

Using the Recall Functionality in the Automotive Warranty Module



Applies to:

This is release independent which is applicable for all R/3 systems. For more information, visit the [Automotive homepage](#).

Summary

This document explains the recall functionality of warranty module.

Author: Vijayesh V V

Company: SAP Labs India

Created on: 30 November 2009



Author Bio

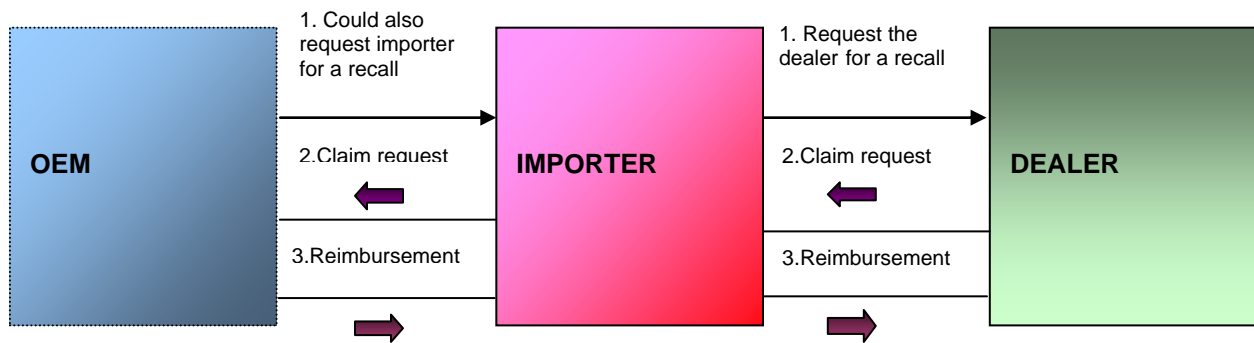
Vijayesh V V- working with SAP labs india for the last 4 year. Working as Senior support consultant in Active Global Support who handles issues from Customer in MM and industry

Specific automotive areas.

Table of Contents

Technical Campaign and Recalls Process Flow	3
Prerequisites:	3
Standard Functionality of Applying Recall	5
Copyright.....	8

Technical Campaign and Recalls Process Flow



1. A recall is: The customer is advised of the action which might involve legal aspects or severe technical change
2. A technical campaign is: initiated after quality observation and is used to inspect and possibly repair vehicles where potential problems are likely to occur.
3. Technical campaign is performed at the next opportunity when the vehicle is in the workshop.

Real Life Examples: Recall of Bridgestone Tyres in the recent past (Search Google For the same)

Prerequisites:

Ensure that in Standard Layout fields Reference Type and Reference Number should be present.

Create Recall: Create a Recall using transaction WTYRCL.

Warranty Claim Processing: Maintain Recalls

Information

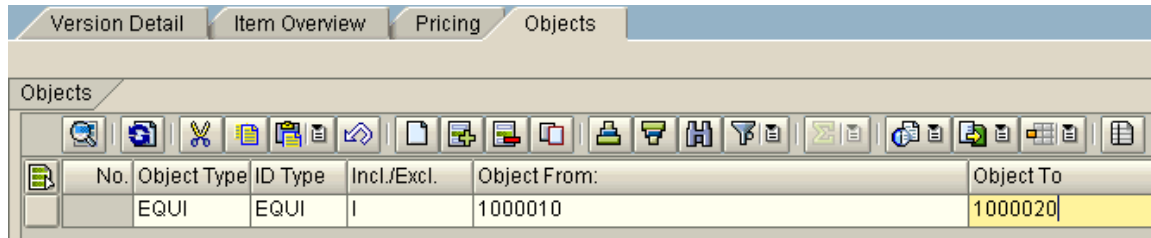
Recall Type: Recall

Recall IntNo.:

Once Inside the Recall, Enter the ExtRecallNumber, validity period and other information.

- Under the **Tab Version Detail**, enter the Partner and Decision.
- Under the **Tab Item Overview** enter the items details whose values you want to Copy inside a claim against the Recall Reference Numbers.
- Under **Pricing Tab** you can maintain the pricing as available against each item.

- Under **Object Tab**, you need to maintain the Warranty Object Ranges for whom Recall is applicable. Inside the claim you have to maintain the same ObjType And External Object Number (Lying in this range) to apply the Recall, Inside the claim
Once you enter these values and apply the execute action A095 (Find Recalls for Object) all the recalls where This Obj. is included in the Object List are displayed to the user.



The screenshot shows the SAP 'Objects' table interface. At the top, there are tabs for 'Version Detail', 'Item Overview', 'Pricing', and 'Objects'. Below the tabs is a toolbar with various icons for actions like search, copy, paste, and print. The main table has the following columns: No., Object Type, ID Type, Incl./Excl., Object From:, and Object To. A single row is visible with the following data: No. (empty), Object Type (EQUI), ID Type (EQUI), Incl./Excl. (I), Object From: (1000010), and Object To (1000020).

No.	Object Type	ID Type	Incl./Excl.	Object From:	Object To
	EQUI	EQUI	I	1000010	1000020

Standard Functionality of Applying Recall

Two ways to apply a recall:

Approach1: Using A095: Find Recalls for Object. & A096: Use Recall.

1. Action Code A095 only searches the recall and creates a line item with an entry for Reference Type (RC) and Reference Number (Recall#).

Example: At this time no Reference Type or Reference Number is present.

ObjectTyp EQUI Ext. Obj. No. 2000036221 Object Group

Header Details Version Detail Prices - Version Item Detail Meas.data/Notific. Other Version Data

From Claimant Version 1

InfoVer. EN Active Version Shipping Version

Partner 103080 DOUGLAS AIRCRAFT CO. VSR Check Log Header/Version

Decision Accept Warranty Claim Item VSR Check Log Defect Code

Total Material 0.00 USD

Total Labor Values 0.00

TotalExternServices 0.00 Messages

Item Overview

Item	Contrl...	Defe...	Mess...	Long ...	Descriptn	Descriptn	Amo...	Cond...	Desc...	Reference Type	Reference Number
------	-----------	---------	---------	----------	-----------	-----------	--------	---------	---------	----------------	------------------

2. Run action code A095 (Search for Recall)

Output: Opens up all the recall available for the Ext Obj No.

Recalls for Warranty Claim Object EQUI 2000036221

External Recall Number	Recall IntNo.	Rec...	RclVldFrom	RclValidTo	VP...	Appl C
20000030	20000030	CALL	01/01/2005	12/31/9999	✓	✗ 1

Warranty Claim Type 0001
Claim 10000419

Claim C Ref. D...

Claim 0000100 10000419 00008/15/20

From Claim

- Select the Recall line number

Output: Creates the 'empty' line numbers corresponding to the number of line items

Present in Recall with Reference Type//Reference Number Values.

The screenshot shows the SAP Recall functionality interface. At the top, the Object Type is 'EQUI' and the Ext. Obj. No. is '2000036221'. The interface is divided into several tabs: Header Details, Version Detail, Prices - Version, Item Detail, Meas.data/Notific., and Other Version Data. The 'Header Details' tab is active, showing information for 'From Claimant Version 1'. The InfoVer. is 'EN', which is the active version. The Partner is '103080' (DOUGLAS AIRCRAFT CO.) and the Decision is 'Accept Wa' (Accept Warranty Claim Item). The total values are: Total Material: 0.00 USD, Total Labor Values: 0.00, and Total Extern Services: 0.00. Below the header details is the 'Item Overview' section, which contains a table with the following data:

Item	Contrlit...	Defe...	Mess...	Long ...	Descriptn	Descriptn	Amo...	Cond...	Desc...	Reference Type	Reference Number
1										RC	20000030

- Run action code A096 (Apply Recall)

Output: Fills up the values available for Line items.

The screenshot shows the SAP Recall functionality interface after running action code A096. The 'Header Details' section remains the same as in the previous screenshot. The 'Item Overview' section now shows a table with the following data:

Item	Contrlit...	Defe...	Key	Material	Qua...	UnitOfMe...	Deci...	Parts...	PtCaus...	Calc. Ty...	Mess...	Lo
2	MAT			50L731	1.000	EA	Z_A...	B	X	CURR		

Approach 2: Using A096: Use Recall.

1. Here you can Skip Step1 and Step2 (Skipping A095 Action Mode) and directly create the 'empty' line numbers and fill the Reference Type/Reference Number value.
2. Follow the Step 4 of Approach 1.

You can combine A095 and A096 into an Interlinked Z* action to get the combined functionality.

Copyright

© Copyright 2009 SAP AG. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

Microsoft, Windows, Excel, Outlook, and PowerPoint are registered trademarks of Microsoft Corporation.

IBM, DB2, DB2 Universal Database, System i, System i5, System p, System p5, System x, System z, System z10, System z9, z10, z9, iSeries, pSeries, xSeries, zSeries, eServer, z/VM, z/OS, i5/OS, S/390, OS/390, OS/400, AS/400, S/390 Parallel Enterprise Server, PowerVM, Power Architecture, POWER6+, POWER6, POWER5+, POWER5, POWER, OpenPower, PowerPC, BatchPipes, BladeCenter, System Storage, GPFS, HACMP, RETAIN, DB2 Connect, RACF, Redbooks, OS/2, Parallel Sysplex, MVS/ESA, AIX, Intelligent Miner, WebSphere, Netfinity, Tivoli and Informix are trademarks or registered trademarks of IBM Corporation.

Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Adobe, the Adobe logo, Acrobat, PostScript, and Reader are either trademarks or registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Oracle is a registered trademark of Oracle Corporation.

UNIX, X/Open, OSF/1, and Motif are registered trademarks of the Open Group.

Citrix, ICA, Program Neighborhood, MetaFrame, WinFrame, VideoFrame, and MultiWin are trademarks or registered trademarks of Citrix Systems, Inc.

HTML, XML, XHTML and W3C are trademarks or registered trademarks of W3C®, World Wide Web Consortium, Massachusetts Institute of Technology.

Java is a registered trademark of Sun Microsystems, Inc.

JavaScript is a registered trademark of Sun Microsystems, Inc., used under license for technology invented and implemented by Netscape.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP Business ByDesign, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects S.A. in the United States and in other countries. Business Objects is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.