

TOYOTA *Service Parts Supplier Training*

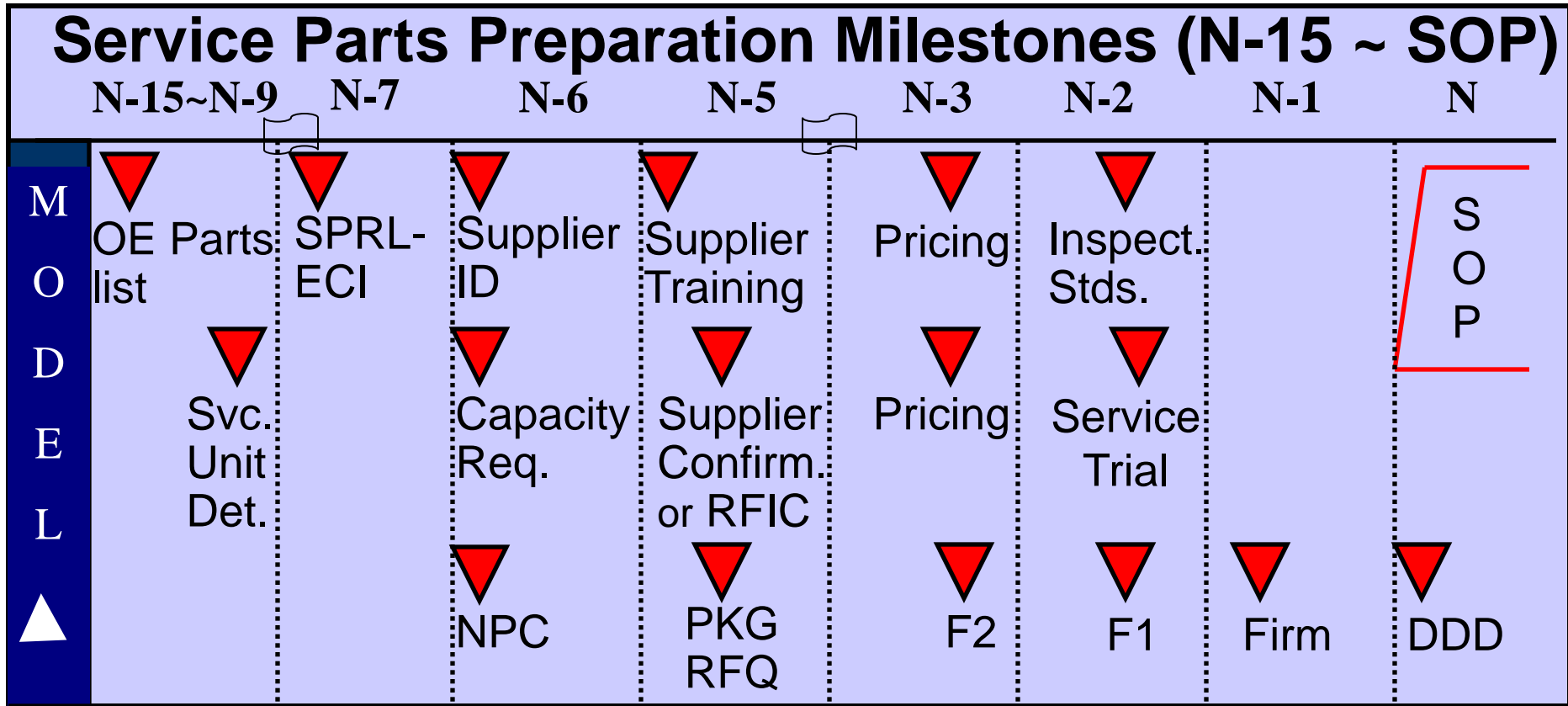
Service Part Preparation

General overview of key pre-production milestones

- **N-18 Overview**
- **Service P/N Establishment**
- **NPCs**
- **RFICs**

Isaac Mitchell

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Service Part – A part required to repair a vehicle for the following reasons:

- Periodic maintenance of worn parts
- Broken part replacements
- Repair of vehicle damage resulting from accidents
- Mandatory vehicle inspection

NOTE: One vehicle consists of roughly 10,000 Service Parts

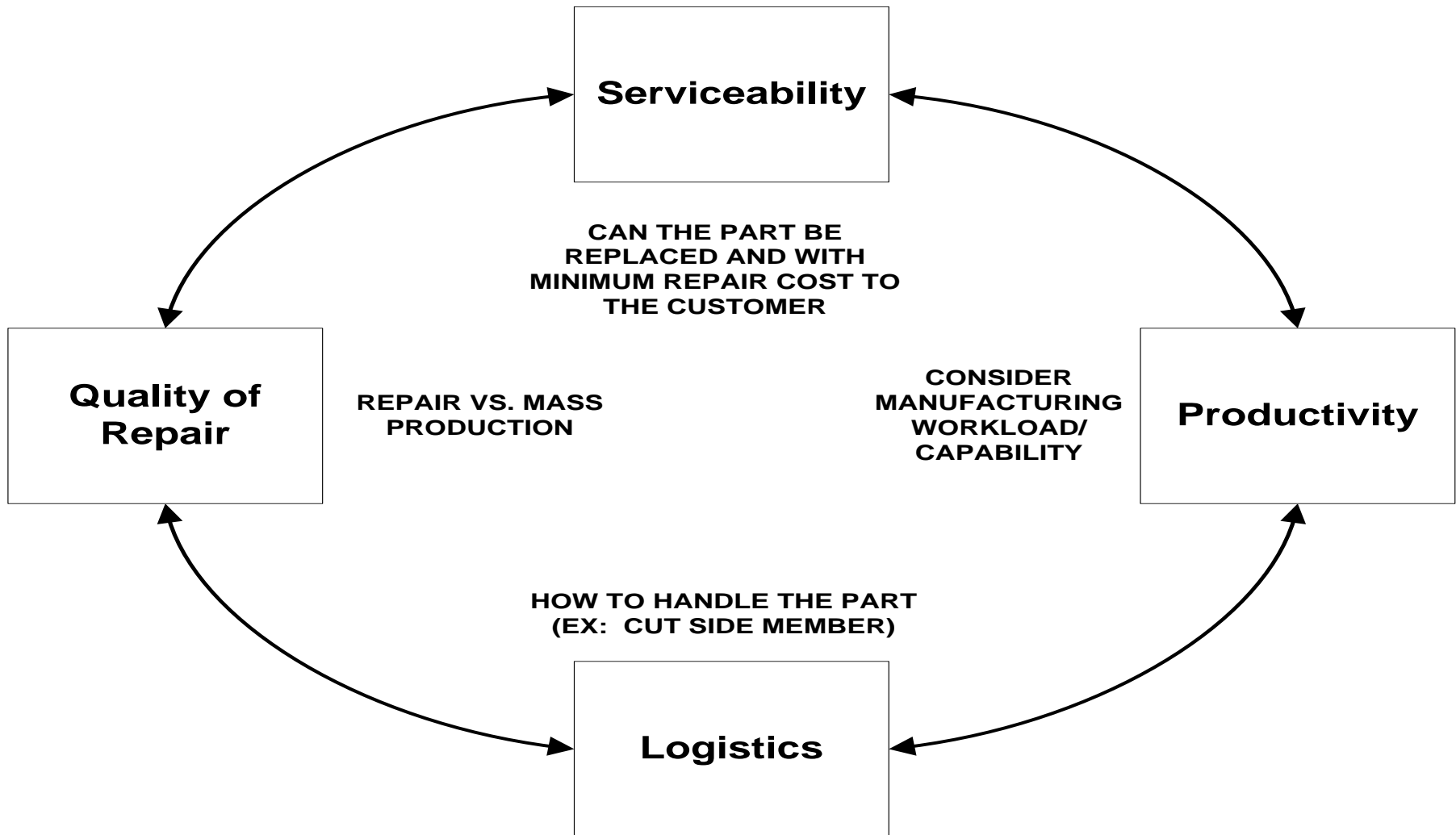
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Four Major Steps to Service Part Establishment

1. Grasp the function and structure of each part
2. Determining the appropriate service unit form
3. Service Determination Assignment
4. Register and distribute part number information

After Service Parts are established a “Service Parts Catalog” is created and supplied to dealers

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Overview of Notice of Parts Change (NPC) Form

What is an

NPC?

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Notification to supplier regarding service parts requirements

NPC NO **05PP2452**

TMMNA SERVICE PARTS NOTICE OF PARTS CHANGE (NPC)

ATTN: **John Doe**

USA Mfg., North America - Frank01 - 16580

PHONE: (317) 736-2135

2625 N. MORTON
FRANKLIN IN

P.O. BOX 490
46131

FAX NO. (317) 736-4618

"ITEMS REQUIRING SUPPLIER ACTION"

| | | |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Due Date 8/8/2005 | Supplier Confirmation: Provide feedback immediately regarding the service parts below. See ** below for directions. | DATE: 8/31/2005 NPC Type: <input checked="" type="checkbox"/> Initial Notice <input type="checkbox"/> Other (Past Model, CHG, DEL, etc.) |
| Due Date 8/8/2005 | Submit Piece Price Quotation to your TMMNA Buyer: (if different than current agreed upon OE price). | |
| Due Date 8/15/2005 | E-mail Service Part Inspection Standard (SQAM Form AI) and Check Sheet (SQAM Form AP) to Lisa Donovan at Lisa_Donovan@Toyota.com. Refer to Section 54 of SQAM for Service Part Requirements. | |
| Due Date 8/5/2005 | Submit TMS Packaging Part Master documents via email to designated TMS Packaging Engineer indicated below. | |
| Due Date 3 Working Days From NPC Receipt | If Information on this form is <u>incorrect</u> , send RFIC to P.C./QA cor ToyotaSPIS@TEMA.com | |

ATTACHMENTS

Rust Proof Instruction Drawing

TMS PACKAGING ENGINEER

Chris Farricker 859-334-7770

TMS FAX: 859-334-8145

chris_farricker@toyota.com

E-Mail all Inspection Standards

to: **SPIS@Toyota.com**

P.C./QA CONTACT

JEFF DURROUGH 859-746-4215

QA Fax (859) 746-4299

jdurroug@tmmna.com

** DIRECTIONS: For each NewAdoption part number below (i.e., status=ADD), please initial the "Supplier Confirmation" box to confirm you recognize the part # and can ship by the effective date. Once you initial the supplier confirmation box, fax this form back to your PC contact above. If you have some concern regarding the part #, effective date, or other technical information below, please submit your concern to the TMMNA PC contact above via an RFIC form.

| PART NUMBER | LEVEL ONE PART NUMBER | DESCRIPTION | FAMILY CODE | ECI NUMBER | COLOR | RUST PROTECTION | STATUS | EFFECTIVE DATE | TMMNA PART RELEASE | REMARKS | SUPPLIER CONFIRMATION |
|-------------|-----------------------|---------------------|-------------|------------|-------|-----------------|--------|----------------|--------------------|--------------|-----------------------|
| 48531-AE031 | 48531-AE031 | ABSORBER, SHOCK, RR | 228/V | 228VWB1437 | | 0191114088 | ADD | 9/1/2005 | | NEW ADOPTION | |

Sent via e-mail by TEMA PBM

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Supplier Instructions and Requirements

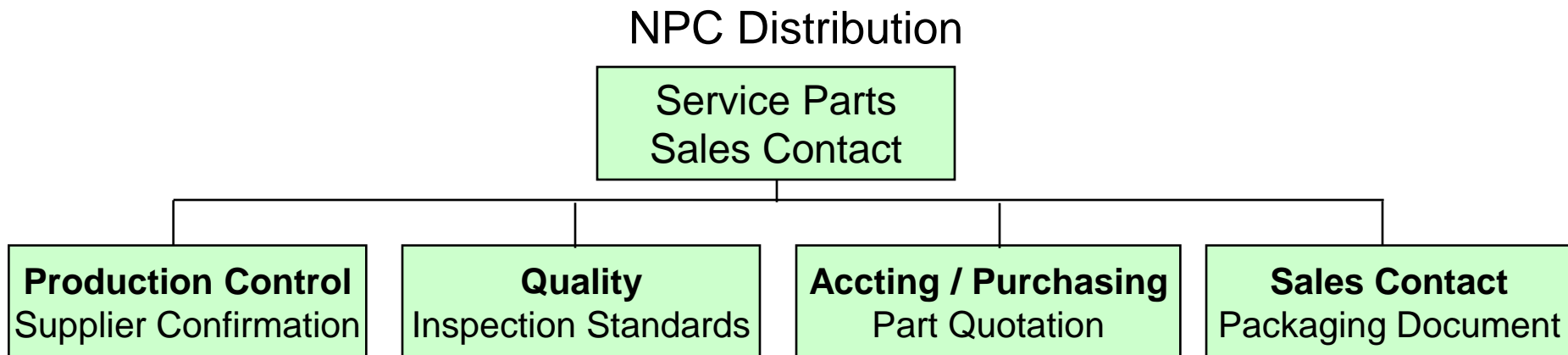
NPC Triggers:

1. Addition of new parts for service supply (ISN) → **Add**
 - Part Introduction
 - Major ECI change
2. Deletion of parts from service supply → **Delete**
 - Sub to new part number
3. Change of production status → **Change**
 - Past Model
 - Addition or change of rust protection
 - Effective date change

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Supplier Instructions and Requirements

Who will receive the NPC?



Sales Contacts: It is critical that you take full responsibility to disseminate the NPC information to all departments within your company. You are the only person receiving the NPCs!

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Supplier Instructions and Requirements

What does the NPC require of you?

NPC NO 05PP2452

TMMNA SERVICE PARTS NOTICE OF PARTS CHANGE (NPC)

ATTN: **John Doe**
PHONE: (317) 736-2135
FAX NO. (317) 736-4618

USA Mfg., North America - Frank01 - 16580
2625 N. MORTON P.O. BOX 490
FRANKLIN, IN 46131

ITEMS REQUIRING SUPPLIER ACTION

| | | |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Due Date: 8/8/2005 | Supplier Confirmation: Provide feedback immediately regarding the service parts below. See it below for directions. | DATE: 8/31/2005 |
| Due Date: 8/8/2005 | Submit Piece Price Quotation to your TMMNA Buyer. (If different than current agreed upon OE price). | NPC Type: <input checked="" type="checkbox"/> Initial Notice <input type="checkbox"/> Other (Past Model, CHG, DEL, etc.) |
| Due Date: 8/15/2005 | E-mail Service Part Inspection Standard (SQAM Form AI) and Check Sheet (SQAM Form AP) to Lisa Donovan at Lisa_Donovan@Toyota.com. Refer to Section 54 of SQAM for Service Part Requirements. | |
| Due Date: 8/5/2005 | Submit TMS Packaging Part Master documents via email to designated TMS Packaging Engineer indicated below. | |
| Due Date: 3 Working Days From NPC Receipt | If information on this form is incorrect, send RFC to PC/QA contact listed below. | |

ATTACHMENTS
 Rust Proof Instruction Drawing

TMS PACKAGING ENGINEER
Chris Farricker 859-334-7770
TMS FAX: 859-334-8146
chris_farricker@toyota.com

E-Mail all Inspection Standards to:
SPIS@Toyota.com

PC/QA CONTACT
JEFF DURROUGH 859-746-4215
QA Fax: (859) 746-4299
jdurroug@tmmna.com

DIRECTIONS: For each New Adoption part number below (Level One, Level Two, Level Three, etc.), please initial the "Supplier Confirmation" box to confirm you will ship the part # and can ship by the effective date. Once you initial the supplier confirmation box, fax this form back to your PC contact above. If you have some concern regarding the part #, effective date, or other critical information below, please submit your concern to the TMMNA PC contact above via an RFC form.

| PART NUMBER | LEVEL ONE PART NUMBER | DESCRIPTION | FAMILY CODE | ECI NUMBER | COLOR | RUST PROTECTION | STATUS | EFFECTIVE DATE | TMMNA PART RELEASE | REMARKS | SUPPLIER CONFIRMATION |
|-------------|-----------------------|---------------------|-------------|------------|-------|-----------------|--------|----------------|--------------------|--------------|-----------------------|
| 48S31-AE031 | 48S31-AE031 | ABSORBER, SHOCK, RR | 228N | 228N/B1437 | | 0191114088 | ADD | 9/1/2005 | | NEW ADOPTION | |

1. Confirm NPC contents
2. Submit Supplier Confirmation to TEMA PBM-SPS prior to due date
3. Submit Inspection Standard to TMS-Quality
4. Submit a Parts Quotation to TEMA Purchasing
5. Submit Packaging Part Master document to TMS-Packaging

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SUPPLIER INSTRUCTIONS AND REQUIREMENTS

Example of
the NPC
Cover Letter



Ruby Hurry/T00/TMMNA

08/23/2005 10:13 AM

To:
cc:
Subject: TMMNA NPC No. - 05PP2868

Attached please find the Service Parts Notice of Parts Change (NPC) form.

The Service Parts NPC is the official document from TMMNA's Parts Operations Group (SPS) for communicating service part number information to Toyota suppliers. The NPC is issued by TMMNA for one of the following reasons.

1. **INITIAL NOTIFICATION:** from TMMNA that you have supply responsibility for service parts specified on the attached NPC. Upon receiving this initial notice, please the following activities:

A. Immediately confirm the service part technical information on the attached NPC for accuracy. E-mail or fax the NPC back to TMMNA after initialing the "Supplier Confirmation Box" for each part number (signifying that you recognize the parts and can ship/supply the service part by the effective date). Be sure to notify TMMNA POM (SPS) if you have any technical information concerns (i.e. wrong supplier code assigned, wrong effective date, incorrect colors, etc.) Any concerns should be immediately communicated to "ToyotaRFIC@TMMNA.com" via the Request for Investigation or Change (RFIC) process (form attached below.)

B. Distribute a copy of the NPC to all appropriate personnel within your organization (QC, PC, etc...)

C. Follow-up with related departments to guarantee that all pre-production activity is completed for new service parts in a timely manner (part # acknowledgement, inspection standards, piece price quotes, packaging cost quotes, etc.) **Due dates for these activities are located within the NPC header block.**

2. **OTHER:** TMMNA is notifying you of some other impact to service parts (Example: A part numbers implementation timing is being changed, a service part is being deleted or substituted to a different service part number, a service part has achieved past model status, etc...) Please see the **REMARKS** field on the NPC for additional explanation.

Attached are the following documents that illustrate your organization's service parts supply responsibility.

- 1.) Service Parts Notice Of Parts Change (NPC) Form
- 2.) Request for Information or Change Form (RFIC) - *To be submitted if supplier disagrees with any information on assigned NPC.*
- 3.) Rust Proof Protection Specification Sheet (if applicable)

The attached documents are saved as a "Snapshot" as indicated by the suffix .snp. All users with Microsoft Office should have capability to open these attachments. If you have difficulty opening the attachments, please respond accordingly and TMMNA will help you access the information.

Please open the documents immediately and review the "Items Requiring Supplier Action" section of the NPC document. Your organization must meet all due dates assigned on the NPC for the Items Requiring Supplier Action. If you have any questions/concerns please call the PC/QC contact called out on your NPC.

Thank you.



NPC-05PP2868-Report08232005.snp RFIC FORM.XLS 01911_14087.pdf

RUST PROTECTION

- Long shelf life for certain service parts requires special rust inhibitive coatings / packaging
- Toyota does not issue separate part numbers for parts requiring rust protection
- Rust Protection requirements communicated via the NPC and are specified on the Rust Proofing Instruction Sheets

What does the Service Parts Rust Proofing Instruction Sheet specify?

- The required rust prohibitive coating that must be applied
- The surface area requiring coverage
- The applicable Toyota Engineering Specification

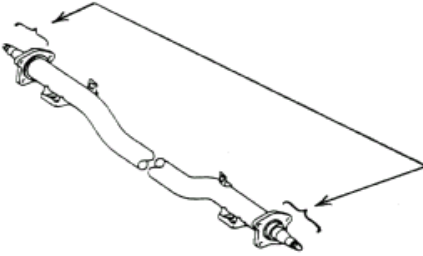
What is required of the supplier when an NPC includes RPI?

- Supplier must maintain rust protection certification on-site
- TEMA may require sample parts for quality evaluation
- Suppliers must clearly indicate Rust Protection on the Inspection Standards for parts with rust protection

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| | | | | | | |
|------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------|---------------|----------------|-----------|--------------|
| SERVICE PARTS RUST PROOFING INSTRUCTION SHEET | | NUMBER 01911 - 1A004 - | | PAGE NO. OF | | |
| | | ISS. | REVISION | NO. ECI NO. | DATE | REVS /K.K |
| SPRPIS FOR ENTIRE LACQUERING OR ELECTROPLATED ZINC COATING | | | /New Adoption | 000GJ0465 | '02. 2.25 | |
| APPLICATION RANGE | | | | | | |
| THIS APPLIES TO ALL PARTS CONDUCTED ENTIRE LACQUERING OR ELECTROPLATED ZINC COATING AS RUST PROOFING MATERIAL. | | | | | | |
| SKETCH | | | | | | |
| OMITTED | | | | | | |
| NOTE: METHOD OF RUSTPROOFING SHOULD BE FOLLOWED TO THE DRAWING AS SURFACE TREATMENT THAT IS PAINTING,OILING OR PLATING ETC.IS MENTIONED. | | | | | | |
| <input checked="" type="checkbox"/> WHOLE SURFACE | | <input type="checkbox"/> PARTIAL SURFACE | | | | |
| ELECTRODEPOSITION COATING EXTSH2105G/TSH2106G&TSH2354G/TSH2353G | | SOLVENT CUTBACK TYPE RUST PREVENTIVE OIL GRADE 1 HARD FILM (P-1) | | | | |
| LACQUERING EXTSH3609G | | SOLVENT CUTBACK TYPE RUST PREVENTIVE OIL GRADE 3 WATER DISPLACING, SOFT FILM (P 3) | | | | |
| VCI (VOLATILE CORROSION INHIBITOR) | | OTHERS OILING [] | | | | |
| | | <input checked="" type="checkbox"/> ELECTROPLATED ZINC COATING | | | | |
| RULE OF OBSERVANCE: | | | | | | |
| REMARKS Use either rust preventive lacquering or electroplated zinc coating. | | | | | | |
| TOYOTA MOTOR CORPORATION | | APPROVED | CHECKED | DRAWN | | |
| SERVICE PARTS ADMINISTRATION DIV. | | | | | | |
| | | | | | | |
| | | | | | | |

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| | | | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------------------------|--------------------------------------------------------------------------------------------|-----------|-------|
| SERVICE PARTS RUST PROOFING INSTRUCTION SHEET | | PAGE NO. OF | | | |
| | | NUMBER 01911 - 14149 - | | | |
| S/A, | ISS. | REVISION | NO. ECI NO. | DATE | REVSR |
| SPRPIS FOR TUBE S/A, RR AXLE | | New Adoption | 000GJ0290 | '98. 3.16 | Y.Y |
| APPLICATION RANGE S/A, | | | | | |
| THIS APPLIES TO TUBE S/A, RR AXLE. | | | | | |
| SKETCH | | | | | |
|  <p style="text-align: right;">防錆油 (無塗装部) Oiling(non-painted portion)</p> | | | | | |
| NOTE: METHOD OF RUSTPROOFING SHOULD BE FOLLOWED TO THE DRAWING AS SURFACE TREATMENT THAT IS PAINTING, OILING OR PLATING ETC.IS MENTIONED. | | | | | |
| <input type="checkbox"/> WHOLE SURFACE <input type="checkbox"/> PARTIAL SURFACE | | | <input checked="" type="checkbox"/> WHOLE SURFACE <input type="checkbox"/> PARTIAL SURFACE | | |
| ELECTRODEPOSITION COATING EX. TSH2105G/TSH2106G&TSH2354G/TSH2353G | | | SOLVENT CUTBACK TYPE RUST PREVENTIVE OIL GRADE 1 HARD FILM (P-1) | | |
| LACQUERING EX. TSH3609G | | | SOLVENT CUTBACK TYPE RUST PREVENTIVE OIL GRADE 3-WATER DISPLACING, SOFT FILM (P-3) | | |
| | | | OTHERS OILING [] | | |
| <input type="checkbox"/> VCI (VOLATILE CORROSION INHIBITOR) | | | <input type="checkbox"/> OTHERS (PLATING, COAT ON RESIN ETC.) | | |
| RULE OF OBSERVANCE: | | | | | |
| REMARKS | | | | | |
| TOYOTA MOTOR CORPORATION | | APPROVED | CHECKED | DRAWN | |
| SERVICE PARTS ADMINISTRATION DIV. | | | | | |
| | | | | | |
| | | | | | |

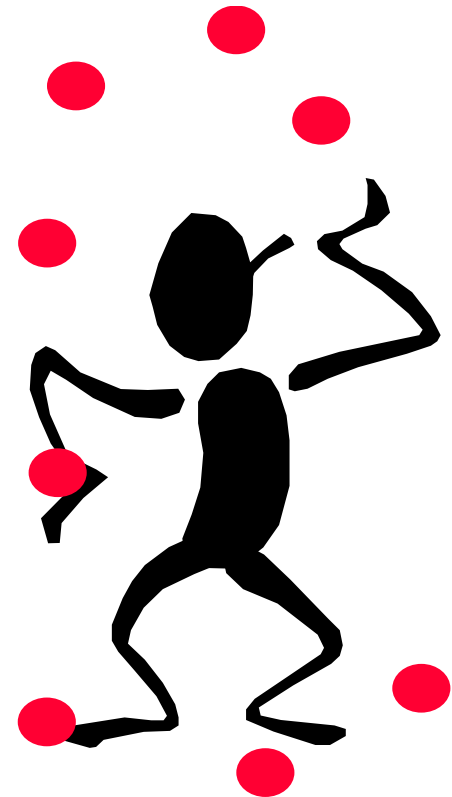
What is Supplier Confirmation?

Supplier Confirmation

- The Supplier Confirmation serves as confirmation that the supplier recognizes the service part number(s) on the NPC and is capable of supplying the requested part(s) by the effective date identified on the NPC.
- In short, the Supplier Confirmation is confirmation to Toyota that the supplier will meet the start of production timing for service parts.
- Please send confirmation as soon as possible to your TEMA PC SPS contact (on NPC) via fax or E-mail!

What if the NPC is incorrect?

- **Part Number/Description is incorrect?**
- **Implementation timing is incorrect?**
- **Rust proofing is incorrect?**
- **Supplier/Plant Code is incorrect?**



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R request

F or

I nvestigation

C hange



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RFIC is a form submitted by the supplier. This form initiates a process managed by TEMA PC-PBM for receiving, resolving, tracking and reporting supplier concerns regarding Toyota's service parts information and requirements.

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TOYOTA SUPPLIER.COM

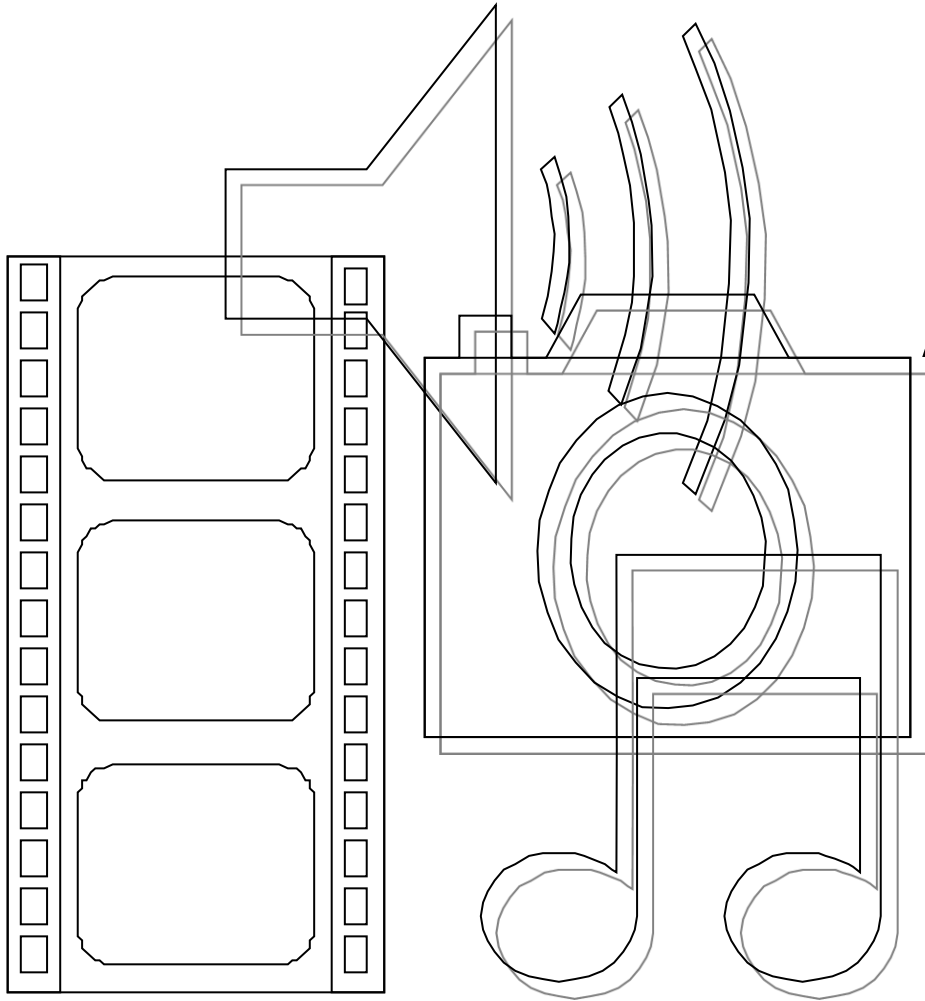
The screenshot shows the 'My Content' navigation menu on the TOYOTA SUPPLIER.COM website. The menu is organized into a tree structure with expandable folders. A yellow highlight is placed over the 'My Content' header. On the left side, there are four navigation links: 'Home', 'My Documents', 'My Applications', and 'My Account'. On the right side, the 'My Content' menu is expanded to show a list of folders and documents. Three black arrows point to the 'My Documents' folder, the 'My Training' folder, and the 'Service' folder. Two more black arrows point to the 'RFIC Instructional Video (March 8, 2005)' and 'Request for Investigation/Change (RFIC) Form (March 7, 2005)' documents under the 'Service' folder.

- Home
- My Documents
- My Applications
- My Account

My Content

- My Documents
- Accounting & Finance
- Calendars & Schedules
- Critical Bulletins
- Design Engineering
- Environmental
- FAQ
- General News
- Legal
- My Training
- Production Control
 - EDI
 - Export
 - Logistics
 - Pre-Production
 - Production Planning Volumes
 - Production
- Service
 - RFIC Instructional Video (March 8, 2005)
 - Request for Investigation/Change (RFIC) Form (March 7, 2005)
 - Service Parts Information - TMMNA
- Production Engineering

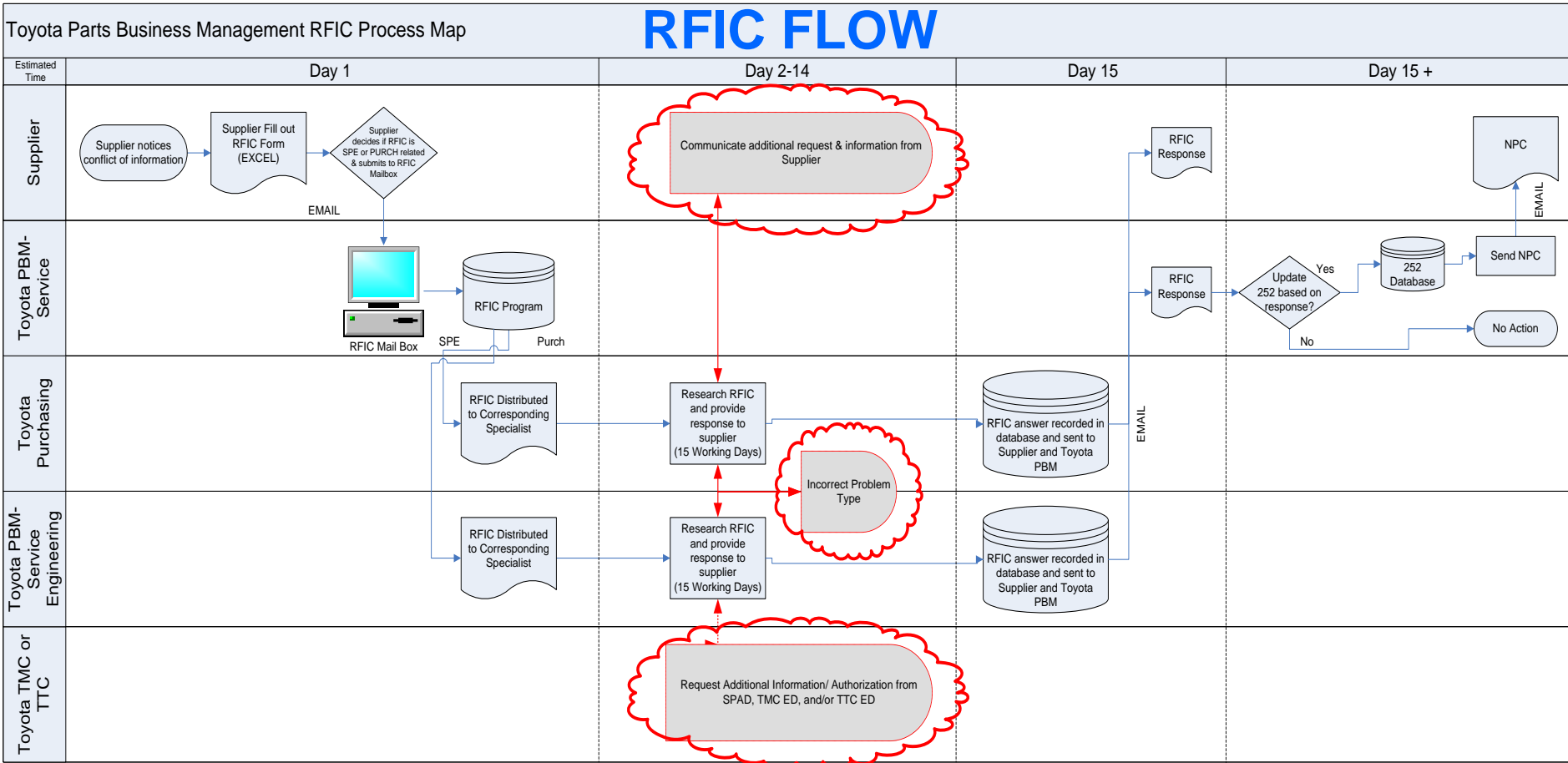
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RFIC TRAINING DEMO!

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RFIC FLOW



•E-mail RFICs to TEMA PBM at, “ToyotaRFIC@TEMA.toyota.com”

Causes for Delay
24

6/21/2006

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REQUEST FOR INVESTIGATION/CHANGE (RFIC)

PROBLEM TYPE:

PURCHASING

- WRONG SUPPLIER CODE
 - HAVE YOU CONFIRMED WARP PLANT CODE?
 - WHAT IS CORRECT PLANT/SUPPLIER CODE?
 - WHAT IS THE LEVEL 1 PART NUMBER?
- CHANGE IN COMPONENT ROUTING
 - IS PART DIRECT SUPPLY?
 - WHAT IS LEVEL 1 PART NUMBER?
 - WHAT IS LEVEL 2 PART NUMBER?
 - IS PART CONTROLLED SELF PROCUREMENT "CSP"?
- PLANT CODE CHANGE
 - WHY IS PLANT CODE BEING CHANGED?
 - WHAT IS CORRECT SUPPLIER CODE?
 - HAS PLANT CHANGE REQUEST (PCR) BEEN APPROVED?

PARTS ENGINEERING

- EFFECTIVE DATE CHANGE
 - WHY HAS THE EFFECTIVE DATE CHANGED?
 - WHAT IS THE CORRECT DATE?
 - GIVE DESCRIPTIVE REASON FOR THE DATE CHANGE REQUESTED
 - ENGINEERING CHANGE INSTRUCTION (ECI #) WITH WRONG EFFECTIVE DATE
 - IF PART IS LOCALIZING - PLEASE TELL US WHEN
- COLOR CODE PROBLEM
 - PLEASE INCLUDE THE 11TH & 12TH DIGITS OF THE PART NUMBER (COLOR INDICATOR)
 - PLEASE REVIEW THE ECI & COLOR PARTS INSTRUCTION (CPI)
- SERVICE LEVEL OF ASSEMBLY IS NOT APPROPRIATE
 - CURRENT SERVICE UNIT CANNOT WITHSTAND SHIPMENT?
 - CURRENT SERVICE UNIT COMPROMISES QUALITY TESTING?
 - CURRENT SERVICE UNIT COMPROMISES SAFETY?

PARTS ENGINEERING CONTINUED

- PART SHOULD BE SUBBED
 - WHAT IS THE SUB TO PART NUMBER/ECI NUMBER?
 - WHAT IS THE INTERCHANGABILITY INSTRUCTION ON THE DISUSE ECI?
 - SET / KIT PROBLEM
 - WHAT IS THE ECI #?
 - WHAT IS PROPOSED BOM?
 - COMPONENT PROCUREMENT PROBLEM?
 - RUST PROTECTION PROBLEM
 - WHAT IS THE CURRENT RUST PROTECTION # ON NPC?
 - WHAT IS THE REQUESTED RUST PROTECTION METHOD AND WHY?
 - SERVICE EXCLUSIVE PROBLEM
 - WHAT IS THE ECI #?
 - WHAT IS THE MAIN MRN COMPONENT?
 - WHAT IS THE MODEL APPLICABILITY?
 - ROUTING CHANGE REQUEST
 - VALIDATE REQUEST
 - ECI BACK UP
 - PART DELETED PRIOR TO PRODUCTION
 - NEVER USED IN MASS PRODUCTION?
 - PART DESCRIPTION PROBLEM
 - CURRENT DESCRIPTION
 - PROPOSED DESCRIPTION
 - CONFIRM PROPOSED DESCRIPTION TO DRAWING
- OTHER**
- OTHER (SELECTING OTHER COULD DELAY RESPONSE)
 - IF YOUR REQUEST / CONCERN DOES NOT MEET ANY OF THE ABOVE CRITERIA, PLEASE SELECT OTHER AND GIVE A DETAILED EXPLANATION OF YOUR REQUEST / CONCERN

• Problem Type accuracy is very important to ensure RFIC is submitted to the correct group. Incorrect problem type or "Other" selection will result in a delayed response

• When submitting a RFIC please be specific. Include as much information as possible on the RFIC form (part number, ECI number, NPC number, etc.).

• Possible delays may also occur when communicating with TMC or TTC.

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- ❖ RFICs should be submitted to TEMA when you receive and review the NPC. Please do not wait until pre-production requirements are due.

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| N-7 | N-6 | N-5 | N-4 | N-3 | N-2 | N-1 | N |
|-------------------------------------------|-------------------|---------------------------------------------------------|--------------------------------------------------------------|---------------------------|-----------------------------|------------|-----|
| Load New P/N's in Service Parts D/B | | | | | | | |
| | NPC ISSUANCE | | | | | | |
| | ↳ Supplier Review | | | | | | |
| | ↳ | Supplier Confirmation Due or * RFIC Due | | | | | |
| | | Packaging RFQ Due | | | | | |
| | | | * Investigate RFIC, Issue and Process ECI | | | | |
| | | | | CATALOG MAKING | | | |
| | | | | | Inspection Standards Due | | |
| | | | | | PO DUE | | |
| | | | | | | Firm Order | |
| | | | | | | | SOP |