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Pete Melville
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Subject: Ship Hold Events

Navistar Inc. Supplier Representatives:

Ship hold events have a serious impact to Navistar's business, both financially and with customer perception of Navistar product quality. As such, all suppliers who have a ship hold incident will be automatically placed on Navistar's Quality Top Focus (QTF) performance status requiring a deep dive into product and process controls, and a mandatory pass thru characteristic (PTC) workshop held at the offending supplier location. The PTC workshop will focus on print characteristics and PFMEAs to identify PTCs and weak detections. The workshop will conclude with countermeasures to prevent future PTC impacts to Navistar. Suppliers will be expected to cascade this workshop to Tier 2 and Tier 3 suppliers, as necessary.

If you have questions about the Ship hold event process, please contact your Navistar Supplier Quality Representative.

Sincerely,

Pete Melville
Director, Integrated Supplier Quality