

Returned Material Analysis Report (Final)

D1) Use Team Approach :

Team Member (Dept./ Name) : CM/SD/Chloe Lin 、 SMC/Tester/Max Lin 、 QM/QES/Erin Hsu

D2) Describe The Problem : Specify the problem by identifying in quantifiable terms the **who, what, where, why, how , how many** (5W2H) for the problem °

1. Product Information :

Returned Date : 2022/07/28QM Received Date : 2022/08/02QM Issued Date : 2022/08/10Customer : 弘憶(鴻海網通)Part Number : RTL8211F-CGPackage Type : QFN-40Customer's Model No. : 002.02152.005

Lot No.	Sample No.
<u>LC1AHH1</u>	<u>#1</u>
<u>LB1UEH3</u>	<u>#2</u>

2. Problem Description :

Failure Symptom

ALT customer feedback that they found out 2pcs Ethernet unstable (Ethernet link up is OK, but more than 50% packet loss occurred and Can't watch live broadcast normally)

Test Environment 24 °C

D3) Implement and Verify Containment Action : Define and implement containment actions to isolate the effect of problem from any internal/external customer until corrective action is implement °

-Lot History Check Result :

After checking the lot history, no abnormality was found. We will perform FA first, then decide which actions should be taken.

No	Item	Who	When
NA	NA	NA	NA

D4) Define and Verify Root Causes : Identify all potential causes which could explain why the problem occurred ° Isolate and verify the root cause by testing each potential cause against the problem description and test data ° Identify alternative corrective actions to eliminate root cause °

☒ QA verify ☒ Tester verify ☐ FAE verify ☐ Design verify ☒ SD verify

-Electrical Analysis :

1) QA I-V Curve Measuring :

- Equipment : FB102 Curve Tracer
- Method : Forcing voltage into every pin with IC's GNDs are grounded to check I-V curve if any leakage current existed.
- Results : Please refer to attachment 1.

2) Tester Verifying :

- Method : Run Test Program
- Results : Please refer to attachment 1.

3) SD Verifying :

- Method : Run Test Program
- Results : Please refer to attachment 1.

- Conclusion and Suggestion :

1) [PASS] [100%] Samples #1, #2 are verified as good.

Suggestion : We suggest customer to check thme again.

Attachment 1 、 Test Results

No.	IV curve	Tester Verify	SD Verify
#1	Pass	Pass	Function pass
#2	Pass	Pass	Function pass