

ELECTRONIC VOICE OF DEALER FORM (DEALER DELIVERY QUALITY)



August 30, 2024

AGENDA

How it Works

How to Use

HOW IT WORKS

- » The form is logic-tree based and modeled after the Electronic Parts Catalogue.
- » If the Technician performing the inspection finds an issue, he can use this form to report the problem.

Part locations are same as where they can be found in EPC

Technician performs:

- (1) chooses the part with problem
- (2) Chooses the fail mode
- (3) Answers questions to judge accuracy to standard

Form Structure:

- Section 1: Part Location**
 - * Body, Electrical and Operator Compartment (376 items hidden)
 - * Mast and Hydraulic (296 items hidden)
 - * Engine Group
- Section 2: Component Selection**
 - What is the "Engine Group" component with an issue? (X800 Engine Group)
 - Engine Assembly, Valve Cover, Front Cover, Crankshaft Pulley, Oil Pan, Oil Filter, Engine Oil Level Gauge, Belt, Engine Mount - RH, Engine Mount - LH, Flywheel, PCV Hose, Radiator, Overflow Bottle, Upper Radiator, Lower Radiator H..., Radiator Cap, Water Pump, Water Pump Pulley, Cooling Fan, Thermostat, Radiator Shroud, Fan Guard, Radiator Screen, Muffler, Tail Pipe, Exhaust Pipe (Ma..., O2 Sensor Front, O2 Sensor Rear, Muffler Screen, Air Cleaner, Air Pre-Cleaner, Hydraulic Oil Co..., Exhaust Manifold, Upswept Muffler, Intake Pipe, Air Cleaner Hose
- Section 3: Fail Mode**
 - What is the fail mode of the Engine Oil Level Gauge?
 - Costmetic, Adjustment
- Section 4: Confirmation and Measurement**
 - Confirm level to standard in repair manual
 - Is the oil level within the standard range? (Yes/No)
 - Is the oil level high or low? (High/Low)
 - How far above the maximum or below minimum is the oil line (mm)? (Number)

HOW TO USE




» This is an overview of what the Technician will see and how they will use this to report directly problems found to TMH QA

(1) Technician chooses form based on model of truck

Warranty

Search all templates

+ Add filter

<input type="checkbox"/> Template	Last published ↓	Access	
<input type="checkbox"/>  8FD/8FG/8FGC 15-32 "X800" Dealer Delivery Quality (DDQ) Inspection This form is to report defects found during pre-delivery inspection. This information is reported directly to Toyota Material Handling Quality Assurance. The location of the parts in form follows the Electronic Parts Catalog	2 hours ago	👁 18 👤 3	<div>Start inspection</div> <div></div>
<input type="checkbox"/>  8FD/8FG/8FGC 35 - 80 "D800" Dealer Delivery Quality (DDQ) Inspection This form is to report defects found during pre-delivery inspection. This information is reported directly to Toyota Material Handling Quality Assurance. The location of the parts in form follows the Electronic Parts Catalog	2 hours ago	👁 18 👤 2	<div>Start inspection</div> <div></div>
<input type="checkbox"/>  Toyota Material Handling Voice of Dealer (VOD) Please use this form to report any negative items found during customer preparation. TMH Quality Engineering is currently working to update forms for each of the different model families. As those forms become available, they will appear in your templates list.	9 days ago	👁 18 👤 2	<div>Start inspection</div> <div></div>

*Use "Toyota Material Handling Voice of Dealer (VOD)" form for models without detail form

HOW TO USE

» Technicians will begin by inputting information necessary for tracking and data collection

**(2) Technician inputs
setup information**

*** Dealer Code**

70615

Inspection Date

08/30/2024

[Add note](#) [Attach media](#) [Create action](#)

*** Technician**

Chris Osborne

[Add note](#) [Attach media](#) [Create action](#)

*** Model**

50-8FGCU25

[Add note](#) [Attach media](#) [Create action](#)

*** Serial Number**

12345

[Add note](#) [Attach media](#) [Create action](#)

Dealer Code

Inspection Date

Technician

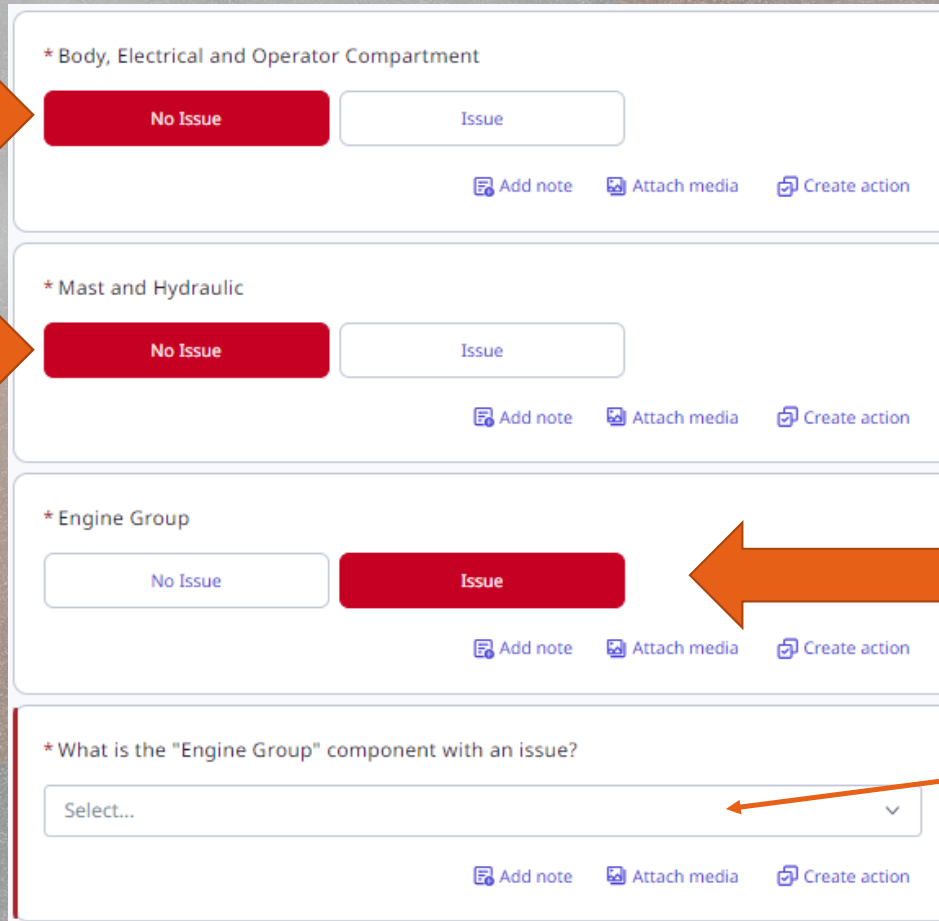
Model

Serial

HOW TO USE

» If a problem is found, the Technician begins by identifying the section with the problem part

If there is no issue with these categories, the Technician simply chooses "No Issue"



* Body, Electrical and Operator Compartment

☒ No Issue ☐ Issue

[Add note](#) [Attach media](#) [Create action](#)

* Mast and Hydraulic

☒ No Issue ☐ Issue


[Add note](#) [Attach media](#) [Create action](#)

* Engine Group

☐ No Issue ☒ Issue

[Add note](#) [Attach media](#) [Create action](#)

* What is the "Engine Group" component with an issue?

Select... 

[Add note](#) [Attach media](#) [Create action](#)

***Example: Reporting low engine oil

However, if a problem is found, the Technician can choose "Issue" to open the next drop down



HOW TO USE

» The Technician then finds the part in the list

If there is no issue with these categories, the Technician simply chooses "No Issue"

The screenshot shows a mobile application interface for reporting an issue. At the top, under the heading "* Engine Group", there are two buttons: "No Issue" and "Issue". Below these buttons are three icons: "Add note", "Attach media", and "Create action". The main section is titled "* What is the 'Engine Group' component with an issue?". It features a search bar with the text "Engine Oil Level G..." and a list of engine components. The components are: Engine Assembly, Valve Cover, Front Cover, Crankshaft Pulley, Oil Pan, Oil Filter, Engine Oil Level Gauge (which is selected with a blue checkmark), Belt, and Engine Mount - RH. A "Done" button is located at the bottom right of the list.

* Engine Group

No Issue Issue

Add note Attach media Create action

* What is the "Engine Group" component with an issue?

Engine Oil Level G...

Search

- ☐ Engine Assembly
- ☐ Valve Cover
- ☐ Front Cover
- ☐ Crankshaft Pulley
- ☐ Oil Pan
- ☐ Oil Filter
- ☒ Engine Oil Level Gauge
- ☐ Belt
- ☐ Engine Mount - RH

Done



HOW TO USE

» Once the Technician has identified the part, they will then be prompted to choose the failure mode

* What is the "Engine Group" component with an issue?

Engine Oil Level G... ▼

[Add note](#) [Attach media](#) [Create action](#)

* What is the fail mode of the Engine Oil Level Gauge?

Select... ▼

[Add note](#) [Attach media](#) [Create action](#)

* What is the fail mode of the Engine Oil Level Gauge?

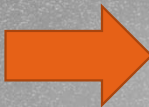
Adjustment ^

Search

- ☐ Cosmetic
- ☐ Dimensional
- ☐ Functional
- ☐ Leaking
- ☐ Missing
- ☐ Wrong
- ☐ Torque
- ☐ Weld
- ☒ Adjustment

Done

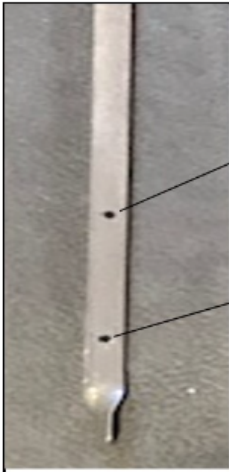
Please use
"Adjustments"
when reporting
fluid levels



HOW TO USE

» Choosing adjustment will prompt a confirmation from the system, displaying the standard

Confirm level to standard in repair manual



FULL

LOW

Inspection Standard
Engine oil level +10 / -10 mm of FULL Mark
*After warming up engine, measure after 30 seconds or more after engine stop

* Is the oil level within the standard range?

[Add note](#) [Attach media](#) [Create action](#)

HOW TO USE

» The Technician will answer some questions so the factory can better determine the root cause.

The screenshot shows a digital form with three sections, each containing a question and two buttons. Below each section are three links: 'Add note', 'Attach media', and 'Create action'.

- Section 1:** Question: '* Is the oil level within the standard range?'. Buttons: 'Yes' (light blue), 'No' (dark grey).
- Section 2:** Question: '* Is the oil level high or low'. Buttons: 'High' (light blue), 'Low' (dark grey).
- Section 3:** Question: '* How far above the maximum or below minimum is the oil line (mm)?'. Input field: '2'. A red circle highlights the text 'You're required to add media' below the input field. A large orange arrow points from the right towards this section.

***Most negative reporting items require pictures

Please follow the prompts and do not answer incorrectly (Example: Using inches or measuring only from the full line)

Failure to follow these directions causes the data to be corrupt or inaccurate and therefore, not useable.

HOW TO USE

» The Technician will need to provide pictures and measurements for some NG items (Welding, Cosmetic and Adjustment fail modes)

* How far above the maximum or below minimum is the oil line (mm)?

5

You're required to add media

[Add note](#) [Attach media](#) [Create action](#)

Again, Please follow the prompts and do not answer accurately

***Most negative reporting items require pictures

As you can see from the picture. The oil level is 5 mm below

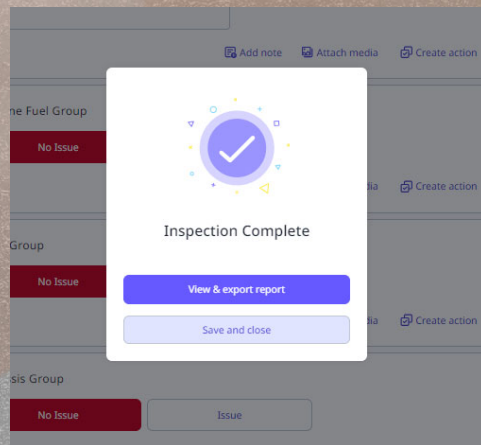


HOW TO USE

- » The Technician confirms all groups then uses the “Complete Inspection” button to submit the completed form.

A screenshot of a web form titled '* Chassis Group'. It features a red button labeled 'No Issue' and a white button labeled 'Issue'. Below these buttons are three links: 'Add note', 'Attach media', and 'Create action'. At the bottom left is a blue button labeled '< Previous Page'. At the bottom right is a blue button labeled 'Complete inspection', which is circled in red.

- » The Technician is shown a message, confirming completion



- » The Technician can send or save the report from options at the top of the page

