

Global Supplier Quality Manual

Edition 2020.01



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1.0 Introduction and Scope

This Global Supplier Requirements Manual, which serves as a supplement to Reyes Automotive, LLC's ("Reyes Automotive") Purchase Order Terms and Conditions, has been developed to communicate Reyes Automotive's quality requirements to all production suppliers. The manual, establishes common quality process that includes all phases of APQP, Launch and Current Supplier Quality. The provisions of this Manual are binding on all of Reyes Automotive's, and its affiliates and subsidiary's suppliers.

The Manual is intended to drive consistency in Reyes Automotive's sourcing and procurement activities on a worldwide basis. Our aim is to create a favorable business environment for both Reyes Automotive and our suppliers that strive for customer satisfaction in an environment that supports continuously improving costs, quality, efficiencies, productivity and ultimately, profits. It is the supplier's responsibility to check at regular intervals for updates to this Manual at www.reyesautomotivegroup.com. If for any reason, the web-site cannot be accessed, it is your responsibility to contact your assigned Reyes Automotive Buyer for a controlled copy of this Manual.

The value of the supply chain is fully recognized at Reyes Automotive. Continuous improvement can only be attained through effective communications, documentation of Reyes Automotive's expectations and the successful implementation of supportive action plans that support long-term customer loyalty and satisfaction. Reyes Automotive recognizes its production supply base as an extension of its business and the need for consistent materials suppliers on a global basis. Our Global Production Supplier Network will help to create value in the supply chain through continuous improvement, innovation, efficiency, and the flexibility to deliver in support of the needs of our customers.

Should you have any questions, please contact your respective Reyes Automotive Buyer.

2.0 Supplier Expectations

Reyes Automotive Suppliers shall meet or exceed the following expectations or requirements:

- Supplier must clearly define, document, and effectively deploy their quality assurance system to achieve required quality targets from the part development/production preparation stage through mass production, including warranty and service parts.
- Supplier communication to Reyes Automotive will be pro-active and will include notification of any and all sub-supplier or sub-contractor issues that could affect Reyes Automotive or its customers.
- All communications to Reyes Automotive Corporate will be in English.

- All requests for authorization of any proposed material or process changes or moves of production locations must be submitted 60 days in advance to your Reyes Automotive buyer with regard to timing of all issues.
- Early notification of any potential supply/ capacity issues shall be communicated in writing to your Reyes Automotive Buyer.
- Supplier shall implement contingency planning strategies for all manufacturing facilities that ship to Reyes Automotive.
- Upon completion of a program, the Supplier will ensure tooling is properly stored to prevent damage and is readily available for service requirements.
- Suppliers must acknowledge that the elimination of defects is a fundamental objective for Quality and 100% on time Delivery performance is required.
- Suppliers shall be compliant with the environmental directives of our customers and applicable legal requirements including Product Material Content and Recyclability Reporting (PMCR-IMDS).
- Reyes Automotive requires each Supplier to be aware and knowledgeable about the new conflict mineral rule under the Dodd-Frank Wall Street Reform and Consumer Protection Act. This rule imposes a new reporting requirement on certain U.S. manufacturers and contract manufacturers that file with the SEC. If conflict minerals are necessary to the functionality or production of the products of the SEC reporting manufacturer, the manufacturer must now disclose whether their products contain conflict minerals (currently including gold, tantalum, tungsten, and tin) from the Democratic Republic of the Congo (DRC) or an adjoining country. All suppliers are required to report the source of any conflict minerals contained in their products to Reyes Automotive. Reyes Automotive will require these reports at least on an annual basis. Specific inquiries will be addressed to individual suppliers. Further information is available on the AIAG website (www.aiag.org).

3.0 External Production Supplier Electronic Data Interchange Requirements (EDI)

All suppliers supplying production parts, assemblies, components and production materials to Reyes Automotive plants are required to have EDI capabilities. Any exception requires written permission from Reyes Automotive in writing.

4.0 Supplier Quality Registration and 3rd Party Customer Approval Guidelines

All Suppliers, at minimum, shall be third party registered to ISO 9001:2015 or separately designated by our customer(s) as an approved source. Further development of your system to meet the requirements of ISO/IATF 16949:2016 may also be required and will be contingent on your company's performance and the importance of the product, material, or service that you

provide. Third-party certification does not relieve the supplier of the full responsibility of the quality of the product supplied.

Laboratory facilities used for inspection, testing or calibration services are shall be accredited to ISO / IEC 17025 or national equivalent. Laboratory facilities are also required to provide a defined scope detailing the qualified services including equipment and personnel. Alternatively, our customers may approve these services.

Reyes Automotive Suppliers that are not Third-party certified to these standards shall be required to submit self-audit documentation reasonably acceptable to Reyes Automotive Supplier Management upon request. If performance warrants, physical on-site review and audits may be conducted by Reyes Automotive and its Customer. Suppliers are also required to submit renewed third-party certifications for each manufacturing location at time of renewal. Information on all certificates must match the name and address of record of the applicable Supplier manufacturing location.

Reyes Automotive reserves the right to verify a supplier's manufacturing location for site compliance to these standards by performing site audits by a designated Reyes Automotive representative for those suppliers identified as having a high impact to safety, fit, form, function, quality and or Customer down-time. The duration of any and all audits performed pursuant to the terms of this Manual will conform to the full application of the Audit Day requirements table of the "Automotive Certification Scheme for ISO 9001 2015/ IATF16949."

Suppliers shall monitor each of their sub-supplier's quality management systems per IATF clause 8.4. This includes Suppliers that are not currently registered to ISO 9001 2015/IATF 16949. Verification of a sub-supplier's Third-party certification – includes obtaining a copy of the valid registration certificate and receiving updates as certificates expire. Documented evidence of sub-supplier compliance must be available for review upon request of Reyes Automotive. In the event that a sub-supplier provides a proprietary material, is not registered and/or on-site verification is very impractical (limited resources and/or location), exceptions must be documented and approved by an authorized representative of Reyes Automotive Procurement.

5.0 Environmental Requirements

All Reyes Automotive suppliers agree to work proactively with Reyes Automotive to reduce the environmental footprint of Reyes Automotive's products and comply with the environmental requirements of our customers and those countries in which Reyes Automotive operates.

Additionally, all Reyes Automotive suppliers must have an effective environmental management program in place (i.e., 3rd party registration to the International Environmental Management Standard ISO 14001:2015 or a documented responsible care management program).

6.0 Product Materials Content Recyclability Reporting (PMCR)

Product material content, recyclability, weight, and other information shall be reported by Suppliers via IMDS as specified below. Product containing substances of concern that are restricted and/or prohibited must comply with current legal and customer requirements. Life cycle assessment (LCA) data may also be required for specific programs.

The part numbers in the acceptance note must match the part numbers submitted for PPAP or other approval. PPAP or other approvals will not be granted for the parts not accompanying this documentation. Reyes Automotive suppliers are responsible for cascading this requirement and collecting data from their respective sub-suppliers. All Reyes Automotive suppliers must re-submit their part to Reyes Automotive for re-approval per IMDS and customer requirements.

All suppliers must provide evidence of product data submission acceptance by Reyes Automotive with or prior to every PPAP submission, or more frequently as requested by Reyes Automotive, including.

1. The complete chemical breakdown of each material (100% disclosure) must be provided; detailing the CAS number and percentage of each chemical.
2. The composition of the material must represent the composition of the material after processing.
3. If a miscellaneous, unspecified, or confidential chemical ingredients are used, the total percentage of such chemicals in the material must not be greater than 10% of the homogeneous material. In addition, the following statement must be included:

"This material does not contain any GADSL substances, other than those specifically identified".

7.0 Supplier Quality

Requirements:

- All suppliers must have a Supplier System Administrator and have a minimum of two contacts at each of their locations that ship to Reyes Automotive;
- Initial Response to a Quality Notice is required within 24 hours of issue which at such time Supplier shall provide Reyes Automotive with a complete and compliant 4D;
- Supplier shall comply with Reyes Automotive's governing return material authorization procedures attached hereto as Annex A, which may be amended, supplemented, or revised from time to time by Reyes Automotive in its sole discretion.

- Supplier shall provide a complete and compliant 8D within 13 days after transmission by Reyes Automotive of a Quality Notice, which shall include, among other things, permanent corrective action implementation and verification of effectiveness.

8.0 Production Supplier Performance

Reyes Automotive conducts Internal Quality meetings at the Reyes Automotive production facility and corporate levels. Suppliers that do not meet expectations are required to attend and present containment / corrective actions and are identified based on the following derived from SRS.

- Performance History of Repetitive Quality Issues
- Responsiveness to Concerns
- Severity of Issues
- Warranty Issues

Production Suppliers are required to submit written notification to the receiving Reyes Automotive Plant(s) and to the Reyes Automotive Buyer, the following information:

- All changes in Supplier's "Remit To" information
- Copies of all updated Third Party Quality Certification with expiration dates for each manufacturing site that ships to Reyes Automotive.
- Any changes in ownership of the company/corporation
- Copies of Notification of Third Party Containment

9.0 Pre-production & New Product Launch Requirements (APQP)

All production suppliers involved in pre-production & new product launches are required to produce advanced quality plans to support the development of new products and/or services, in accordance with the guidelines in the Advanced Product Quality Planning and Control Plan (APQP) manual published by the Automotive Industry Action Group (A.I.A.G).

10.0 Launch Readiness Measures

Reyes Automotive Supplier Management monitors and manages selected suppliers from new product release through the start of production. New product/process launch readiness measures are implemented to ensure that suppliers are able to produce in accordance with all requirements of the Purchase Order and customer requirements (i.e., Part Branding/Identification).

Supplier Risk Assessment:

Supplier Management and Program Management will conduct Supplier Risk Assessments to determine those suppliers whose products are identified as “High Risk” and will be tracked by Supplier Management. Criteria includes, but is not limited to:

- Product / process complexity
- Product specifications to FMVSS
- New product / complexity for Reyes Automotive
- Product Environmental Impact
- Past product / process concerns
- Supplier launch history
- Impact on final product
- New supplier production location
- Past warranty concerns
- New supplier
- New product / process for supplier
- Mergers, Acquisitions or Affiliations associated with a Supplier
- Economic or Financial Impacts

Component Review Meeting (CRM):

Component Review Meetings are held with selected suppliers to identify key product/process characteristics that are statistically monitored to ensure stability. Suppliers are required to conduct CRM's with their own sub-suppliers and highlight/identify customer specific requirements, i.e. part branding/identification.

Supplier Document / Process Review:

The Supplier Document and Process Review is utilized to demonstrate a supplier's compliance to and the continued improvement of their overall product quality plan. The Supplier Document and Process Review documents the progress of the supplier's product quality plan. Compliance to the Supplier Process and Document Review does not relieve the Supplier of their responsibilities to comply with other specified A.I.A.G. requirements.

All production suppliers are required to complete and return a Supplier Document and Process Review sheet for each representative part number that is scheduled to launch for the current year at the supplier's manufacturing location. It is the responsibility of the Reyes Automotive Supplier Quality Engineer and the Supplier to identify each representative part number that will be supported by the Supplier Document and Process Review sheets prior to PPAP submission.

The cross-functional Reyes Automotive Program Team identifies high risk suppliers and Document and Process Reviews are conducted by the Supplier Quality Engineer. It is a Reyes Automotive requirement that the supplier will perform similar Document and Process Review audits with their sub suppliers and provide that information to Reyes Automotive upon request. Reyes Automotive

Supplier Quality Engineering has the authority to request this information or conduct an onsite Document and Process Review audit at any time for existing parts produced by a supplier for Reyes Automotive.

- All relevant Supplier and sub-supplier documentation will be provided to Reyes Automotive Supplier Management.
- Supplier Management shall audit the supplier's, and any sub-supplier, documentation and manufacturing sites, and monitors the supplier's and sub-supplier's progress in closing any open issues.
- Suppliers are required to audit their sub-suppliers and conduct similar document and process reviews.

Pre-Launch Production Trial Run:

- All suppliers are required to perform a Run @ Rate prior to PPAP, to verify that the supplier's actual production process is able to meet program volumes at an acceptable quality level.
- Reyes Automotive Supplier Management will coordinate the Run @ Rate with the supplier in accordance with Reyes Automotive Run at Rate Procedures.
- The supplier's process must be able to produce 115% of the quoted volume using production tools and equipment and within the actual manufacturing site and process.
- Suppliers are required to assure that Run @ Rate is conducted for all sub-suppliers and provide supporting documentation to Reyes Automotive upon request.

Launch Support:

During any program launch at a Reyes Automotive production facility, selected suppliers may be required to provide on-site representation. The supplier's launch support representative(s) must be knowledgeable, capable, and empowered to make decisions on behalf of the supplier. Coverage must be provided for all shifts. Suppliers will be selected based on past quality performance and or complexity of components or assemblies being supplied. Suppliers will be identified by Supplier Management.

Any component or assembly that is identified as a safety or critical item or contains any special record retention requirements must have additional inspection implemented prior to Reyes Automotive receiving the component or assembly for launch. Each component or assembly shipment must be certified for 30 days or 6 shipments of defect free product, whichever is the longer period of time. It is the responsibility of Reyes Automotive Supplier Management to approve part certification plans.

Suppliers may be required to attend key event builds prior to production launch. Suppliers will be identified by Supplier Management.

Production Part Approval:

Reyes Automotive requires PPAP submission and approval prior to the first Mass Production shipment (unless otherwise notified) for the following:

- All new parts or products;
- Correction of discrepancies on previously submitted products;
- Product modified by engineering change to design, specification or materials; and
- Production or process Changes described in Section 11 below.

In addition, Reyes Automotive requires notification of a potential PPAP submission and Supplier shall obtain approval prior to the first production shipment for:

- Use of optional constructions or materials not used in previously approved PPAP's;
- Production from new or modified tools (see PPAP manual for further clarification);
- Production following refurbishment or rearrangement of existing tooling or equipment;
- Production from tooling and equipment after a plant transfer;
- Change of source for subcontracted parts, materials, or services;
- Tooling has been inactive for twelve months or more;
- Following a request to suspend shipment due to quality concerns.

All production suppliers are required to obtain full approval from the Reyes Automotive receiving facility per the requirements of the A.I.A.G. Production Part Approval Process (PPAP) Manual, according to the latest revision level. All sample submissions are to be Level 3 unless otherwise specified. Annual Layouts are required to verify continuing conformance on all parts & components. If the Reyes Automotive Plant is required to submit PPAP to its' customer, all supplier PPAP documentation must be no more than one year old. PMCRR/IMDS data must be updated per IMDS and customer requirements in connection with the same.

Tooling Identification:

– All tooling, fixtures, gages, assembly aids or equipment (defined as tooling) that have been authorized by the issuance of an Reyes Automotive Purchase Order or placed under Reyes Automotive control by an OEM Customer resourcing action or as the result of an acquisition must be identified and documented by the Supplier. No tooling payment submission will be accepted without the appropriate identification and documentation.

11.0 Production Phase/Manufacturing

All Production or Process Changes:

Advance written approval from the Reyes Automotive Buyer is required for all changes to a supplier's product or process. Samples may be required for review and to evaluate potential impact on Reyes Automotive's manufacturing processes. Submission for PPAP approval as outlined herein is required unless specifically waived by Reyes Automotive or its Customer.

Production Location Changes:

Production Suppliers must obtain advance written approval for ALL production location changes from both Reyes Automotive Procurement and ALL receiving Reyes Automotive facilities as required in the most current edition of the A.I.A.G., Production Part Approval Process (PPAP) under "Customer Notification & Submission Requirements."

Suppliers are to submit a completed "Supplier Location/Process Change Request" form to their Reyes Automotive buyer and the Reyes Automotive receiving plant(s) 30 days in advance to obtain approval for a production location change.

Input from Reyes Automotive Procurement, Program Management, and the receiving Reyes Automotive plant(s) is required for obtaining approval for the supplier location change.

The Tool Move Plan must include the requirements of a production bank to ensure Reyes Automotive's Production and Service requirements are not affected. Additionally, all shared tooling must be called out and identified in the Tool Move Plan.

PPAP submission (Level 3 unless otherwise directed by the receiving plant) and approval from the Reyes Automotive receiving plant is required prior to the shipment of production material from the new location. An Exit PPAP from the prior facility is also required.

Production Supplier Extended Shutdown/Start-Up Audit:

Reyes Automotive Procurement and ALL receiving Reyes Automotive facilities must be notified in writing prior to a supplier's extended production shutdown and must submit a completed audit that covers all products at each of their manufacturing locations that ship to Reyes Automotive. Examples of Extended Shutdown/Start-up periods include Customer changeover, unscheduled preventative maintenance for Tooling, Machinery, extended Holiday closings, or the anticipation of a work stoppage due to Union Contract Negotiations.

12.0 Sub-contractor Development

With the increasing demands of Reyes Automotive's customers for higher quality at a lower cost, the entire supply chain is responsible for increasing quality and contribution to a lower overall cost. By developing and improving sub-contractors, Reyes Automotive's production suppliers

could obtain substantial savings to themselves and ultimately, to Reyes Automotive. It is Reyes Automotive's expectation that all Reyes Automotive production suppliers work closely with their supply base to ensure that the quality level of received product meets Reyes Automotive's requirements and expectations. The primary area of focus is in the communication and documentation of customer requirements, which is achieved through APQP (Advanced Product Quality Planning). Through the APQP process, the subcontractor is informed of customer requirements and expectations and develops the process foundation.

13.0 Production Supplier Controlled Shipping Status

In the event Reyes Automotive (either a plant facility or Management) issues a Quality Notice (QN) to Supplier, the plant facility may also notify Supplier that Controlled Shipping Status, CS Level I or CS Level II as identified below shall be required for future shipments of parts:

Controlled Shipping - Level I (CS I) requires the supplier to implement extraordinary inspection of product to contain a specific failure. Containment actions must verify that requirements are met and approved by the Reyes Automotive receiving plant.

Controlled Shipping - Level II (CS II) requires the supplier to provide an independent third party to inspect product separated from normal production process prior to release for shipment to the Reyes Automotive receiving plant, and shall be required if the supplier fails to contain non-conforming product within its' own facility. Regardless of introduction of CS II the additional inspection for CS I will stay in place.

The level of controlled shipping required for each Supplier shall be determined by Reyes Automotive in its sole but reasonable discretion and may be determined after a review of relevant documentation, including but not limited to:

- PFMEA top 3 highest RPN;
- Historic failure modes during launch;
- Prototype phase quality issues (either internally at supplier or at the customer);
- Late engineering changes;
- Potential high-impact customer issues; or
- Federal Motor Vehicle Safety Standards (FMVSS) Requirements or Safety Related Issues

Requirements for Controlled Shipping – Level I:

CS I shall be required when extraordinary inspections have to be implemented due to failures which have been detected by Reyes Automotive, or major discrepancies which have been identified during a process audit conducted by Reyes Automotive. The supplier must verify that the actions taken meet all Reyes Automotive requirements. Inspections and methods must be approved by the receiving Reyes Automotive plant. All containment actions must be documented according to Reyes Automotive's requirements.

Under CSI, the supplier is required to:

- Immediately establish a containment process at its' location. Containment can be placed in line after final inspection or may be located off-line in a separate area;
- Ensure understanding of the nonconformance;
- Return confirmation reply as required;
- Purge pipeline of suspect material;
- Commence the sort activities and display the results in a public and visible location;
- Track clean point of non-conforming material, e.g. material in transit, storage, at an applicable Reyes Automotive plant etc.;
- Provide proper layout and instruction documents, space, and tooling;
- Notify any and all additional Reyes Automotive plants or customer plants that receive the same part, informing them of the nonconformance and provide containment activities as required;
- Parts, material, and containers are to be marked, as agreed with Reyes Automotive plant, to identify parts certified for production;
- Perform corrective actions including all steps of the 8D process;
- Review corrective actions for effectiveness and take further actions if required to eliminate issue long term;
- Conduct a daily management meeting at the sort location;
- Report results & findings to the Reyes Automotive receiving plant(s) on a daily basis; and
- Meet defined exit criteria.

Additionally, if the supplier is notified in writing of the containment status by the affected Reyes Automotive plant. The Supplier must confirm CS I Status within 24 hours and include supplier contact information and detailed action plan. All related documentation will be contained within the Quality Notice (QN). In addition to the confirmation required above, supplier must also send the applicable Reyes Automotive manufacturing plant and Reyes Automotive customer the following information:

- Supplier Name;
- SRS Common Vendor number;
- Location & Supplier Contact Information;
- Program;
- Customer
- Number of non-conformances;
- Date CS I status initiated List of all defined exit criteria

This information must be included in the Supplier's Containment Summary to provide cross communication between the Reyes Automotive plants with common suppliers and for use in future sourcing activities.

Exit Criteria for CS I shall be based on long term actions and results and must be agreed by the receiving Reyes Automotive plant. The Reyes Automotive plant will inform the supplier in writing of release from containment and will also notify the Reyes Automotive Director of Supplier Management and Reyes Automotive Buyer.

Requirements for Controlled Shipping – Level II:

CS II shall be required if the supplier has failed to contain non-conforming products in Launch Containment and/or CS I status, or there are safety related or FMVSS issues with the Supplier's products, or a risk in the field is discovered by a Customer with respect to the Supplier's products.

In addition to maintaining the CS I requirements Supplier shall

- Cease shipment of any suspect parts to Reyes Automotive;
- Within 24 hours of receipt of a CS II notification from Reyes Automotive, cause all suspect parts to be inspected by an independent third-party inspection source in an area separate from their normal production process prior to shipment to Reyes Automotive
- Implement and obtain written approval of inspection and containment procedures to be used by any such third-party inspector; All inspection and containment actions must be documented according to Reyes Automotive's instructions.
- Provide adequately trained resources to continue with CS I inspections.

The Exit Criteria shall be based on long-term corrective actions and results by the supplier and must be approved by the Reyes Automotive plant in writing with a copy to the applicable Reyes Automotive customer. The Reyes Automotive Plant SQE/Quality Manager shall have discretion to replace CS II with CS I if the long-term solution lead-time is too long and the reliability of supplier performing CS I. Failure to meet exit criteria for CS II may result in Reyes Automotive issuing a new business hold status (NBH) to supplier.

14.0 Cost Reimbursement Policy

Production Suppliers shall reimburse and be liable for actual time and costs incurred by Reyes Automotive for handling, inspection, or other work completed with respect to non-conforming or suspect parts, including but not limited to the following costs and charges:

- Administrative Charges for collection of data and documentation;
- Rework / Repair (Supplier Fault);

- Premium Freight Costs including Air Charter;
- Overtime to Avoid Production Interruption;
- Disposition of Scrap (Supplier Fault);
- Production Downtime for Reyes Automotive and End Customer Sorting of Suspect Material In-House, and Customer Location(s) or Third Party Warehouse;
- Contractor Costs On-Line Containment ;
- Tear-Down (Minor, Major or Complete) Outside Lab Testing;
- Customer Returns including hourly charges, and transportation or on-site inspections;
- Receiving Inspection;
- Material Handling and Freight associated with Scrap and Replacement Material; and/or
- Delays in Customer PPAP or other approvals based upon submission of the necessary data to the appropriate Reyes Automotive IMDS Site in a timely and accurate manner or caused by the presence of substances of concern.



ANNEX A
REYES AUTOMOTIVE RMA PROCEDURE

[See Attached]



1. Purpose

The purpose of this document is to describe the procedure for Return Material Authorization (RMA), at Reyes Automotive Group.

2. Scope

The procedure is to detail the standard of operation for RMA's for Reyes Automotive Group team members.

3. Customer requesting RMA

3.1 External Customer Quality Call Information Sheet will be filled out and distributed to Upper Management with the exception of Line 5 RMA # every time the customer calls for product concerns and requires immediate attention.

3.2 The primary point of contact and approval for RMA's is the Quality Manager or designee.

3.3 Reyes Automotive Group RMA Request form will be provided to customer via e-mail or fax.

3.4 Customer will provided the following information:

3.4.1 Company Name

3.4.2 Name (person requesting RMA)

3.4.3 Full address

3.4.4 E-Mail

3.4.5 Telephone number

3.4.6 Fax number

3.4.7 Item description

3.4.7.1 Part description

3.4.7.2 Quantity

3.4.7.3 Part number

3.4.7.4 Additional information to assist disposition of parts at customer location

3.4.7.5 Provide detail description and or pictures of the problem

3.5 Customer shall email or fax Reyes Automotive Group RMA Request form to Quality Manager or designee.

3.6 Quality Manager or designee will review Reyes Automotive Group RMA Request form for accuracy and disposition of part(s) at customer location.

3.7 Quality Manager or designee will provide RMA number if part(s) are to be returned back to Reyes Automotive.

4. Registering RMA

4.1 Quality Manager or designee will utilize Reyes Automotive Group Customer Call and RMA Request Log by adding;

4.1.1 **External Customer Quality Call Information Sheet date**

4.1.2 Request by at customer location

4.1.3 QE at customer location at customer location if different from above



- 4.1.4 Part number
- 4.1.5 Product description
- 4.1.6 Customer Name
- 4.1.7 Failure description
- 4.1.8 Root cause (if available)
- 4.1.9 RMA# - format as follow i.e. **RM12-03-2016**
 - 4.1.9.1 Initials of person registering RMA information
 - 4.1.9.2 Date
- 4.1.10 RMA quantity
- 4.1.11 Disposition
- 4.1.12 Final Disposition
- 4.1.13 Shipped date
- 4.1.14 Close date (date of return material)

5. External Customer Quality Call Information Sheet

5.1 Quality Manager or designee will complete the External Customer Quality Call Information Sheet by adding Line 5 RMA number if applicable.

6. RMA form to accounting

6.1 The Quality Manager or designee will provide a copy of the RMA form to accounting department for any money transactions associated with RMA charges.

7. Summary

7.1 It is the Quality Departments responsibility for the control and filing of all three documents:

- 1) External Customer Quality Call Information Sheet**
- 2) Reyes Automotive Group RMA Request form**
- 3) Reyes Automotive Group Customer Call and RMA Request Log**