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Requisition Number: 13497

Post Date: Nov. 3, 2017

Title: Warranty Lead Engineer

City: Chihuahua

State: Chihuahua

Country: Mexico

Description: Warranty Lead Engineer – Reynosa, Tamaulipas, Mexico

About Visteon

Visteon is a global technology company that designs, engineers and manufactures innovative cockpit electronics products and connected car solutions for most of the world's major vehicle manufacturers. Visteon is a leading provider of instrument clusters, head-up displays, information displays, infotainment, audio systems, SmartCore™ cockpit domain controllers, and vehicle connectivity. Visteon also supplies embedded multimedia and smartphone connectivity software solutions to the global automotive industry. Headquartered in Van Buren Township, Michigan, Visteon has approximately 10,000 employees at more than 40 facilities in 18 countries. Visteon had sales of \$3.16 billion in 2016. Learn more at www.visteon.com.

Visteon is an equal opportunity employer committed to a culturally diverse workforce.

Our Vision

A top-three cockpit electronics player delivering a rich, connected cockpit experience for every car from luxury to entry

WARRANTY LEAD ENGINEER – REYNOSA, TAMAULIPAS, MEXICO

Primary Responsibilities

Located at VTCM Reynosa, Mexico, the warranty lead engineer will be responsible for ensuring all warranty concerns are identified and resolved.

Typical Duties

- Assist in developing warranty targets for products
- Single point of contact to provide customer response in all activities related to warranty issues/claims
- Create warranty package by monitoring, reviewing and analyzing the daily warranty information. This warranty package must contain at least:
 - Cumulative CPU and R/1000 trend charts
 - 1, 3, 6 and 12 MIS CPU and R/1000 trend charts
 - Customer complaints Pareto and painter charts
 - Warranty analysis results Pareto and painter charts
 - Action plan summary report

- Coordinate the creation of action plans to contain and correct warranty issues with support of manufacturing, quality, PD, PM, EE and ME teams as required. This action plan could be in 8D, VPRS, 6 panel, 5 phases or any other format base on customer requirement.
- Participate in recurrent management and customer revision meetings as required
- Procure warranty parts return for analysis base on top issues identified on Pareto claims and/or customer needs
- Provide priorities for analysis and establish a management control for all parts located in the warranty analysis area to warranty technicians
- Follow up to dispose warranty parts already analyzed base on local procedure and concurrence by corresponding program/PD manager
- Provide warranty data background to support technical factor rate definition on warranty cost charges with customer
- Monitor the warranty cost (spending vs. revenue) and provide feedback for any warranty charge made by customer (accept/reject)

Requirements

Years of Experience: 5+ years' experience

Degree Strongly Preferred: Bachelor's Degree in engineering (electronics)

Desired Competencies/Experience

- Degree in engineering (career related to electronics)
- 3 years in professional experience
- English proficient, 80% minimum
- Experience in relationship with customers and suppliers
- Knowledge of 8Ds or other troubleshooting tool
- Good analytical and problem solving skills
- Computer skills (Microsoft Office/Excel/Word/PowerPoint)

Special Requirements

Availability to travel.

Apply for this Position

If you are interested in applying for this position, send your resume to cjordan5@visteon.com, and include the requisition number in the subject of your email.