

Supplier complaint letter and 8D request

From the customer (buyer / supplier quality engineer) to the supplier. Replace every [bracket] and delete the grey prompts before sending. The dates are typical customer targets, not a standard. Your own complaint process, supply agreement and quality agreement with the supplier always come first.

Part 1 – Formal letter

[Your company name]

[Site, address]

[Quality department]

To: [Supplier name], [supplier site / supplier code]

Attn: [Supplier quality contact], [function]

Date: [date] Our complaint no.: [no.]

Subject: Complaint [no.] – [part number] – nonconforming parts, request for containment and 8D report

Dear [name],

Parts from your delivery listed below do not meet our requirements. We ask you to contain the problem within 24 hours, find the root cause and send us an 8D report by the dates in this letter.

Complaint details

Complaint no.	[Complaint / NCR no.] (quote it on every reply)
Part	[Part number], [part name], drawing revision [rev.]
Delivery	Purchase order [PO no.], delivery note [no.], received [date]
Lot / batch / date codes	[Lot or batch numbers on the labels]
Where and when found	[Incoming inspection / assembly line / field], [date]
Requirement not met	[Drawing dimension, specification or clause], requirement [value and tolerance]
What we found	[Measured values or the defect seen, on which feature]
Quantities	Delivered [n] · checked [n] · nonconforming [n] · suspect stock at our site [n]
Evidence attached	[Photos, measurement report, sample parts returned on (date) / held for you]
Repeat issue?	[No / Yes: previous complaint no.]

What we need from you and by when

Step	Due	What we need to see
Confirm receipt + 8D team leader	[Date, time]	Reply to this letter
D3 containment in place	[Date, time] = within 24 hours of this letter	Stock at your site, WIP, in transit and at our site; quantities checked and found nonconforming per location; how clean parts are marked; first clean delivery
D4 root cause	[Date]	Occurrence cause (why it was made) and escape cause (why it was not detected), each with verification data
D5 / D6 actions and effectiveness plan	[Date]	One action per verified cause, owner, date, trial result, and the criterion you will use to show it works
D8 full 8D report	[Date]	D6 results, updated PFMEA, control plan and work instructions (revisions), read-across to similar parts

Parts at our site

[Held in quarantine and available for your sort on (date) / sorted by (who) / returned on (date)]. Please tell us which you need before [date].

- *Cost recovery: if your supply or quality agreement allows it, state here which costs you will recharge (sorting, rework, line stop) and how they are documented. Otherwise delete this prompt.*

If a date cannot be met, tell us before it passes, with the reason, what is already in place and a new date. Please quote complaint no. [no.] on every reply.

Kind regards,

[Name]

[Function, e.g. supplier quality engineer]

[E-mail] · [Phone]

Attachments: [photos], [measurement report], [delivery note copy]

Part 2 – E-mail version (short)

For a first notice the same day. Send the formal letter or your SCAR form with it, or after it, if your process asks for one.

Subject: Complaint [no.] – [part number] – containment due [date, time] – 8D requested

Dear [name],

today we found [nonconforming quantity] of [checked quantity] parts [part number], lot [lot], from delivery note [no.] outside the requirement [drawing dimension / spec: value and tolerance]. Measured: [values]. Photos and the measurement report are attached.

Please:

1. Confirm receipt and name your 8D team leader by [date, time].
2. Contain by [date, time] (within 24 hours): your stock, WIP, parts in transit and the [n] suspect parts at our site. Send quantities checked and nonconforming per location, and tell us how the first clean delivery will be marked.
3. Send the D4 root cause (occurrence and escape, each verified) by [date].
4. Send the full 8D report by [date].

Our complaint no. is [no.]; please quote it on every reply. If a date cannot be met, tell us before it passes.

Kind regards,

[Name], [function], [phone]

Part 3 – Check before you send

- ☐ The requirement is named (drawing dimension, spec or clause) with its value and tolerance.
- ☐ Measured values are given, not only “out of spec” or “bad parts”.
- ☐ Quantities add up: delivered, checked, nonconforming, suspect stock.
- ☐ Lot, batch or date codes and the delivery note are on the letter.
- ☐ Evidence is attached or the sample parts are on their way, with a date.
- ☐ Every due date is a calendar date (and time for containment), not “ASAP”.
- ☐ One named contact with e-mail and phone.
- ☐ The dates match your supply or quality agreement and any customer-specific requirements you pass on.