joint analysis		2022-03-31	
W006325	<input type="checkbox"/>	P1046408		51.26201-7306	STARTER 105P70 24V M KORROSIONSSCHUTZ	SUP	Part at MAN / Scania for joint analysis		2022-03-31	
W012804	<input type="checkbox"/>	D0795069		51.26201-7263	STARTER 85P50 24V Z12	PUB	Part on the way to supplier	Rejected	2022-04-12	
W008043	<input checked="" type="checkbox"/>	D0785447		51.26101-7346	DREHSTROMGENERATOR 28V/120A	PUB	Part on the way to supplier		2022-04-05	
W007457	<input type="checkbox"/>	D5611132		51.26101-7356	DREHSTROMGENERATOR 28V/120A	PUB	Part on the way to supplier		2022-04-05	
W007323	<input checked="" type="checkbox"/>	E5793273		51.26201-7288	STARTER 24V 7KW	PUB	Part on the way to supplier		2022-04-05	
W006984	<input type="checkbox"/>	K1010763		51.26201-7236	STARTER 85P50 24V Z12	PUB	Part on the way to supplier		2022-04-05	
W006656	<input type="checkbox"/>	E5085551		51.26101-7356	DREHSTROMGENERATOR 28V/120A	PUB	Part on the way to supplier		2022-04-05	

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Select All View All Handle Selected Warranty

After you have done your selection click “Handle Selected Warranty”. The selected eWarranty’s will open as a Group:

Part & Claim Information

History

Scania/MAN Inspection Result

Tracking Information

Supplier Information

Dialogue with Supplier

Supplier Analysis & Scania/MAN Decision

Editing is disabled. Page contains claims with different report and/or part statuses.

Show claims with report status: [Published](#), [Supplier working](#)

Show claims with part status: [Part on the way to supplier](#), [Part at Supplier for Analysis](#)

Scania/MAN Part and Claim Information

Claim ID	eWarranty ID	Part number reported from field	Part description	Part number claimed	Part description	Claim responsible	Country	Service partner	Product type	Chassi number	Reason for claim	Assembly date	Delivery date / Registration date	Spare part fitted	Repair date
E5793273	W00007323	51.26201-7288	STARTER 24V 7KW	51.26201-7288	STARTER 24V 7KW			E579 - SP LERIDA DISTRIBUCI	Truck	WMA06KZZ2MM879823	REPARAR RUJIDO MOTOR ABRANQUE A...		2021-03-05		2022-02-23
D0785447	W00008043	51.26101-7346	DREHSTROMGENERATOR 28V/120A	51.26101-7346	DREHSTROMGENERATOR 28V/120A			D078 - MAN Truck & Bus Deutschland GmbH, Service und Verkauf Dresden-Nickern	Bus	WMA12C2Z2LT034450	7094TA		2021-08-02		2022-02-23
D1382039	W00012943	51.26101-7337	DREHSTROMGENERATOR 28V/120A	51.26101-7336	DREHSTROMGENERATOR 28V/120A			D138 - MAN Truck & Bus Deutschland GmbH, Service Hirschberg (Mannheim)	Bus	WAGP20Z2ZLT031957	LIN BLOCKIERT ...		2021-06-17		2022-03-29

Please note: Editing will be disabled if you have opened claims with differing Report and/or Part status. You could easily filter by clicking on the wished and [blue](#) underlined Report Status or Part status

4.2 View eWarranty information

When you have opened eWarranty claim(s) you will receive different information in different tabs.

Tab “Part & Claim information”

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
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Here you will receive basic information about the claim.
For MAN provided information is:

Scania/MAN Part and Claim Information

Claim ID	eWarranty ID	Part number reported from field	Part description	Part number claimed	Part description	Claim responsible	Country	Service partner	Product type	Chassi number	Reason for claim	Assembly date	Delivery date / Registration date	Spare part fitted	Repair date		
Days in use	Milage (km)	Operating hours (h)	Milage since last repair	Operating hours since last repair (h)	Quantity	Manufacturing code / Serial number	FRAS / FMP number	Analyzing plant	Part to be handled as	Special incident	Damage causing part	Failing area	Type code & description	Defect location	Failure code & description	Author incident	Vehicle delivery date
MAN engine number	MAN engine type	MAN transmission number	MAN warranty ID	MAN warranty date													

For SCANIA provided information is:

Customer Part and Claim Information

Claim ID	eWarrantyNo	Part number reported from field	Part description	Part number claimed	Part description	Claim responsible	Country	Product type	Chassi number	Reason for claim	Assembly date	Delivery date / Registration date	Spare part fitted	Repair date	
Days in use	Milage (km)	Milage since last repair	Quantity	Manufacturing code / Serial number	FRAS / FMP number	Analyzing plant	Symptom code & description	Failure code & description	Engine number						

Tab “History”:

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
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This tab will give you a full view about changes that have been logged in the system.

History

Claim ID	eWarranty ID	Report status history				
D0785447	W00008043	Change in	Old value	New value	Change user id	Change date
		WarrantyStatus	PRE 1 Part ready for Analysis	PUB 2a Part on the way to supplier		2022-04-14 11:15:41
		Show more		Show less		
		Claim details history				
Change in	Old value	New value	Change user id	Change date		
WarrantyStatusCode	PRE	PUB		2022-04-14 11:15:41		
Show more		Show less				

Tab “Scania/MAN inspection result”

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
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This tab will provide you additional information entered by Scania/MAN claim responsible concerning inspections done by customer:

Scania/MAN Inspection Result

Claim ID	eWarranty ID	Inspection result description	Inspection result attachments
D0785447	W00008043		
D0795069	W00012804	Test : 2022-04-12 11:08:19	a.392255.pdf 2022-04-12 11:09:34

Tab "Tracking information":

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
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This tab will give you information about the actual "Part Status" and delivery details from Scania/MAN.

Supplier will need to update if delivery was received by ticking the related tick box "Supplier received". Received date will be logged.

Additionally the supplier has the possibility to enter a "supplier account number" (DHL, TNT, UPS etc.) if return delivery should be done on suppliers account.

If the analysed parts are requested to be returned to MAN/Scania by change of the Tracking status to "Part to be returned to MAN/Scania" the tick box "Parts returned to customer" will become active and needs to be ticked when parts have been returned.

Tracking Information

Claim ID	eWarrantyNo	Part status code	Part status	Box ID	LKZ + index	Claim responsible	Analysing plant	Delivery note number	Date left customer	Transport company/carrier	Supplier account number	Supplier received	Received date	Parts returned to customer
D6551858	W00137757	4	Part at MAN / Scania for joint analysis	MAN_0002113	MAN 01	Anna Conda	MAN Munchen					<input type="checkbox"/>		
A1100590	W00224868	2a	Part on the way to supplier	MAN_0005923	MAN 01	Anna Conda	MAN Munchen					<input type="checkbox"/>		

Update account number Check all Check all
Update for checked claims Update for checked claims Update for checked claims

Tab "Supplier information":

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
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This tab will show supplier account details:

Supplier Information

Claim ID	eWarranty ID	Part number	Part description	Supplier number	Supplier name	DUNS number	Address	Goods address	LKZ + index	Responsible at supplier
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"Responsible at supplier" will be preset with "Main Responsible eWarranty" and could be changed to any other available supplier user in this tab.

Change responsible 

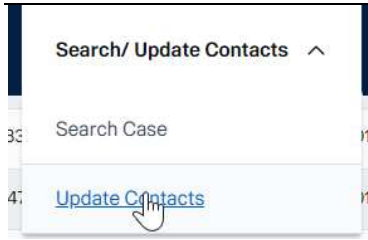
Return Goods address for filed claim parts must be entered by supplier in database. Both settings, "Main Responsible eWarranty" and "Return Goods address" could be maintained in "Update Contacts".

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Click "Edit":

Supplier Number	Manufacturer Code	Manufacturer index	Field return address	Notice
462797				<input type="button" value="Edit"/>
5633	MAN	01		<input type="button" value="Edit"/>

Enter Field return Goods address:

Supplier Number	Manufacturer Code	Manufacturer index	Field return address	Notice
462797				<input type="button" value="Edit"/>
5633	MAN	01	<p>Name Sample Company Ltd.</p> <p>For Attention Of John Doe</p> <p>Address Sample Street 1</p> <p>ZIP code 666</p> <p>City Sample City</p> <p>Country code XX</p> <p>Phone number +000000000000</p> <p>Notice Sample Notice</p>	<input type="button" value="Update"/> <input type="button" value="Cancel"/>

LKZ+Index (Manufacturer Code and Manufacturer Index) will be shown exclusively for MAN and is not available for Scania.

Tab "Dialogue with supplier":



This tab allows MAN/SCANIA and supplier to communicate and document communication related to a Warranty claim. MAN/SCANIA can even add attachments.

Dialogue between Scania/MAN and Supplier

Claim ID	eWarranty ID	Dialogue	Dialogue attachments
W00008043	99116123_02 : 2022-04-21 16:59:12	dialogue box allows MAN/SCANIA and supplier to communicate and document communication related to Warranty claim; MAN/SCANIA can even add attachments	
D0785447	99116123_02 : 2022-04-21 16:57:20	blablabla	
W00012804	99116123_02 : 2022-04-21 16:59:12	dialogue box allows MAN/SCANIA and supplier to communicate and document communication related to Warranty claim; MAN/SCANIA can even add attachments	
D0795069	99116123_02 : 2022-04-21 16:57:20	blablabla	
		<input type="button" value="Show more"/> <input type="button" value="Show less"/>	
		<input type="text"/> <input type="button" value="Add comment"/> <input type="text" value="2000"/>	

Tab “Supplier Analysis & Scania/MAN Decision”:

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
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This tab will be blocked until Part receipt was confirmed in tab “Tracking information” and eWarranty was set to Report status SUP.

It needs to be entered “supplier inspection result”, and depending on result “supplier rejection reason”, “supplier failure area”, “supplier failure description” and “Description of quality investigation results & conclusion”.

“Supplier attachments” are optional.

Please note:

1. the Last answer date will be calculated automatically and shown after Report status has been set to SUP. If you need more time, please contact the claim responsible to extend “Last answer date”.
2. “Last answer date” will also be used to automatically close eWarranty’s in the future due to insufficient feedback.

Claim ID	eWarrantyNo	Last answer date	Supplier inspection result	Supplier rejection reason	Supplier failure area	Supplier failure description	Description of quality investigation results & conclusion	Supplier attachments (Allowed file types: doc, docx, xls, xlsx, ppt, pptx, pdf, jpeg, jpg, bmp, xrt, gif, png, wmv, mov, tiff, xlsx)	Decision comments	Current decision
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4.3 Work with eWarranty claim(s)

First contact to supplier will be when Scania/MAN

- publishes an eWarranty by changing Part/Tracking status to “Part on the way to supplier” or
- changes Report Status to “SUP” when being in Part/Tracking status “Part at MAN / Scania for joint analysis”

4.3.1 Report status “PUB”, Part/tracking status “Part on the way to supplier”

Step 1:

Select one or several eWarranty’s in area “My open eWarranty cases” by activating Select tick box and click “Handle Selected Warranty”:

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My open eWarranty cases Number of open cases: 13

WarrantyNo	Select	ClaimId	QualityResearchNo	PartNo	Description	Status	Tracking Status	Inspection result	Created date	Selected date
W002043	<input type="checkbox"/>	D1382039		51.26101-7336		SUP	Part at Supplier for Analysis		2022-04-12	
W008043	<input checked="" type="checkbox"/>	D0785447		51.26101-7346		PUB	Part on the way to supplier		2022-04-05	
W007447	<input checked="" type="checkbox"/>	D561132		51.26101-7356		PUB	Part on the way to supplier		2022-04-05	
W007273	<input type="checkbox"/>	E5792773		51.26201-7288		PUB	Part on the way to supplier		2022-04-05	
W009284	<input type="checkbox"/>	K10101763		51.26201-7236		PUB	Part on the way to supplier		2022-04-05	
W006056	<input type="checkbox"/>	E3089551		51.26101-7396		PUB	Part on the way to supplier		2022-04-05	
W005079	<input type="checkbox"/>	E9078332		51.26201-7236		PUB	Part on the way to supplier		2022-04-01	
W006362	<input type="checkbox"/>	D0432705		51.26101-7347		SUP	Part at MAN / Scania for joint analysis		2022-03-31	
W005225	<input type="checkbox"/>	P1066408		51.26201-7306		SUP	Part at MAN / Scania for joint analysis		2022-03-31	
W002285	<input type="checkbox"/>	A1048324		51.26101-0037		PUB	Part on the way to supplier		2022-03-31	

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[Select All](#) [View All](#) [Hide/Select Warranty](#)

The selected eWarranty's will open in following view:

Part & Claim Information
History
Scania/MAN Inspection Result
Tracking Information
Supplier Information
Dialogue with Supplier
Supplier Analysis & Scania/MAN Decision

Report status: Published

Scania/MAN Part and Claim Information

Claim ID	eWarranty ID	Part number reported from field	Part description	Part number claimed	Part description	Claim responsible	Country	Service partner	Product type	Chassi number	Reason for claim	Assembly date
D561132	W00007457	51.26101-7356	DREHSTROMGENERATOR 28V/120A	51.26101-7356	DREHSTROMGENERATOR 28V/120A	Johannes Vogl		D561 - Händler u. Schneider GmbH, MAN Servicepartner	Truck	WMA74S2Z3MM873663		
D0785447	W00008043	51.26101-7346	DREHSTROMGENERATOR 28V/120A	51.26101-7346	DREHSTROMGENERATOR 28V/120A	Johannes Vogl		D078 - MAN Truck & Bus Deutschland GmbH, Service und Verkauf Dresden-Nickern	Bus	WMA12C2Z2LT034450	7094TA	

Step 2:

You can now check all available information and leave some message in tab "Dialogue with supplier"

Part & Claim Information
History
Scania/MAN Inspection Result
Tracking Information
Supplier Information
Dialogue with Supplier
Supplier Analysis & Scania/MAN Decision

Report status: Published

Dialogue between Scania/MAN and Supplier

Claim ID	eWarranty ID	Dialogue	Dialogue attachments
	W00007457	<p>99116123_02 : 2022-04-22 15:05:59 I'm writing slow because you can't read so fast</p>	
D561132		<p>99116123_02 : 2022-04-22 15:05:09 blabla</p> <p>Show more Show less</p>	
	W00008043	<p>99116123_02 : 2022-04-22 15:05:59 I'm writing slow because you can't read so fast</p>	
D0785447		<p>99116123_02 : 2022-04-22 15:08:08 blabla</p> <p>Show more Show less</p>	

Add comment | 2000

or change responsible users in tab "Supplier information":

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Report status: Published

Supplier Information

Claim ID	eWarranty ID	Part number	Part description	Supplier number	Supplier name	DUNS number	Address	Goods address	LKZ + index	Responsible at supplier
0561132	W0007457	5126101736								
00785447	W0008043	5126101736								

Change responsible Update

Step 3:

If you have received parts physically please confirm receipt in tab “tracking information” by activating tick box “supplier received” for relevant eWarranty’s or by using “Check all” button. Press “Update for checked claims” to save this information:

Report status: Published

Tracking Information

Claim ID	eWarranty ID	Part status code	Part status	Box ID	LKZ + index	Claim responsible	Analysing plant	Delivery note number	Date left Scania/MAN	Transport company/carrier	Supplier account number	Supplier received	Received date
0561132	W0007457	2a	Part on the way to supplier	MAN_0000030	MIBI	Johannes Vogl	MAN Nürnberg					<input type="checkbox"/>	
00785447	W0008043	2a	Part on the way to supplier	MAN_0000030	MIBI	Johannes Vogl	MAN Nürnberg					<input type="checkbox"/>	

Update account number Check all Update for checked claims

The report status will change from “Published” to “Supplier working” , the received date will be saved:

Report status: **Supplier working**

Tracking Information

Claim ID	eWarranty ID	Part status code	Part status	Box ID	LKZ + index	Claim responsible	Analysing plant	Delivery note number	Date left Scania/MAN	Transport company/carrier	Supplier account number	Supplier received	Received date
0561132	W0007457	2	Part at Supplier for Analysis	MAN_0000030	MIBI	Johannes Vogl	MAN Nürnberg					Yes	2022-04-22
00785447	W0008043	2	Part at Supplier for Analysis	MAN_0000030	MIBI	Johannes Vogl	MAN Nürnberg					Yes	2022-04-22

Update account number Check all Update for checked claims

Step 4:

In status “Supplier working” it will be possible to document your analysis result in tab “Supplier analysis & Scania/MAN decision”:

You will have the choice to choose

- Supplier (=Accepted)
- Rejected or
- Design/Concept

When choosing “rejected” it will be mandatory to choose a supplier rejection reason:

It will also be mandatory to choose “Supplier failure area” and “supplier failure description” for all inspection results except

- Rejected – OK after analysis
 - Rejected – Out of warranty
- ➔ See chapter 3.4.2 to learn how

Finally enter “Description of quality investigation results & conclusion” and feel free to upload “Supplier attachments”

To save inspection result(s) click “Update all” button:

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Report status: Supplier working

Supplier Analysis & Scania/MAN Decision

Claim ID	eWarranty ID	Supplier inspection result	Supplier rejection reason	Supplier failure area	Supplier failure description
D0432705	W00006362	Rejected	Ok after analysis		

[Update All](#)

The Report status will change to “Arrived at Scania/MAN”, editing will be disabled:

Part & Claim Information | History | Scania/MAN Inspection Result | Tracking Information | Supplier Information | Dialogue with Supplier | **Supplier Analysis & Scania/MAN Decision**

Report status: [Arrived at Scania/MAN](#)

Supplier Analysis & Scania/MAN Decision

Claim ID	eWarranty ID	Supplier inspection result	Supplier rejection reason	Supplier failure area	Supplier failure description	Description of quality investigation results & conclusion	Supplier attachments	Decision comments	Current decision
D0432705	W00006362	Rejected	Ok after analysis						Open

[Update All](#) [Data acquisition](#) [Name Data acquisition](#) [Add file](#)

The eWarranty will disappear from your “My open eWarranty cases” as only Report status PUB and SUP are presented to you as “open eWarranty cases”:

My open eWarranty cases Number of open cases: 13

WarrantyNo	Select	ClaimId	QualityReportNo	PartNo	Description	Status	Tracking Status	Inspection result	Created date	Rejected date

My open eWarranty cases Number of open cases: 12

WarrantyNo	Select	ClaimId	QualityReportNo	PartNo	Description	Status	Tracking Status	Inspection result	Created date	Rejected date

4.3.2 Report status “SUP”, Part/tracking status “Part at MAN/SCANIA for joint analysis”

It will not be needed to activate “Supplier received” tick box as parts have been investigated jointly and were prepared for investigation.

Please follow Step 4 of 3.3.1, on top you will have possibility to choose Supplier inspection result “Return to supplier for further investigation” to signalize after joint analysis that parts need to be physically returned to you for further analysis. Part needs to be handled like described in 3.3.1 then.

Report status: Supplier working

Supplier Analysis & Customer Decision

Claim ID	eWarrantyNo	Last answer date	Supplier inspection result	Supplier rejection
D6551858	W00137757	2023-04-05	<div style="border: 1px solid #ccc; padding: 5px;"><ul style="list-style-type: none">Supplier RejectedDesign/Concept<li style="background-color: #f0f0f0;">Return to supplier for further investigation</div>	

[Update All](#)

4.3.3 Report status “SUP”, Part/tracking status “Part to be returned to MAN/Scania”

If MAN/Scania requires to return parts after your analysis we will let you know with tracking status “Part to be returned to MAN/Scania”. When changing to this status from internal side, the eWarranty will move back to Report status SUP and be visible again in your “My open eWarranty cases”.

My open eWarranty cases

eWarrantyNo	Select	ClaimId	QualityReportNo	Responsible at Supplier	PartNo	Description	Status	Tracking Status	Inspection result	Last answer date	Created date	Rejected date
W238436	<input type="checkbox"/>	A1276066			81.36301-6036	ZSB VORDERACHSSCHENKEL RE	SUP	Part at MAN / Scania for joint analysis		2023-09-01	2023-07-12	
W224868	<input type="checkbox"/>	A1100590		John Doe 1	81.36501-6023	ZSB VORDERRADNABE VP-06 LU ERSATZ IOHNE BREMSSCHEIBE-S...	SUP	Part to be returned to MAN/Scania	Rejected	2024-05-15	2023-06-19	
W137757	<input type="checkbox"/>	D6551858		John Doe 1	81.35701-6035	ZSB HINTERRADNABE HP-0928 LU ERSATZ IOHNE BREMSSCHEIBE...	SUP	Part at MAN / Scania for joint analysis		2023-04-05	2023-01-31	

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Select All View All Handle Selected Warranty

To inform MAN/Scania that part has been returned by you, you need to click tick box “Parts returned to customer” in tab “Tracking information”:

eWarranty

Report status: Supplier working

Claim ID	eWarrantyNo	Part status code	Part status	Box ID	LKZ + index	Claim responsible	Analysing plant	Delivery note number	Date left customer	Transport company/carrier	Supplier account number	Supplier received	Received date	Parts returned to customer
A1100590	W00224868	10a	Part to be returned to MAN/Scania	MAN_0005923	MAN 01	Anna Conda	MAN München					Yes	2024-04-03	<input checked="" type="checkbox"/>

Update account number Check all Update for checked claims

When clicking “Update for checked claims” the report status will change to ARR again and eWarranty will disappear again from your “My open eWarranty cases”.

4.4 eQ²-Administration for eWarranty

4.4.1 Main responsible, mail receivers and return goods address

Please update “Main responsible” and add “additional mail receivers” to the module eWarranty. Therefore go to

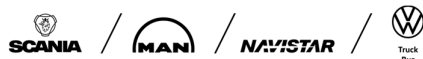
eQ² Home Actions Search/ Update Contacts User Guides

P00714471 STARTER 24V 7

P00714469 STARTER 105P

Update Contacts

Choose the “main responsible at supplier” in dropdown at module eWarranty:



The screenshot shows the eWarranty module interface. On the left, there is a dropdown menu with a search icon. On the right, there is a table with a header row labeled 'Add/Update'. The table has two columns: 'Name' and an action column. The first row contains a name and a 'Remove' button. The second row contains another name and a 'Remove' button.

Press "Save"

The screenshot shows two buttons: 'Save' and 'Administrate users'. A mouse cursor is pointing at the 'Save' button.

Choose "additional mail receivers" in dropdown at module eWarranty:

The screenshot shows the eWarranty module interface. On the left, there is a dropdown menu with 'Schulze Pascal' selected. On the right, there is a table with a header row labeled 'Add/Update'. The table has two columns: 'Name' and an action column. The first row contains 'Schulze Pascal' and a 'Remove' button. The second row contains 'Sebastian Milch' and a 'Remove' button.

Click "Add/Update":

The screenshot shows a dropdown menu and a blue button labeled 'Add/Update'.

Press "Save"

The screenshot shows two buttons: 'Save' and 'Administrate users'. A mouse cursor is pointing at the 'Save' button.

All responsables entered for eWarranty module will be informed via mail (sender = eWarranty@scania.com) about new eWarranty's, updated eWarranty's or Reminders (see Appendix 3).

Return Goods address for field parts needs to be entered by supplier in the same area.

4.4.2 Edit "Supplier failure area" and "Supplier failure description" catalogues

To detail the supplier inspection result it will be necessary to add "supplier failure area" and "supplier failure description" for each eWarranty to be analysed.

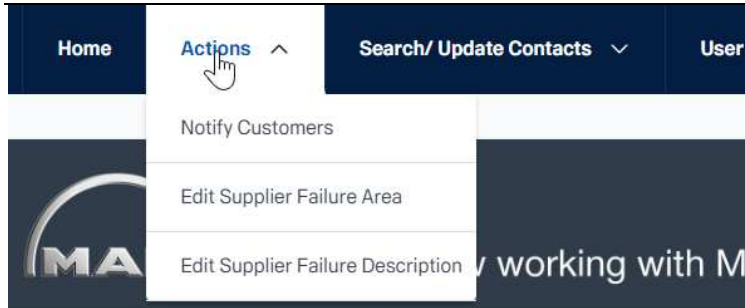
These tables will need to be maintained by suppliers themselves. To maintain go to "Actions".

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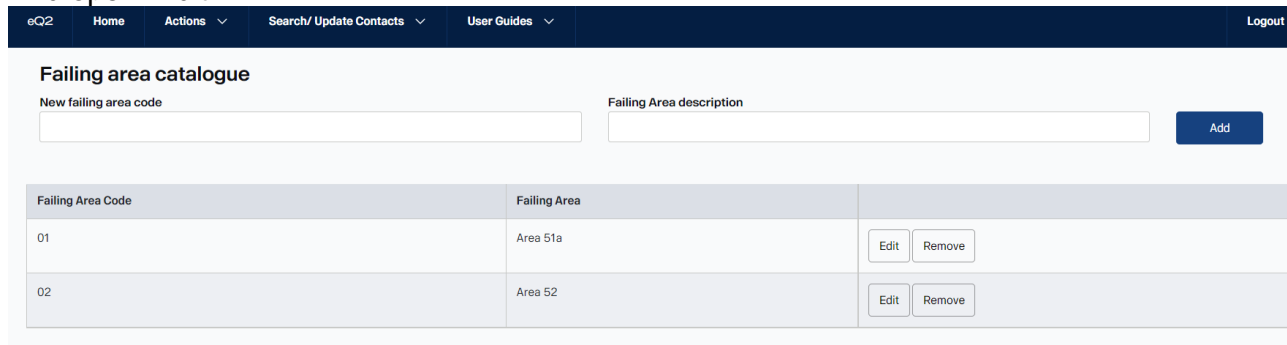
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Current Supplier:
And open "Edit ...":

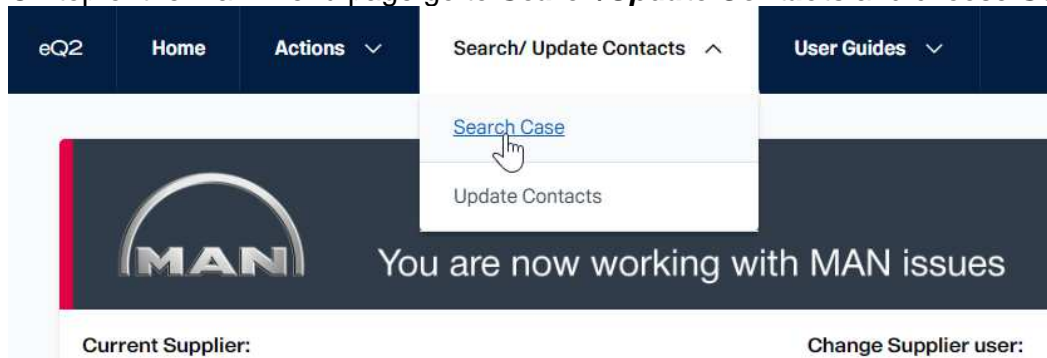


You can add an entry by entering failure code and description and clicking "Add".

You can edit an entry by clicking "Edit", you can remove an entry by clicking "Remove".

4.5 Search for eWarranty claims

On top of the main menu page go to **Search/Update Contacts** and choose **Search Case**.



When the Search Case window is opened, select the eWarranty module. Choose the desired search parameters under heading **Column** and appropriate search conditions under heading **Condition**. Several conditions can be used for a Search. It is also possible to switch for all lines to another operator and select AND / OR. Enter the appropriate **Value** and press the Search button.

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Search

Module
- eWarranty

Report status
- All Reports (not withdrawn)

Column
- Tracking status
- Created date

Condition
- Equal to =
- Is greater than or equal to >=

Value
Sent to Analysis Plant
2022-04-01
Valid DateFormat (YYYY-MM-DD)

Operator
AND
AND

To avoid long waiting times, please limit the number of results by defining more criteria.

Search **Reset**

- Warranty number
- Claim ID
- Box ID
- Report status
- Tracking status
- Part number
- Part description
- LKZ-Index
- Engine type
- Chassi No
- Created date
- Changed date
- Supplier inspection result
- Analyzing plant
- Claim responsible userid
- Supplier received

It is possible to search for different status of Reports directly:

Search

Module
- eWarranty

Report status
- All Reports (not withdrawn)
- Open reports only
- Closed reports only
- Withdrawn from Scania/MAN

Column
- Tracking status

For further processing and statistics, there is a function Export to Excel available. Press "Export to Excel" button and all data included in eWarranty incidents of Search result will go to excel file.

<u>Supplier Inspection Result</u>	<u>Latest Box ID</u>	<u>Reminder</u>	<u>Updated</u>	<u>Created</u>
	MAN_0000023	2022-04-27	2022-04-14	2022-04-12
Supplier	MAN_0000021	2022-04-27	2022-04-12	2022-04-08
Design/Concept	MAN_0000030	2022-04-27	2022-04-14	2022-04-06
Rejected	MAN_0000030	2022-04-27	2022-04-26	2022-04-05

Check All **Handle Selected Warranty** **Export to Excel**

APPENDIX 1 eWarranty report status

Status Code	Status Name	Means
PRE	Preparing	eWarranty is in preparation by MAN/SCANIA
PUB	Published	eWarranty was published to the supplier
SUP	Supplier working	eWarranty published, Supplier confirmed physical receipt of claimed part, supplier started analyse
ARR	Arrived at Scania/MAN	Supplier has entered + saved analysis result in eWarranty, if required including rejection reason, supplier failure area and supplier failure description
FIN	Finalized	eWarranty closed

APPENDIX 2 eWarranty Part status

Part status Code	Part status name	Means
0	Part at Logistics Center	Part has arrived from Service center at MAN Central warranty area
1a	Sent to Analysis plant	Part has been sent from Logistics Center to defined Analyzing plant Part has been received in analysing plant
1	Part ready for analysis	
2a	Part on the way to supplier	Part is in transit to the supplier
2	Part at supplier for analysis	Part has been received by supplier and will be analysed or is in analysis
3	Part at MAN/SCANIA for internal analysis	Part will be internally analysed, without supplier
4	Part at MAN/SCANIA for joint analysis	Part to be or already analysed at MAN/SCANIA jointly
6	Destroyed	Part has been destroyed
7	Part sent back to workshop/service partner	Part is on the way or has been sent back to the claiming workshop/service partner
8	Remanufacturing	Part is assigned to be remanufactured or has already been remanufactured
9	Part scrapped without analysis	Part will be directly scrapped without need for analysis
10	Part on the way back to SCANIA/MAN	Part is in transit or has already been sent back to SCANIA/MAN
10a	Part to be returned to MAN/Scania	Part was inspected by supplier and is required to be returned to MAN/Scania for further processing
11	Part scrapped by supplier	Part was scrapped by the supplier, maybe during analysis or in order to be able to analyse
12	Part owned by supplier	Part is owned by the supplier as the Warranty claim was accepted
13	Report withdrawn	Report was withdrawn from MAN due to a certain reason, e.g. returned part disappeared, specification mismatch, issued on wrong supplier,...

APPENDIX 3 mail reminders

Trigger

MailSubject

to be sent to supplier (Mail receivers + claim responsible) when publishing eWarranty claim to supplier (Report status is set to PUB)

New MAN/SCANIA eWarranty Claim from Field published to supplier (report number = #eWarrantyNo / ClaimID = #ClaimID)

MAN/SCANIA has updated an eWarranty report that is in Report status PUB, SUP, ARR; send mail to mail receivers Supplier

Answer on eWarranty Claim from MAN/Scania (report number = #eWarrantyNo / ClaimID = #ClaimID)

claim has been set to Report status "FIN", send mail to mail receivers Supplier

eWarranty Claim closed from MAN/Scania (report number = #eWarrantyNo / ClaimID = #ClaimID)

Reminder to be set to 30days after "Parts receipt" confirmation and no analysis result chosen; reminder should be sent to supplier responsible and claim responsible MAN/SCANIA

Reminder on eWarranty Claim (Report number = #eWarrantyNo / ClaimID = #ClaimID)

reminder after 21 days to supplier responsible after setting status 2a (=PUB): telling him that a new incident is available and awaits his reaction concerning parts receipt

Reminder on eWarranty Claim (Report number = #eWarrantyNo / ClaimID = #ClaimID)

reminder after 28 days to supplier responsible and claim responsible MAN/SCANIA after setting status 2a (=PUB): telling them that a new incident is available and awaits reaction concerning parts receipt at supplier

Reminder on eWarranty Claim (Report number = #eWarrantyNo / ClaimID = #ClaimID)

default reminder 42days after choosing status 2a and no opening or update of supplier in system; telling them that a new incident is available and no reaction happened --> escalation + urgent actions needed; reminder should be sent to supplier responsible and claim responsible MAN/SCANIA

Reminder on eWarranty Claim (Report number = #eWarrantyNo / ClaimID = #ClaimID)

APPENDIX 4 Definition Supplier inspection result / supplier rejection reason

Supplier Inspection Result	Supplier rejection reason	Means that the possible source of damage is
Supplier	-	Supplier's Process
Rejected	MAN/Scania Production/Process	OEM Production's Process
	MAN/Scania Workshop	OEM Workshop's Process
	Customer	Misuse by Vehicle-Customer/Driver
	Ok after analysis	Claimed Part is functional ok after standard <u>and</u> load test (according to principles of VDA Guideline "Field Failure Analysis)
	Out of Warranty	<ol style="list-style-type: none"> Submitted part is damaged and cannot be found. Damage is not the cause of the customer complaint (e.g. during removal or transport). Claimed Part is out of the warranty period according to valid contract between you as Supplier and OEM
Design/Concept	-	If neither "Supplier" nor "Rejected" is the source of damage

APPENDIX 5 Definition Supplier failure area / description

Field	Means
Supplier Failure Area	describes the position of the defect on the claimed part, e.g. connector on the component, Case; Flange; PCB, etc.
Supplier Failure Description	describes the error pattern, e.g. broken; wily; charred; corroded, etc.