



Eight Discipline Report (8D Report)

To: 8D report No.: CPCQ20230831
From: Chicony Power Technology RMA claim No.: N/A
CC : N/A Chicony P/N: A065RP72P-HW01-0A

Submit date: 2023/08/31 Product description: 65W adapter
Receive date: 2023/08/30 Defect D/C or Lot No.: 2023/01

Subject : Adapter 因 DC cable 的 ID 線斷無法充電 [ME, DC cable, 斷裂]

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.)

2023/08/30, customer feedback 65W Adapter cannot charge*1pc.

Customer P/N: M52944-002

CPT P/N: A065RP72P-HW01-0A

Defect S/N: WQYUU0AGCHL1AH

Defect D/C: 2023/01

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(Chongqing)進一步分析.

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

Date: 2023.08.30

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	WQYU08AGCHL1AH	<input type="checkbox"/> 欄寬自動調整	
生產條碼	MBN0250600158	客戶名稱	
工單	MBN02506	途程名稱	Assy-AutoLine+ATE3_AOI
工單類型		生產線別	CPCQ_L03
料號	A065RP72PHW010A	規格	
機種		狀態	PASS complete
版本	N/A	下道工序	
客戶序號1	WQYU08AGCHL1AH	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	CMN0250600036	保固期	
棧板號	PMN2010400011	出貨地	

流程	維修	抽驗	重工	物料	錫膏	銅板	刮刀	組裝物料
生產條碼	工單	料號	客戶	生產線	制程	狀態		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	DIP AOI RE	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	ICT	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	ACT	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	ASSY	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	PRE-ATE	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	SN CHECK	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	HIPOT/GROUNDING	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	FINAL-ATE1	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	FINAL-ATE2	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	FINAL-ATE3	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	PACKING	OK		
MBN0250600158	MBN02506	A065RP72PHW010A		CPCQ...	QC	OK		

2. Power on test

2.1.檢查 adapter 外觀無異常;通電測試無輸出.

The appearance of adapter is normal. Power on test confirms that adapter is no output.



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

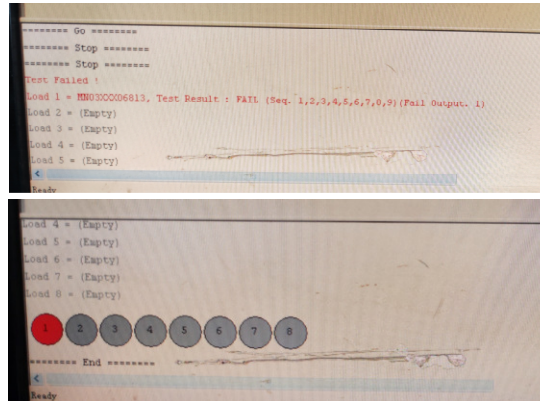
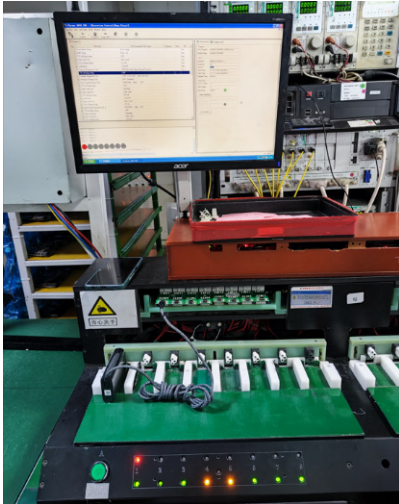
Address: 29F, No.69, Sec. 2, Guangfu Rd., Sanchong Dist., New Taipei City 241, Taiwan

新北市三重區光復路二段 69 號 29 樓

TEL:+886-2-6626 0678

2.2.將 adapter 拿到生產線組裝段進行 Pre-ATE 測試,測試結果 fail.

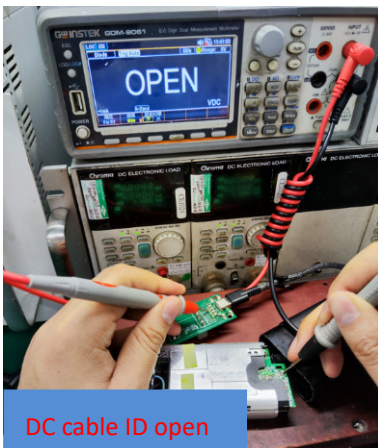
Take the adapter to the Pre-ATE station of the production line, and the test result is fail(Load 1).



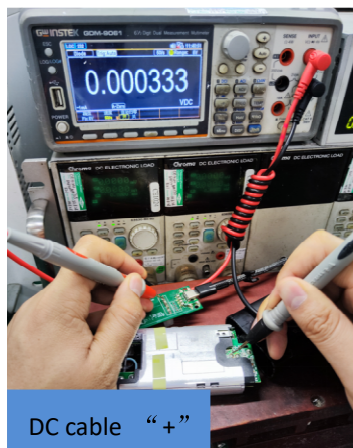
3. Failure analysis

3.1.將 adapter 開殼,量測發現 DC cable ID 開路.

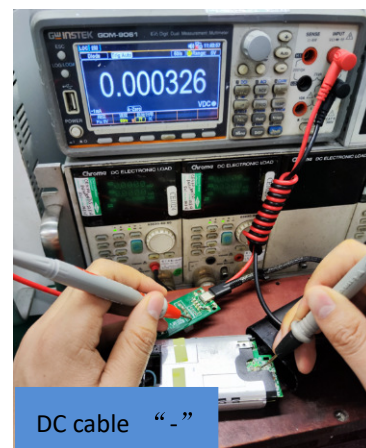
Open the case and found that DC cable ID open.



DC cable ID open



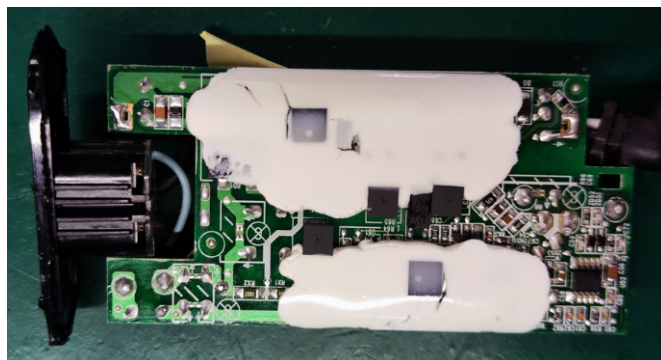
DC cable “+”



DC cable “-”

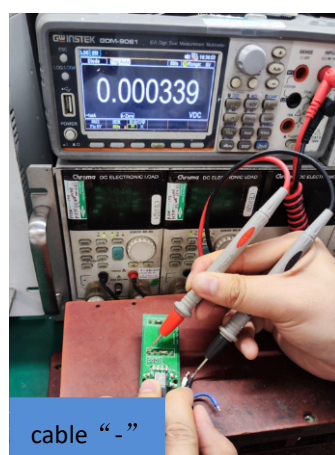
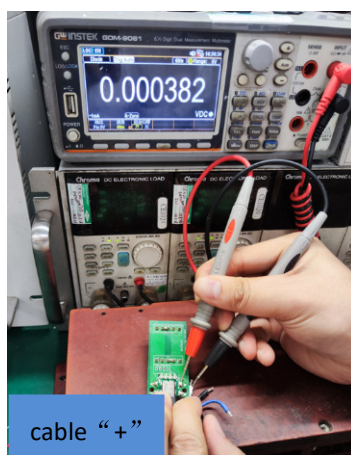
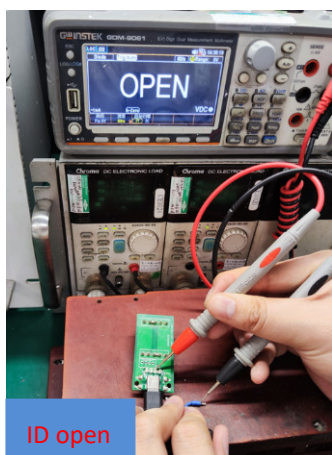
3.2.檢查零件面及錫面無異常.

Open the case to check the parts surface and tin surface. No abnormality was found.








3.2.將不良 DC cable 從 adapter 取下,量測確認 ID 開路.

Remove the DC cable from the adapter. The failed sample confirmed ID open.



3.3.取良品 DC cable 更換在不良 adapter,通電測試輸出正常.

The function is normal after the adapter is replaced with good DC cable.

Spec	4.75~5.25V	8.55~9.45V	11.40~12.60V	14.25~15.75V	19.0~21.0V
Output	 4.9928V	 9.0835V	 11.877V	 14.870V	 19.858V

3.4.對不良 DC cable 進行 X-ray,發現 ID 芯線斷裂.

Confirm that the ID wire are disconnected by X-ray.



綜上所述:DC cable ID 開路造成產品無輸出.

The DC cable ID open leads to adapter no output.

Material:750001223NK0LF Vendor:LINETEK

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)

將不良送廠商分析,預計 2023/9/11 日前取得 FA.

Send the DC cable to the vendor for analysis, and FA is expected to be get before 2023/9/8.

Owner:LINETEK

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)

2023/8/31

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