

Claim Key: 3202611		Net Cost (USD)	\$6,809,653.93	Profile: AWSdefault_profile
Causal Part:	*2C204*	Mileage:	27913.0	
Customer-Native:	RECHECK FOR ABS TRACTION CONTROL LIGHT ON [WHEEL] [SPEED] [SENSOR] REPLACE IN THE SPRING	Repaired On:	Thu, Dec 6 2012	
Technician-Native:	VERIFIED CONCERN. CHECKED OASIS. NO DTC'S. SCANNED FOR CODES. FOUND C1234 RF [WHEEL] [SPEED] [SENSOR] SIGNAL FAULT. ROAD TESTED WHILE MONITORING [WHEEL] [SPEED] PIDS. FOUND RF [WHEEL] [SPEED] ALWAYS 0. PERFORMED PPT D FOR THIS CONCERN. D 1 NO THESE DTC'S ARE NOT PRESENT. D2 YES TIRES AND [WHEELS] ARE OK. D3 NO THE [WHEEL] [SPEED] [SENSOR] IS NOT LOOSE. DS YES THE [SENSOR] IS OK. D6 YES [WHEEL] [SPEED] [SENSOR] RING AND [WHEEL]	Vehicle Line - Global:	D4 - FOCUS (C346)(AP-TAIWAN)	
VQC:	SEA - Seats	Assembly Plant:	BL - TAIWAN PLANT BUILD	
Race:	* - N/A	Study Group:	3M-GL - 3MIS Global	
VIN:	LFAYTWGFXC2000352	Maintenance Date:	Fri, Jun 27 2014	
Verbatim(Eng):	S. 6. 3 Front seat adjustment-other. If I push the seat forward or backward a little bit, the seat may forward a little while braking. I haven't adjusted the seat but it move because there is a force forward while braking. If sometime I accelerate and then brake, the seat back may move forward and shake. Frequency: Sometimes. It happens while braking suddenly or accelerating. It would not.			
Verbatim(Native):	5.6.3 前座椅調整器 其他,我稍微把它往前拉一點,或稍微往後退一點,今天我在路上行駛的時候,可能有煞車,座椅會稍微往前一點,椅子沒有去調,但它是會動,因為煞車的時候有一個力量往前,往前的話會跟著往前跑,假如我加速然後有時候煞車踩大力一點,貼著背的時候人就會稍微往前一點點,就有一點點晃動。頻率:偶爾會發生,急煞或是加速度的時候會比較容易發生,如果平路慢慢駕駛,沒有劇烈操			

COGNITIVE SOLUTION

The cognitive application, developed by a Loop Certified Partner, leverages the Loop Cognitive Platform to analyze dark data from multilingual warranty repair tickets, enabling early defect detection and root cause analysis.

Dark data used for training:
Historical warranty repair tickets in multiple languages.

Dark data used for inference:
New warranty repair tickets in multiple languages.

Industry: Automotive

LEADING AUTOMAKER

A leading automaker with a global network of dealers in 53 countries, producing and selling 5 million automobiles and commercial vehicles annually across multiple brands.

BUSINESS CHALLENGE

The client aimed to gain real-time insights from multilingual dealer repair data to detect defects early, identify root causes, and provide timely warnings for design and manufacturing improvements. The data, coming from dealers across 53 countries, is in local languages with regional terminology and industry-specific jargon, creating challenges for analysis. Previous approaches using human analysis and traditional NLP struggled with unstructured text and linguistic variations, resulting in delays in issue detection and high operational costs. The client sought to leverage AI to transform repair data into a proactive tool for improving quality and reducing inefficiencies.

RESULTS

- ▶ Accelerated issue detection-to-correction, reducing recalls and net repair costs.
- ▶ Enabled real-time detection of issue spikes and trends in repair data, improving model and assembly plant oversight.