

8D REPORT

Part 1：客訴資料 (Issue information)

客戶名稱 Customer	越南Foxconn	收件日 Receiving date	2023/08/22
客訴編號 Issue number	8E230800023	客戶料號 Customer part number	123.00701.005
業務 Sales	楊雲霄	樣本數 Return samples	As below
機種 Model	19-137/R6GHBHC/S1906/2T(H FX)	批號 Lot number	D/C:23723
料號 Part number	S10B015513	批量 Lot size	2023/06 交貨88,000
製造日期碼 Production date	NA	不良率 Defective rate	100%

Date:

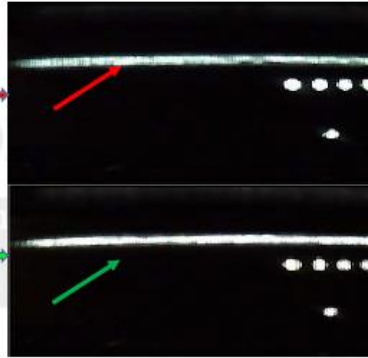
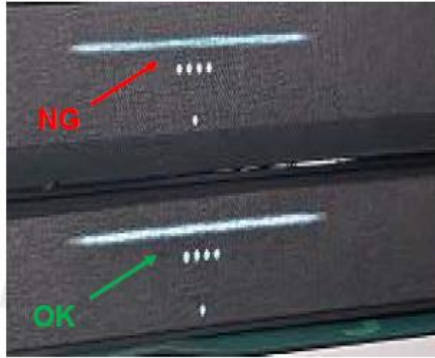
(客訴日期) Date receive by EL:	(4D 回覆日期) 4D sent out:	(8D 回覆日期) 8D send out:	(第一次修改) 1 st revised:	(第二次修改) 2 nd revised:	(結案日期) Closed by customer
2023/08/22	2023/08/23				

Part 2：報告內容 (Report Content)

D1: ESTABLISH TEAMS (組成小組)	
業務 (Sales):	楊雲霄
技術單位 (Technology):	陳祥光
產線 (Production):	林俊宏、陳立康
品保 (QA):	吳聲明、宋育齡
D2: PROBLEM DESCRIPTION (問題敘述)	
On 2023/08/14 to 2023/07/15, K18X001.00 test 100pcs find out 100pcs led status light abnormal Defect rate: 100%	

8D REPORT

- On 2023/08/14 to 2023/07/15, K18X001.00 test 100pcs find out 100pcs led status light abnormal
- Defect rate: 100%



WHITE LED check ...
Total Red Color: 44108, Total Green Color: 54361, Total Blue Color: 48209
Check LED 1 is WHITE OK >>>
Color Balance: 81.14 (90.) => Fail

WHITE LED check ...
Total Red Color: 81188, Total Green Color: 62231, Total Blue Color: 61543
Check LED 1 is WHITE OK >>>
Color Balance: 96.32 (90.) => Pass
Total Red Color: 80908, Total Green Color: 62037, Total Blue Color: 60947
Check LED 2 is WHITE OK >>>
Color Balance: 96.18 (90.) => Pass

➤ Summary:

- With OK sample → LED white light normal.
- With NG sample → LED light have white color is lower

➤ Remove housing and re-check LED:



NG
(New DC)

OK
(Old DC)

➤ Summary:

- New DC:230723 have white color is different a little with old DC.

8D REPORT

2.1 樣本確認 (Sample Verification)

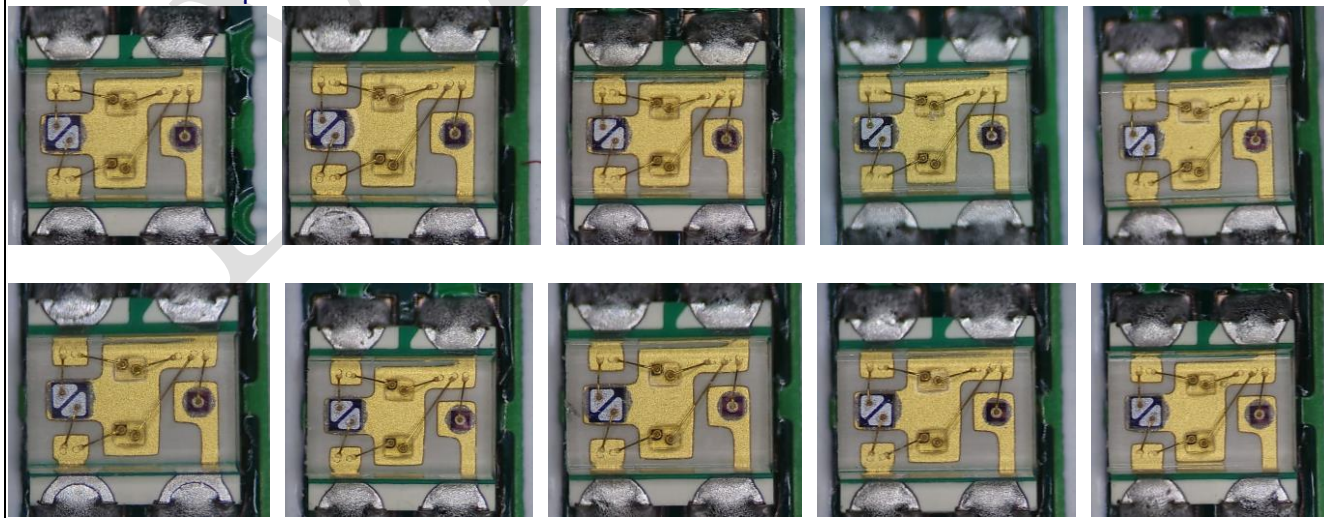
08.22 收到客戶退回樣品 receive samples returned by customers



Appearance Analysis

客戶提供 model 上 LED & 未使用 DC_230624、230724 的 LED，外觀都正常。The customer provided the LED on the model & the LEDs of DC_230624 and 230724 are not used, and the appearance is normal.

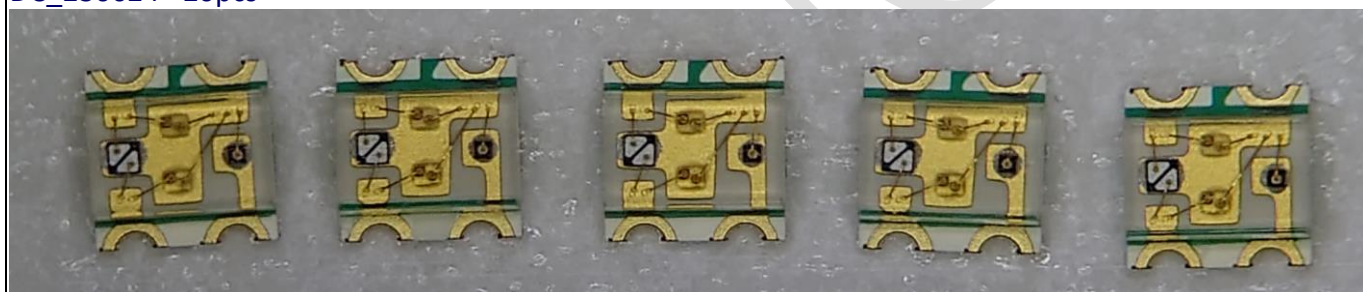
On board LED *25pcs



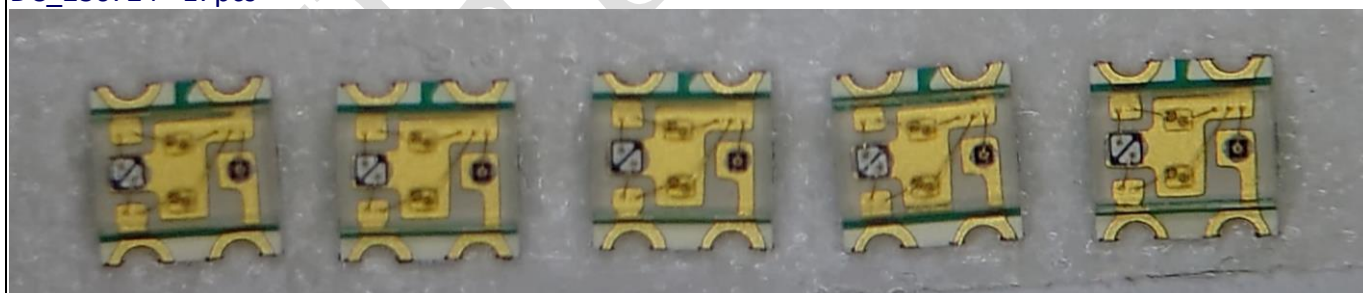
8D REPORT



DC_230624 *20pcs



DC_230724 *17pcs



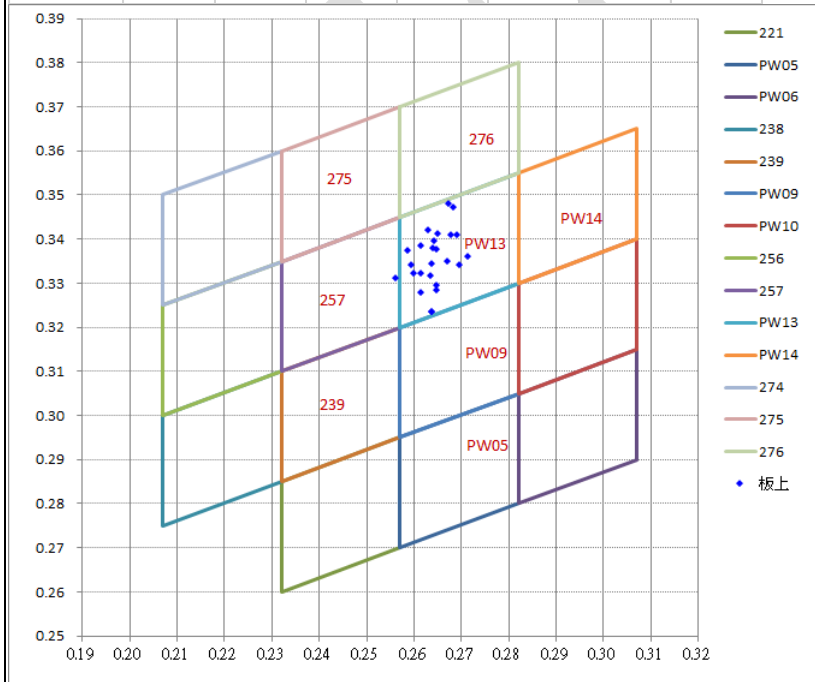
8D REPORT

Electrical Test

1. 退回 model 上 LED 電性測試，結果符合產品出貨 bin code range。Return the LED electrical test on the model, and the result is in line with the bin code range of the product shipment.

On board LED *25pcs

R/G@7mA B@5mA	IV(mcd)				VF(V)		
	R	G	B	W	R	G	B
#1	40.8	148.2	26.1	216.0	1.87	2.82	2.74
#2	39.9	152.1	25.8	218.7	1.87	2.84	2.75
#3	39.5	156.8	26.6	224.2	1.87	2.88	2.73
#4	40.5	143.9	26.3	211.6	1.87	2.80	2.74
#5	38.5	153.5	27.7	220.9	1.87	2.81	2.74
#6	38.7	146.0	28.5	214.1	1.87	2.80	2.74
#7	38.5	157.6	25.8	223.7	1.87	2.88	2.74
#8	39.0	151.5	27.6	219.1	1.87	2.80	2.74
#9	39.3	148.0	28.9	217.0	1.87	2.81	2.74
#10	39.4	150.9	25.6	216.9	1.87	2.82	2.75
#11	38.3	153.2	27.5	219.8	1.87	2.84	2.74
#12	39.3	152.6	25.5	218.2	1.87	2.84	2.73
#13	39.2	157.3	26.8	224.7	1.87	2.89	2.73
#14	37.6	153.9	26.3	219.8	1.87	2.90	2.74
#15	37.3	156.5	26.1	221.2	1.87	2.86	2.74
#16	39.8	151.8	26.2	218.8	1.87	2.81	2.73
#17	37.1	146.7	27.3	212.5	1.87	2.83	2.74
#18	38.1	149.4	25.4	214.9	1.87	2.88	2.74
#19	40.1	155.4	25.5	221.7	1.87	2.84	2.74
#20	38.4	154.4	28.6	223.5	1.87	2.91	2.73
#21	39.0	153.2	26.9	220.3	1.87	2.82	2.74
#22	38.5	150.6	26.8	216.7	1.87	2.80	2.74
#23	40.1	152.2	25.8	219.1	1.87	2.81	2.74
#24	39.4	149.2	25.3	214.4	1.87	2.80	2.74
#25	38.1	158.6	26.9	223.9	1.87	2.81	2.74
Min	37.1	143.9	25.3	211.6	1.87	2.80	2.73
Max	40.8	158.6	28.9	224.7	1.87	2.91	2.75
Bin code	N	R	MA	S1			

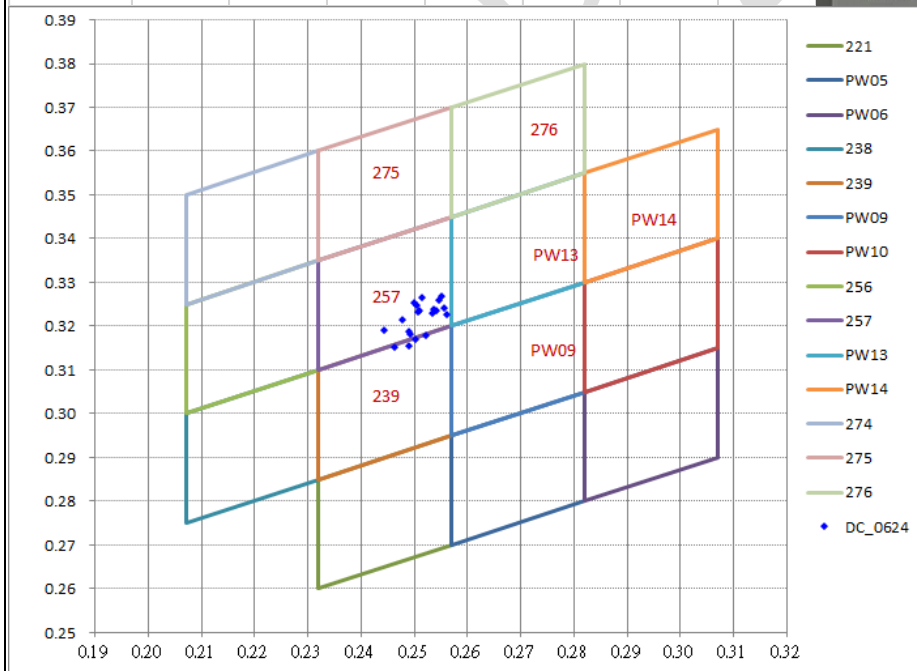


8D REPORT

2. 客戶提供 reel 內未使用過 LED，電性測試結果均符合客戶提供標籤 bin code range。The customer provided that the LEDs in the reel had not been used, and the electrical test results were in line with the bin code range on the label provided by the customer.

DC_230624 *20pcs

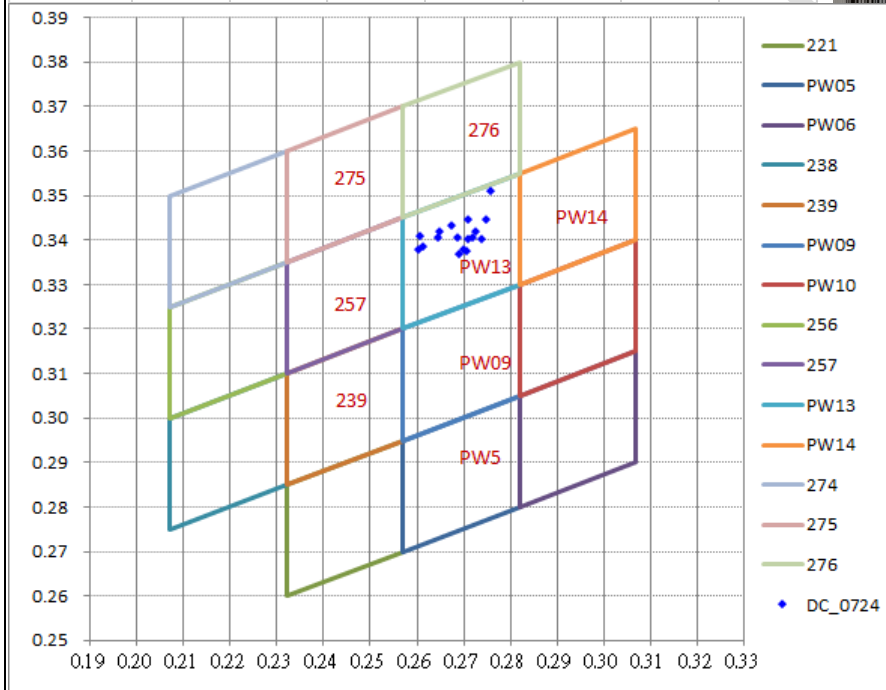
R/G@7mA B@5mA	IV(mcd)				VF(V)		
	R	G	B	W	R	G	B
#1	33.8	147.1	20.4	200.5	1.88	2.88	2.89
#2	36.8	157.6	21.0	214.8	1.87	2.77	2.90
#3	34.5	153.0	20.4	207.5	1.87	2.79	2.92
#4	34.4	152.4	21.2	208.3	1.87	2.95	2.90
#5	33.7	149.9	21.4	205.7	1.87	2.96	2.91
#6	35.5	152.7	21.4	210.0	1.87	2.86	2.89
#7	34.3	139.9	20.7	193.4	1.87	2.84	2.91
#8	33.3	146.6	21.3	202.3	1.87	2.87	2.91
#9	33.4	150.5	20.6	204.5	1.87	2.81	2.91
#10	32.4	150.5	21.4	204.8	1.87	2.98	2.91
#11	33.8	153.6	20.6	207.7	1.87	2.82	2.91
#12	33.0	153.6	20.9	207.5	1.87	2.86	2.91
#13	32.7	143.0	21.4	196.2	1.88	2.91	2.91
#14	34.0	151.9	21.1	205.9	1.87	2.75	2.91
#15	36.6	151.3	21.0	208.8	1.87	2.87	2.91
#16	35.4	153.1	21.4	209.9	1.87	2.86	2.94
#17	34.5	150.2	21.1	206.4	1.87	2.90	2.90
#18	34.8	153.7	21.7	211.1	1.87	2.94	2.91
#19	35.4	153.7	21.3	210.5	1.87	2.92	2.90
#20	37.3	152.5	20.4	208.9	1.87	2.78	2.89
Min	32.4	139.9	20.4	193.4	1.87	2.75	2.89
Max	37.3	157.6	21.7	214.8	1.88	2.98	2.94
Bin code	N	R	LA	S1			



8D REPORT

DC_230724 *17pcs

R/G@7mA B@5mA	IV(mcd)				VF(V)		
	R	G	B	W	R	G	B
#1	40.5	156.5	25.5	222.3	1.87	2.84	2.76
#2	40.6	154.3	24.9	219.9	1.87	2.83	2.76
#3	40.4	155.2	23.3	218.7	1.88	2.81	2.77
#4	39.8	151.5	25.4	216.5	1.88	2.80	2.77
#5	40.3	153.5	25.5	219.1	1.87	2.82	2.76
#6	39.1	157.4	27.3	223.6	1.87	2.88	2.75
#7	39.9	153.8	27.1	220.3	1.87	2.80	2.75
#8	38.9	160.1	25.7	224.8	1.87	2.85	2.74
#9	40.9	152.6	24.2	216.7	1.88	2.81	2.74
#10	38.7	146.4	25.9	210.8	1.87	2.82	2.77
#11	40.6	154.3	24.6	218.9	1.88	2.81	2.76
#12	39.1	150.4	25.9	215.4	1.88	2.83	2.78
#13	38.4	153.0	26.9	217.6	1.87	2.81	2.74
#14	41.1	156.1	25.2	221.7	1.88	2.82	2.78
#15	38.9	157.2	26.3	222.5	1.87	2.84	2.76
#16	40.7	155.3	26.2	223.0	1.88	2.86	2.75
#17	38.1	162.3	25.7	225.2	1.87	2.82	2.75
Min	38.1	146.4	23.3	210.8	1.87	2.80	2.74
Max	41.1	162.3	27.3	225.2	1.88	2.88	2.78
Bin code	N	R	MA	S1			



8D REPORT

DATASHEET
SMD • B
19-137/R6GHBHC/S1906/2T

EVERLIGHT

Bin Range of Luminous Intensity

Bin Code	Min.	Max.	Unit	Condition
S1	180.0	225.0	mcd	R6 : IF=7.0mA
S2	225.0	285.0		GH : IF=7.0mA
T1	285.0	360.0		BH : IF=5.0mA

R6

Bin Code	Min.	Max.	Unit	Condition
N	28.5	45.0	mcd	IF=7.0mA
P	45.0	72.0		

GH

Bin Code	Min.	Max.	Unit	Condition
R	112.0	180.0	mcd	IF=7.0mA
S	180.0	285.0		

BH

Bin Code	Min.	Max.	Unit	Condition
LA	14.5	22.5	mcd	IF=5.0mA
MA	22.5	36.0		

Bin Range Of Dom. Wavelength

R6

Bin Code	Min.	Max.	Unit	Condition
1	616	632	nm	IF=7.0mA

GH

Bin Code	Min.	Max.	Unit	Condition
1	515	535	nm	IF=7.0mA

BH

Bin Code	Min.	Max.	Unit	Condition
1	460	475	nm	IF=5.0mA

Note:

1. Tolerance of Luminous Intensity: $\pm 11\%$
2. Tolerance of Forward Voltage: $\pm 0.10V$
3. Tolerance of Dominant Wavelength $\pm 1nm$

8D REPORT

Analysis conclusion

- 客戶提供 model 上 LED & 未使用 DC_230624、230724 的 LED，外觀都正常。The customer provided the LED on the model & the LEDs of DC_230624 and 230724 are not used, and the appearance is normal.
- 退回 model 上 LED 電性測試，結果符合產品出貨 bin code range。Return the LED electrical test on the model, and the result is in line with the bin code range of the product shipment.
- 客戶提供 reel 內未使用過 LED，電性測試結果均符合客戶提供標籤 bin code range。The customer provided that the LEDs in the reel had not been used, and the electrical test results were in line with the bin code range on the label provided by the customer.
-

D3: CHECK INVENTORY (庫存對策)

Date checked (處理時間)

NA

Action/Disposition (處理過程)

NA

D4: CAUSE ANALYSIS (真因)

4.2 Root Cause (真正的因素)

NA

D5: CORRECTIVE ACTION AND RECOMMENDATION (改善對策及建議)

5.1 Corrective Action To Root Cause (真因之改善對策及建議)

NA

D6: IMPLEMENT CORRECTIVE ACTIONS (執行改善對策並驗證有效性)

6.1 Corrective Action To Root Cause : (真因之執行改善對策並驗證有效性)

NA

D7: PREVENT RECURRENCE (系統預防對策)

Is FMEA revision required/是否需修改 FMEA? ☒ No; ☐ Yes, FMEA document No.: _____Is Control Plan revision required/是否需修改 Control Plan? ☒ No; ☐ Yes, CP document No.: _____Is SOP revision required/是否需修改 SOP? ☒ No; ☐ Yes, SOP document No.: _____Is SPEC of Process revision required/是否需修改制規? ☒ No; ☐ Yes, SPEC document No.: _____

D8: CONGRATULATE (小組確認對策及效果)

Champion (指導員):

龔裕仁(廠長)

Team Leader (負責人):

黃文政

Members (小組成員):

吳聲明、宋育齡、陳祥光

CUSTOMER COMMENT (客戶意見)

☐ Satisfaction (滿意)☐ Dissatisfaction (不滿意)

Dissatisfaction Reason and Suggestion : (不滿意理由及意見)