OEM 8D Clock Reference

Problem-solving requirements by OEM under IATF 16949 clause 10.2.3

aim Computer Solutions

The standard
A documented process: containment, root cause, systemic corrective action, verification.

The goal
Prevent recurrence. Added by IATF Sanctioned Interpretation 20, effective January 2021.

The customer decides
A customer-prescribed process, tool or system is used unless the customer approves otherwise.

Volvo Group: 8D mandatory, on a clock

CSR 10.2.3 · v2, 28 Feb 2025

Immediately	24 hours	48 hours	10 working days	20 working days
Acknowledge and start containment	Containment under way	Containment complete; short-term action in place	Root cause and permanent corrective action	Effectiveness of corrective action checked

The 10-day clock counts from acceptance of the nonconformance, not first notice. Root cause covers occurrence and non-detection.

GM

Review cadence

CSR 10.2.3 · effective 30 Oct 2025

- Track issues through closure
- Daily, documented review by a multidisciplinary team incl. plant management
- Verifiable root cause; timely closure with exit criteria
- Documented initial containment, such as a containment worksheet

Stellantis

Procedure & system

CSR for use with IATF 16949 · v1, Jun 2025

- Follow the Global Supplier Claim Procedure (GSQN.001) and its timelines
- In mass production, 8Ds go in Stellantis tracking systems (by region)
- Use 0 km and field failures for deep root cause analysis
- Flags weak root causes and un-updated PFMEAs

Ford

Notification

CSR · effective 15 Jun 2026

- No customer-specific requirement on 10.2.3
- Clause 8.7.1.6: if nonconforming product shipped, notify plant incoming quality, MP&L and site STA within 24 hours or sooner

IVECO Group

Procedure & notification

CSR · Rev 01, 24 Nov 2025

- Problem solving per IVECO procedure QPS 08018
- Monthly board-level review of customer performance and action plans
- Tell your certification body within 5 working days of New Business Hold or Controlled Shipping Level 2/3

When a complaint arrives

1. Identify whose CSR applies and file its current version with the 8D.

2. Start that customer's clock from its own trigger, in its own units.

3. Check notification duties: shipped product, escalations, certification body.

4. Extend the fix to similar parts, customers and plants; update the PFMEA.

Requirements paraphrased from each OEM's IATF 16949 CSR and IATF 16949:2016 with Sanctioned Interpretations. OEMs revise CSRs; confirm the current version at iatfglobaloversight.org. For general information only.

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