

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

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

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

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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.

出貨用	字號	∨ WTGJ	FØCGCJ42K	<z< th=""><th></th><th> 欄寬自動</th><th>調整</th><th></th><th></th><th></th></z<>		欄寬自動	調整			
生產的	条碼	MB005B1	205964			客戶名稱				
工單		MB005B1	2			途程名稱	AutoLin	e_ACT+ATE	E3_AOI	
工單類	質型[生產線別	CPCQ_L1	1		
料號		A065RP7	2PHW020C			規格				
機種						狀態	PASS	comple	te	
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	Ŧ							出貨作業資訊	
彩盒號 N/A								客戶		
箱號	CMO	05B120010	4						保固期	
桂板號										
				Polymorphis .	out six.	CORNEL TOLER	ATI MIT	Midwird	出貨地	
危程	維修	抽驗	重工.	物料	錫膏	鋼板 刮刀				性餘斗
危程	維修生産條件	抽驗			料號	鋼板 刮刀	1 組裝客戶	生産線	柳程	狀態 OK
元程 	維修 生產條 B005B1	抽驗碼	重工工軍	2	料號 A065RP			生產線 CPCQ	制程 DIP AOI RE	10 11001
危程 - M M	維修 生產條 B005B1	抽驗	重工. 工單 MB005B12	2	料號 A065RP A065RP	72PHW020C		生產線 CPCQ	制程 DIP AOI RE ICT	ок
元程 - M M	維修 生產條 B005B1 B005B1	抽驗 碼 .205964 .205964	重工 工單 MB005B12 MB005B12	2 2 2	料號 A065RP A065RP A065RP	72PHW020C 72PHW020C		生產線 CPCQ CPCQ	市利程 DIP AOI RE ICT ACT	OK OK
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	維修 生産條 B005B1 B005B1 B005B1 B005B1 B005B1	抽驗 .205964 .205964 .205964 .205964 .205964	重工 工單 MBO05B12 MBO05B12 MBO05B12 MBO05B12	2 2 2 2 2 2 2	料號 A065RP A065RP A065RP A065RP A065RP	P72PHW020C P72PHW020C P72PHW020C P72PHW020C P72PHW020C		生產線 CPCQ CPCQ CPCQ CPCQ CPCQ	制程 DIP AOI RE ICT ACT ASSY PRE-ATE SN CHECK	ОК ОК ОК ОК
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で程が MMMMMMMMMMMMM	維修 生産係 B005B1 B005B1 B005B1 B005B1 B005B1 B005B1	抽驗 2,205964 2,205964 2,205964 2,205964 2,205964 2,205964 2,205964	重工 工單 MBO05B11 MBO05B11 MBO05B11 MBO05B11 MBO05B11 MBO05B11	2 2 2 2 2 2 2 2 2 2	料號 A065RP A065RP A065RP A065RP A065RP A065RP A065RP	772PHW020C 772PHW020C 772PHW020C 772PHW020C 772PHW020C 772PHW020C 772PHW020C		生產線 CPCQ CPCQ CPCQ CPCQ CPCQ CPCQ CPCQ	市伊星 DIP AOI RE ICT ACT ASSY PRE-ATE SN CHECK HIPOT/GROUNDING	ОК ОК ОК ОК ОК
	維修 生產條 BO05B1 BO05B1 BO05B1 BO05B1 BO05B1 BO05B1 BO05B1	抽驗 30,205964 205964 205964 205964 205964 205964 205964	重工. 工單 MBO05B11 MBO05B11 MBO05B11 MBO05B11 MBO05B11 MBO05B11 MBO05B11	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	料號 A065RP A065RP A065RP A065RP A065RP A065RP A065RP A065RP	772PHW020C 772PHW020C 772PHW020C 772PHW020C 772PHW020C 772PHW020C 772PHW020C 772PHW020C		生產線 CPCQ CPCQ CPCQ CPCQ CPCQ CPCQ CPCQ CPCQ CPCQ	市明程 DIP AOI RE ICT ACT ASSY PRE-ATE SN CHECK HIPOT/GROUNDING FINAL-ATE1	ОК ОК ОК ОК ОК ОК ОК
(元程	維修 生產條 B005B1 B005B1 B005B1 B005B1 B005B1 B005B1 B005B1 B005B1 B005B1	抽驗 2,205964 2,205964 2,205964 2,205964 2,205964 2,205964 2,205964 2,205964	重工 工單 MB005B1; MB005B1; MB005B1; MB005B1; MB005B1; MB005B1; MB005B1;	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	#i號 A065RP A065RP A065RP A065RP A065RP A065RP A065RP A065RP A065RP	P72PHW020C P72PHW020C P72PHW020C P72PHW020C P72PHW020C P72PHW020C P72PHW020C P72PHW020C P72PHW020C		生產線 CPCQ CPCQ CPCQ CPCQ CPCQ CPCQ CPCQ CPCQ CPCQ	制程 DIP AOI RE ICT ACT ASSY PRE-ATE SN CHECK HIPOT/GROUNDING FINAL-ATE1 FINAL-ATE2	ОК

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:

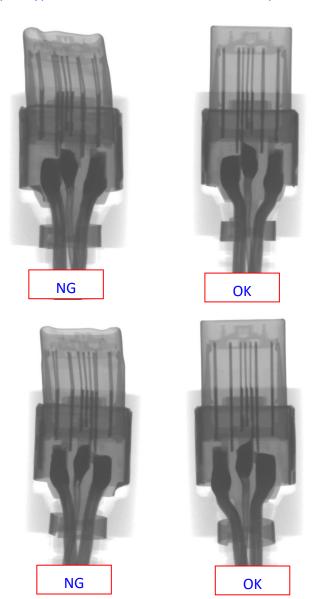
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X-ray of Type-C showed no broken of internal pin. Compare it with OK sample.



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.







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

Test distance:1m

Test Direction:0 $^{\circ}$,45 $^{\circ}$,90 $^{\circ}$,135 $^{\circ}$,180 $^{\circ}$

Counterweight 200g

Result: Electrical function OK



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:750001271MQ0LF 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:

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(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