



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-OC

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.

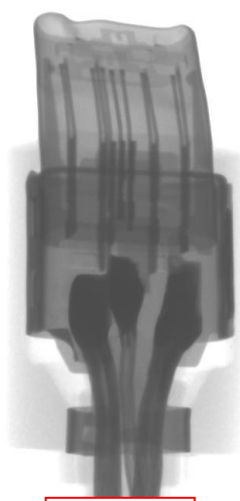
Customer P/N: A065RP72P-HW02-OC

CPT P/N: M52944-012

Defect S/N: WTGJF0CGCJ42KZ

Defect D/C: 2024/02/02

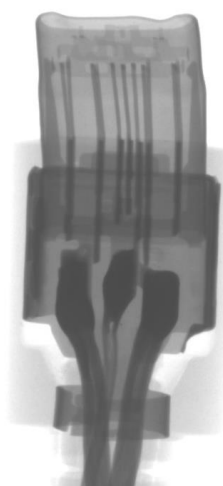
X-ray of Type-C showed no broken of internal pin. Compare it with OK sample.



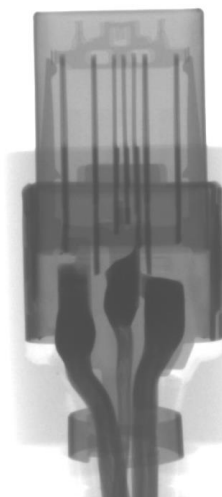
NG



OK



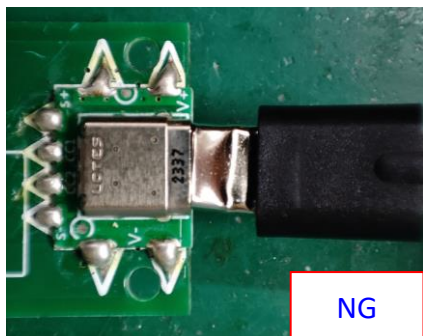
NG



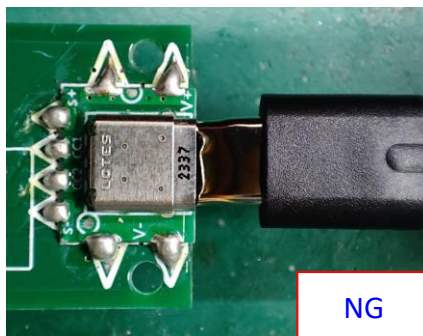
OK

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:

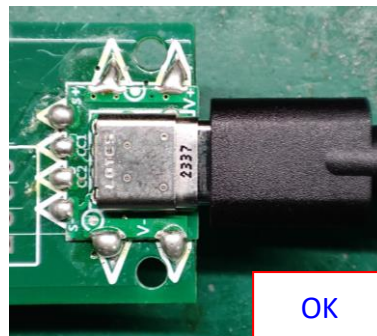
The deformed Type-C cannot be inserted into the DC jack. Compare it with OK sample.



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.px

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