



Eight Discipline Report (8D Report)

To: 8D report No.: CPCQ20240426
From: Chicony Power Technology RMA claim No.: N/A
CC : N/A Chicony P/N: A065RP72P-HW02-0C

Submit date: 2024/05/06 update Product description: 65W adapter
Receive date: 2024/04/26 Defect D/C or Lot No.: 2024/02

Subject : Adapter Type-C deform after Drop Test [ME, DC cable, 變形]

D1.) 問題解決成員: Use Team Approach

主持者 (Team Leader) : Henry_Zhang

內部成員 (Internal Team Members):

CQS	Sunny_Dang
MFG	Ice_Liu
IPQC/QE	BL_Zhang
PE	XP_Zhao
IE	Hunter_Liao
SQE	Lu_Zhang

外部成員 (External Team Member):

NA

D2.) 問題說明: Problem Description:

(Note: Use who, what, when, where, why, how, how many to specify the Customer' s problem.)

2024/04/25, customer feedback 65W Adapter Type-C deform after Drop Test*1pc.

2024/04/26, Exchange the failed adapter to Chicony Power(ChongQing) for further analysis.

2024/04/26, Provide the preliminary analysis.

2024/04/29, Communicated with the customer about whether they have re-test, not received reply.

2024/05/06, customer feedback re-test PASS.

Customer P/N: A065RP72P-HW02-0C

CPT P/N: M52944-012

Defect S/N: WTGJF0CGCJ42KZ

Defect D/C: 2024/02/02

D3.)內部或客戶的暫時解決辦法及實施日期:Implement and Verify Containment Action:

(Note: Internal / external containment action effectiveness and date.)

將樣品交換回 Chicony Power(ChongQing)進一步分析.

Exchange the failed adapter to Chicony Power(ChongQing) for further analysis.

Date: 2024.04.26

D4.)不良原因確認: Define and Verify Root Causes:

(Note: Identify and verify all suspect causes, which needs explain why the problem occurred.)

1. SFCS record

根據產品 S/N,查詢廠內 SFCS 記錄正常.

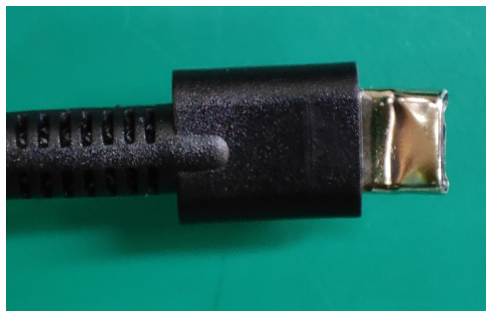
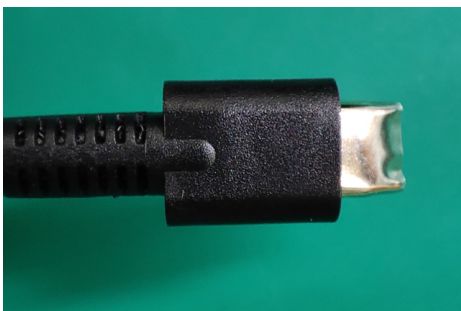
According to the returned adapter S/N, query SFCS record. – no abnormality was found.

出貨序號	WTGJF0CGCJ42KZ	<input type="checkbox"/> 欄寫自動調整	
生產條碼	MBO05B1205964	客戶名稱	
工單	MBO05B12	途程名稱	AutoLine_ACT+ATE3_AOI
工單類型		生產線別	CPCQ_L11
料號	A065RP72PHW020C	規格	
機種		狀態	PASS complete
版本	N/A	下道工序	
客戶序號1	WTGJF0CGCJ42KZ	客戶序號2	N/A
包裝作業資訊		出貨作業資訊	
彩盒號	N/A	客戶	
箱號	CMO05B1200104	保固期	
棧板號	PMO05B1200006	出貨地	

流程	維修	抽驗	重工	物料	錫膏	鋼板	刮刀	組裝物料
▶	生產條碼	工單	料號	客戶	生產線	制程	狀態	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	DIP AOI RE	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	ICT	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	ACT	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	ASSY	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	PRE-ATE	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	SN CHECK	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	HIPOT/GROUNDING	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	FINAL-ATE1	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	FINAL-ATE2	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	FINAL-ATE3	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	PACKING	OK	
	MBO05B1205964	MBO05B12	A065RP72PHW020C		CPCQ...	QC	OK	

2. 檢查 adapter 外觀,觀察到 Type-C 已變形.

Type-C have serious deform.



3. 對已變形的 Type-C 進行 X-ray,內部 pin 未發現斷裂現象.與良品的 Type-C 對比如下圖:

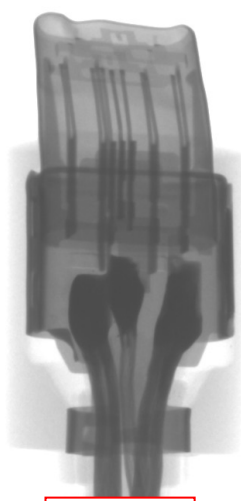
Chicony Power Technology Co., Ltd. 群光電能科技股份有限公司

Address: 29F, No.69, Sec. 2, Guangfu Rd., Sanchong Dist., New Taipei City 241, Taiwan

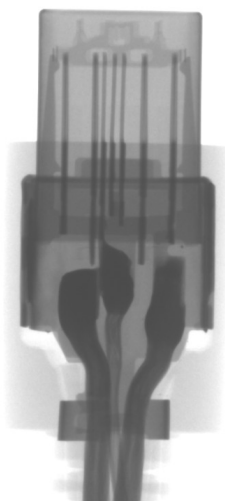
新北市三重區光復路二段 69 號 29 樓

TEL:+886-2-6626 0678

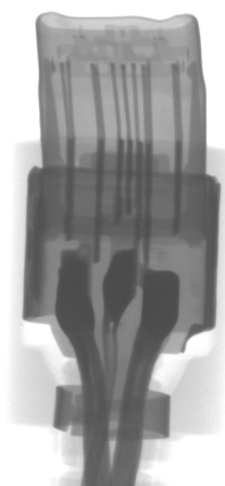
X-ray of Type-C showed no broken of internal pin. Compare it with OK sample.



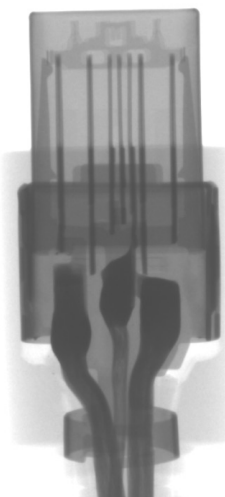
NG



OK



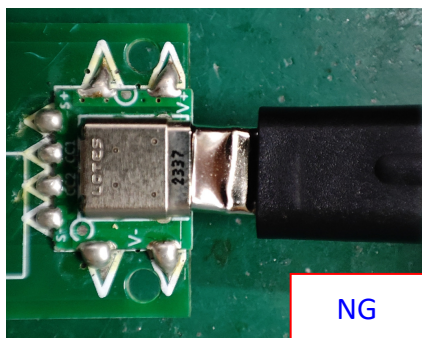
NG



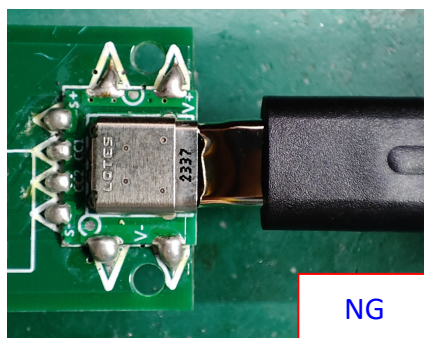
OK

4. 將已變形的 Type-C 與測試母座對插,發現無法插入母座.與良品的 Type-C 對比如下圖:

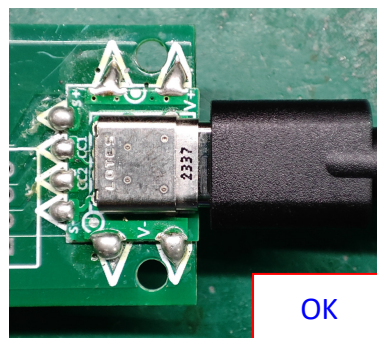
The deformed Type-C cannot be inserted into the DC jack. Compare it with OK sample.



NG



NG



OK

5. DC cable's Drop test report meets customer SPEC

Test distance:1m

Test Direction:0° ,45° ,90° ,135° ,180°

Counterweight 200g

Result: Electrical function OK



750001271MQOLF
DC PLUG Trip test.pc

6. Customer retest Pass for exchanged sample.

綜上所述:Type-C 已變形,無法插入測試母座,X-ray 顯示內部 pin 未斷裂.線材 Drop test 測試符合客戶 SPEC. 交換的樣品廣達複測 Pass.綜合以上為單一事件,建議持續進行追蹤.

Conclusion: The Type-C has deformed and cannot be inserted into the DC jack, and the X-ray shows that the internal pin is not broken. DC cable's Drop test meets Customer SPEC. Customer retest Pass for exchanged sample. In summary, this issue is a single case, and it is recommended to continue tracking.

Material:750001271MQOLF Vendor:CAROL

D5.)改善措施: improvement measure:

(Note: Be make sure the corrective actions is effective in process as well as able to fix the customer complaint problem)

NA

D6.)改善措施實施日期:Implement Permanent Corrective Actions:

(Note: Be provide the phase-in date or lot# of corrective actions implementation in process)

NA

D7.)預防再發生措施:Prevent Recurrence:

(Note: Modified the management, operating systems, practices, and procedures to prevent recurrence for the problems as well as lessons learned cases.)

QIT members and IPQC will continue trace this issue day by day.

D8.)確認並感謝問題解決成員:Check and Congratulate the Team:

(Note: Recognize the collective efforts of the team.)

Thanks to all QIT members.

Signature Team Leader: Henry_Zhang

Name - Title

Signature by Approver: Roy_Tsai

Name-Title