Lesson Learnt - C2195 Lotus CPU Socket Issue

B0Q200/Reliability Dept. 2022/06/10

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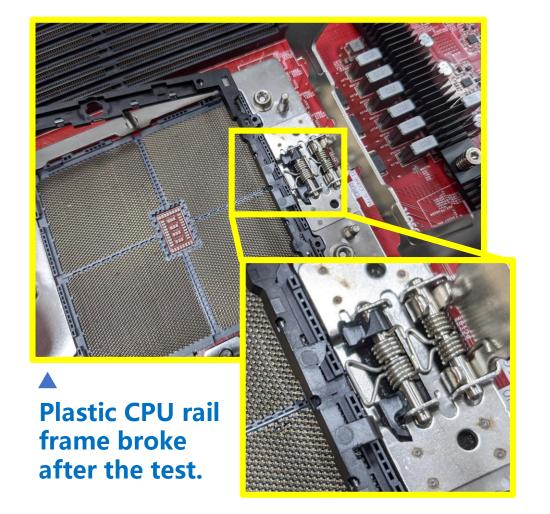


Issue Background

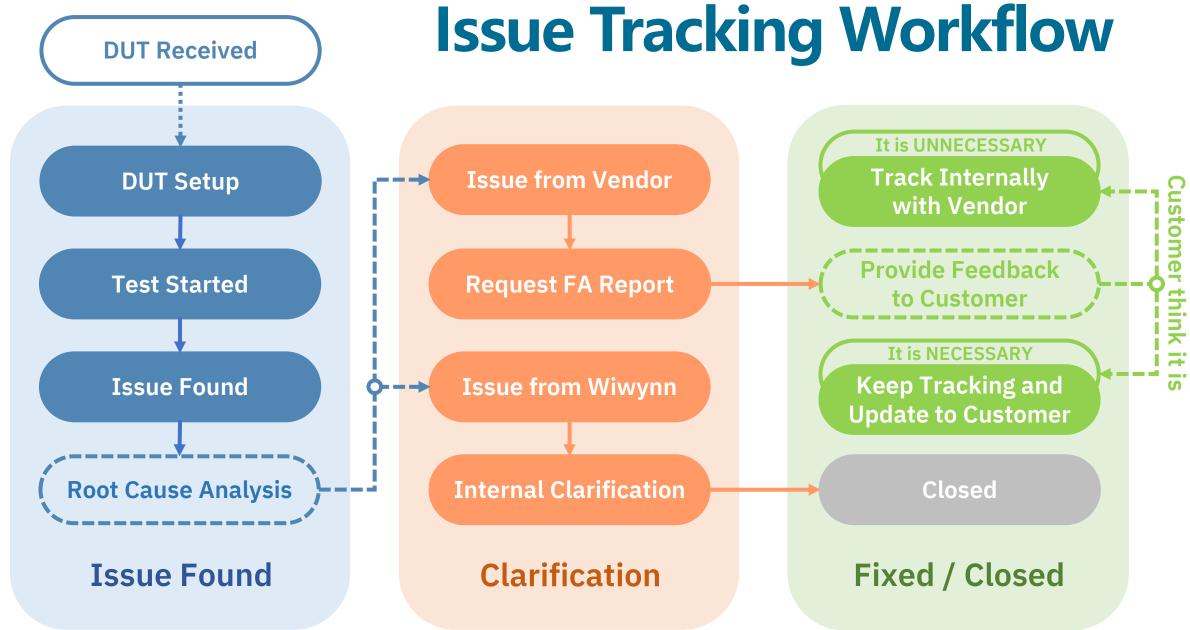
- During C2195 high temperature/humidity test, we found out the plastic
 CPU rail frame from Lotus broke after the 500 hours test.
- Although we informed PM/RD and reported it on ADO immediately (2022/03/24). It didn't concern our counterpart and he close this issue.
- In the end of April (2022/04/29), competitor Quanta found the exactly same issue and reported it to Microsoft like we did a month ago.
- Quanta send the failed CPU socket sample to vender Lotus for failure analysis. As Lotus replied, the test condition Wiwynn and Quanta executed is more severe than their internal tests.
- Since we did not contact the vendor for failure analysis after our counterpart closed the issue on ADO, it seem like Quanta did more than us on this issue in this case.



Improvement Plan



- To ensure the product quality, it's important to clarify every concern we run into in testing. In this case, we didn't pay enough attention in tracking down the issue with vendor.
- We'll contact our vendors initiatively for failure analysis and provide the feedback to our counterpart if the similar cases occurred again. If our counterpart did not think the analysis process is necessary, then we keep tracking the issue internally.







Thanks!