

BFX-UA300 Sound Leaked Report



Foxconn
Industrial
Internet
富士康工业互联网

FOXCONN CPEG JBD_VN

Sep-1-2021

Version 02

Team Leader

Team Member

Foxconn

- MFG Manager : David Yin
- QA Manager : Charlie Su/ CB Lin

PM: Ben Zheng, Lam Zhou

PD: Ruan Wen Yong

QA: Rachel Nguyen, Cheng Da

IT: Akira Wen Dao

IE: Hai Ly

RD: Sean Chiang, Jim Chen

✓ Issue Description



- 11-August-2021, Customer complained sound leaked when makes 50Hz test with DVT3 build in customer side cause by:

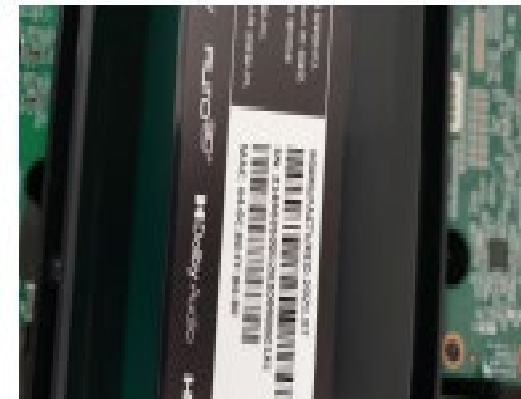
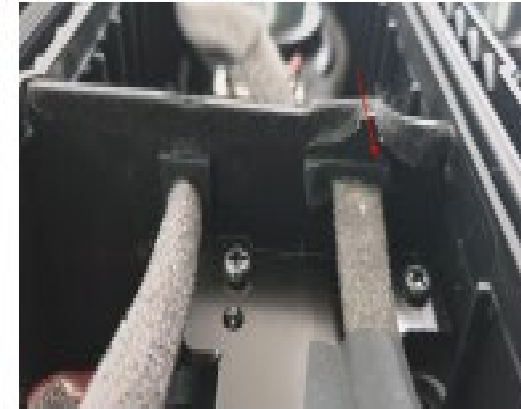
- Inner bushing glue apply defect



- Gasket attachment defect



- Bushing defect - assembly or material



D3. Contain the Problems

✓ Containment action

- Check product MO running status: All MO are close
- Check product stocking status: Product out of stock

Table **Z** MODEL K18X001.00 VERSION ALL GROUP ALL Location ALL ☒ WHS ☐ CQA ☐ PC

QTY:

 Query(Q)

 SAVE

 SAVE TO CSV(C)

 EXIT(X)

MO:

☐ By Mo ☐ MOTECH

MODEL_NAME	TOTAL_COUNT	VERSION_CODE	TA_VER

Conclusion: No risky contain product in factory.

✓ Check BFX-UA300 production data

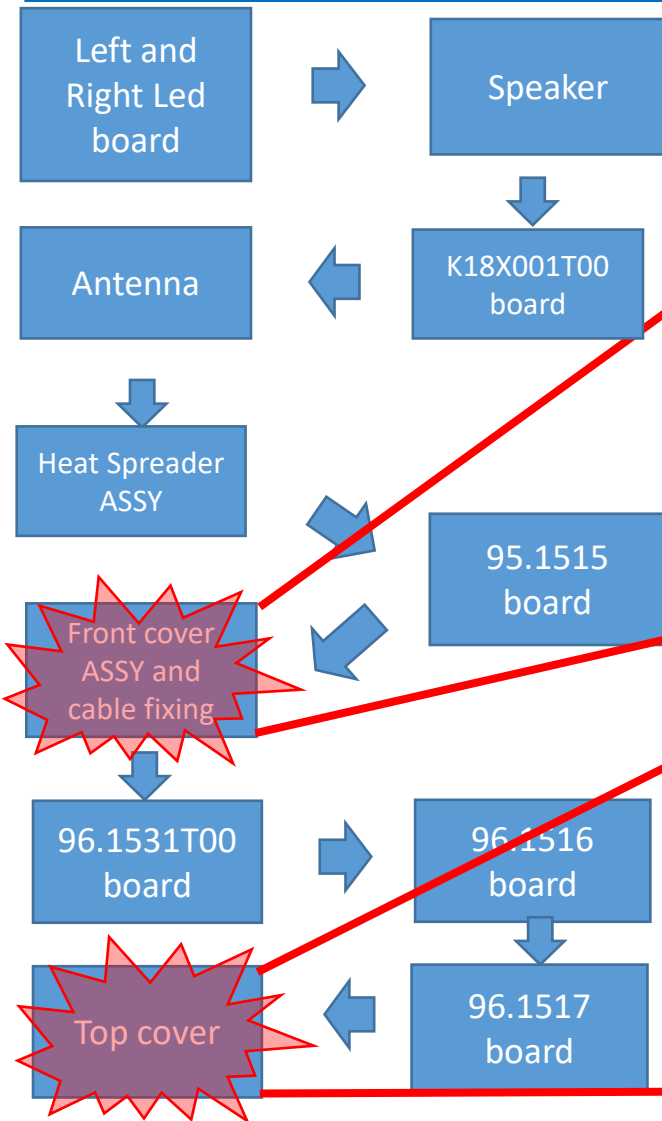


- Production data : Doing follow normal process , no abnormal issue.

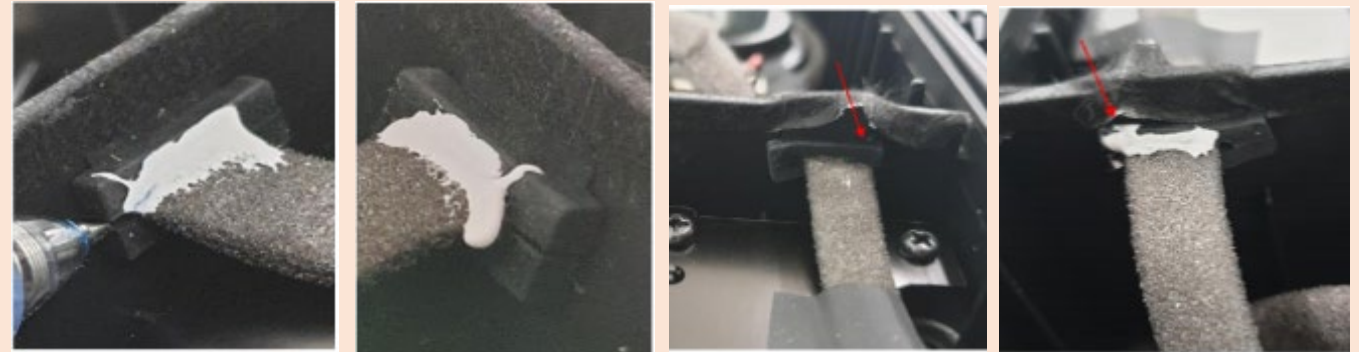
Serial Number	
2149695001202099000181	
Stage	
BT	7/5/2021 10:50
PT	7/6/2021 18:17
ASSY	7/7/2021 9:06
FT1	7/7/2021 13:44
FT2	7/8/2021 3:58
FT3	7/8/2021 4:05
RC	7/8/2021 12:42
RC1	7/8/2021 13:27
OBA	7/8/2021 15:39
RC2	7/8/2021 18:08

Result : Defect unit have not rework data => All issue cannot cover by test stage and the issues only happens during Assembly process

Check Assembly process



Glue Applying/Bushing Defect



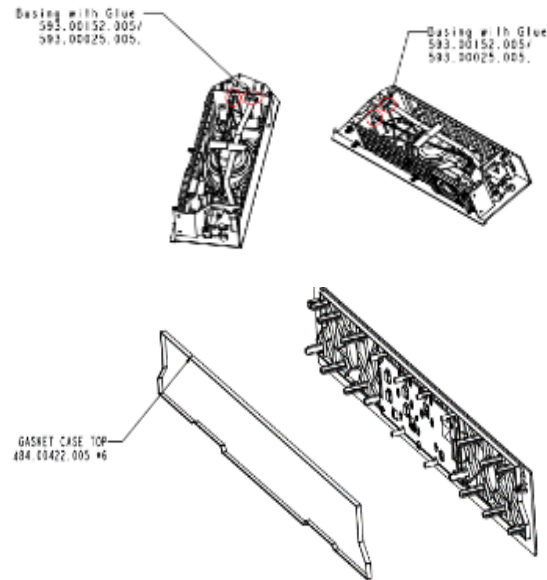
Gasket Attachment Defect



- Conclusion: All defect happen in Assembly stage

1. Reason analysis

- Check BFX UA300 Product Manufacture Document of Assembly:
There are no remark with Adding Top Gasket Method and remark not clearly with Inner Bushing Glue in BFX UA300 Product Manufacture Document



Inner Bushing/Top Gasket Assembly
in PMD

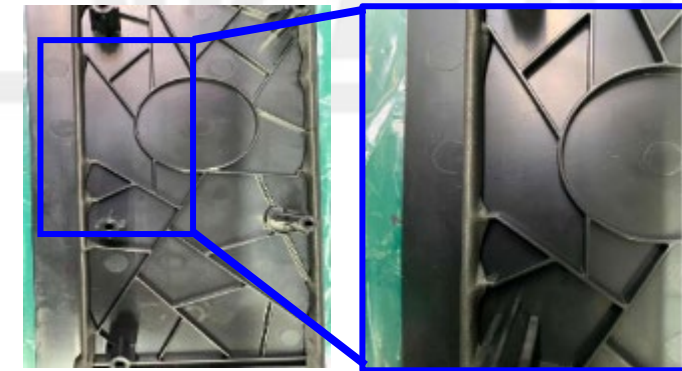
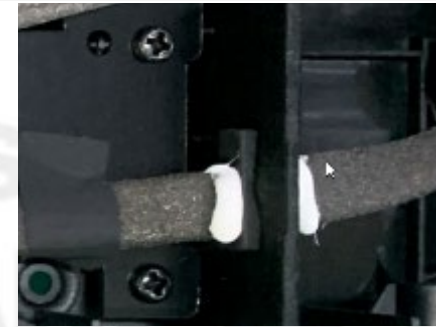


Image Confirm By RD

Notice: Factory use same top housing gasket attach method from DVT1 to DVT3 build

1. Reason analysis(Summary)



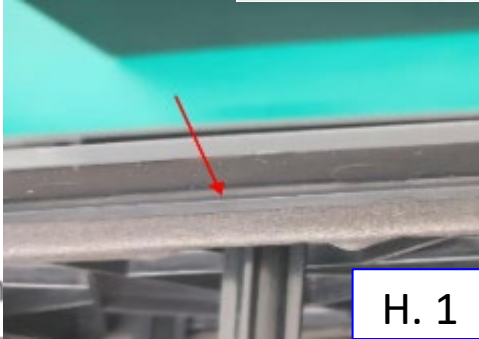
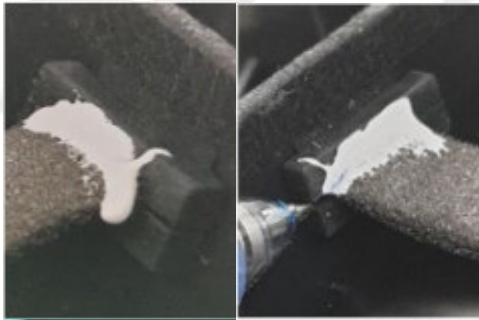
- Check the material => No abnormal found
- Per tracking and online simulator we have found:

❖ Reason for occurrence:

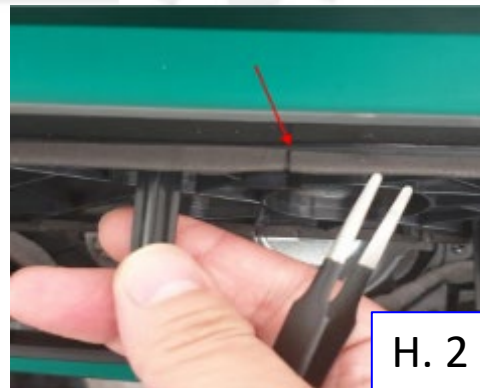
- ✓ Factory line follow Product Manufacture Document which did not definitely the glue point/gasket attachment method => manufacture document issue.(H. 1)
- ✓ Operator did wrong when attach gasket on top cover cause intermittent => workmanship issue . (H. 2)
- ✓ Cable assembly operator missing one point when adding white glue in Inner bushing => workmanship issue . (H. 3)

❖ Reason for escape:

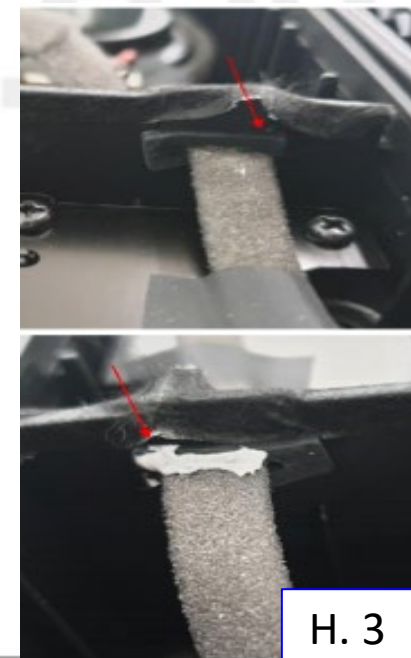
- ✓ Test stage cannot cover air leaked issue => Testing issue.



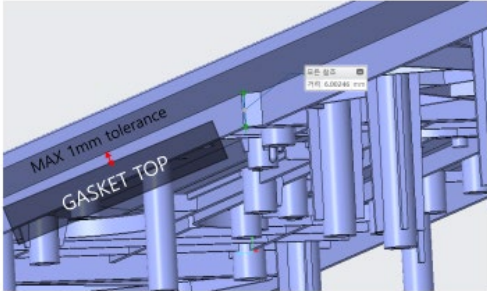
H. 1



H. 2



H. 3

No.	Subject	Root cause	Corrective action	Evidence	Status	Owner	Due date
1	Occurrence-Manufacture Document	Operator follow Product Manufacture Document which did not define clearly the glue point/gasket attachment method	1. ALT/RD to update the glue point/ gasket attachment method in Product Manufacture Document. 2. Define specs of the glue point and gasket GAP	Gasket Critical To Quality for Acoustic performance Attachment tolerance : Max +1mm  ▲ Glue application method suggestion To avoid air leakage through the bushing 	Done	ALT Fii RD : Jim Chen	31-Aug

D5. Corrective Action

No.	Subject	Root cause	Corrective action	Evidence	Status	Owner	Due date
2	Occurrence-Workmanship	1. Operator did wrong when attach gasket on top cover cause intermittent issue 2. Cable assembly operator missing one point when adding white glue in Inner bushing	1. Qualified OP are assigned to fixed workstations →Dedicated operators for dedicated workstations 2. Training OP new Assembly method following customer request 3. Update this issue in SOP as a CTQ		Done	SI: Wen Yong PQE: Cheng Da IE: Huyen Trang	13-Aug

D5. Corrective Action

No.	Subject	Root cause	Corrective action	Evidence	Status	Owner	Due Date
3	Escape-Testing	1. Test stage cannot cover air leaked issue	1. Request RD&TE provide new test plan/test case can cover air leaked issue.		Open	TE: Allan RD: Sean Chiang	TBD

1. Verification of Effectiveness for occurrence



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