

Emerson's Rapid Response Restores Tire and Wheel Line Production in Six Hour

RESULTS

- 24/7 response to customer problem
- Replacement parts assembled in two hours
- Customer production line operation restored within six hours



APPLICATION

Tire and wheel assembly

CUSTOMER

Global automotive manufacturer

CHALLENGE

A machine that installs tires on wheels at a global manufacturing plant shut down due to a problem with an electronic input module. The module receives input from sensors that indicate the positioning of the machine's pneumatic cylinders. It then sends a signal to the programmable logic controller to initiate the next sequence in the wheel and tire assembly process. When the input module malfunctioned, the machine stopped and the production line halted. The assembly plant did not have a spare part in its stores or MRO inventory.

SOLUTION

The automotive manufacturer relied on Emerson for their quick and responsive customer support. Emerson's manufacturing facility was able to assemble and ship the replacement modules in less than two hours. The production line returned to normal operation within six hours after the module malfunctioned. The assembly plant is now working with Emerson to ensure the correct spare parts are being stocked in MRO inventory. In addition, the customer is interested in expanding the use of ASCO products.

The automotive manufacturer was highly impressed with Emerson's customer support, which returned its production line to normal operation within 6 hours of module malfunction.

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