QUALITY CLAIM REPORT

QCR No. : 24-10-009 Date : 30-Oct-24

Supplier : ARROW ELECTRONICS ASIA (S) PTE.LTD. Reference Doc. : QIN24-10-009

Attention : Felix Keng

Quality Claim Details:

Part No. : TFP401APZP
Description : IC Panelbus Digital Reciever
P/O No. : PO2106004
Supplier Lot No. : 2316+5

Lot Size (Qty receive : 2160
Sampling Quantity : 2160
Reject Quantity : 373
% Reject : 17%

Disposition:

☐ Sorting / UAI
☐ Replacement
☒ Return to Vendor (Supplier)
☐ Debit to supplier
☐ Scrap

Remarks : Return to Arrow / TI for Failure Analysis

Sorting Result:

Quantity Sorted :
Rejected Quantity :
% Reject :
Labour cost (bear by vendor : _____ x _____ hours = _____

Corrective Action:

☐ Preliminary reply within 2 working days
☐ Corrective and Preventive Report
Please reply by (date): _____

For Electrofont Use:

Verified By:	Acknowledge By:	Acknowledge By:	Approved By:
Mastura Che Omar	Gwek Tin Tan	Chen Yu Fong	Marlon Martin
QA	Planner	Purchasing	Manufacturing Manager

Acknowledgment and agreement by Suppplier of this claim return:

Name/ Designation | Signature / Date | Company Stamp

*Please reply this Quality Claim Report within **three (3) working days** from issued date. No returnable after date will consider as Vendor accept this claim report.*

Quality Information Notice | Prepared by: Mastura Che Omar | QIN24-10-009

Location found

○ Incoming ● Production ○ Outgoing ○ Customer ○ Others_____

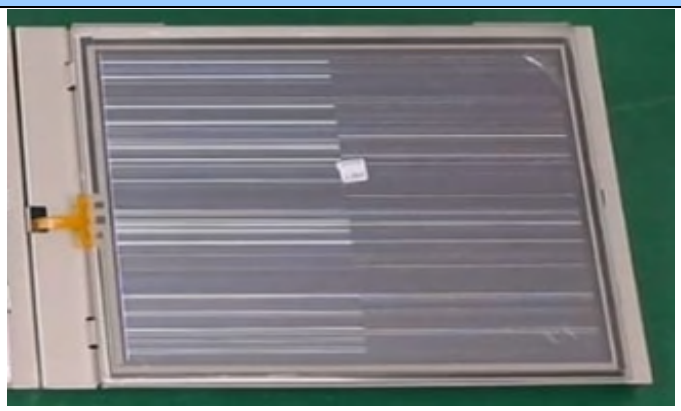
Part detail

ARROW ELECTRONICS ASIA (S)

Supplier's name: PTE.LTD. | Part No.: TFP401APZP | Lot No.: 2316+5 | Receive date: 26-Jun-23

PO No.: PO2106004 | Q'ty receive: 2160 | Problem Q'ty: 377 | Reject %: 17.45%

Phenomenon (Physical and Mechanism)

Defect Claim	Qty	Photo of Defect /Remarks
Garbage Display During Boot Up	373pcs	 **Garbage Display During Boot Up for 2 ~ 3 Seconds only (After Boot up become Normal Display) Confirmed using AB Swap this defect followed IC**

IC SWAP Procedue:

1) Power Up the Module same time (Compare the good and NG)

2) Swap IC to confirm if the rejected related to IC (TFP401APZP) Swap (IC from good module to defective module)

2160

BEFORE SWAP	T4-S1 Sample	T3- S1 Sample
DISPLAY IMAGE DURING BOOT UP		
IC (TFP401APZP) USED		
DISPLAY RESULT	OK/Normal	Garbage Display during boot up (2 ~ 3 secs)

SWAP IC

AFTER SWAP	T4-S1 Sample	T3- S1 Sample
DISPLAY IMAGE DURING BOOT UP		
IC (TFP401APZP) USED		
DISPLAY RESULT	Garbage Display during boot up (2 ~ 3 secs)	OK/Normal

Based on above Parts swapping result the garbage display appered during boot up is related/followed IC (TFP401APZP)

Refer to next page for more details/information

Action:

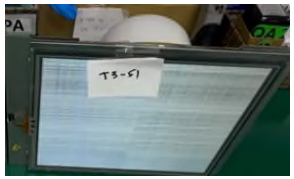
Return this two type of IC to Supplier for analysis

GARBAGE DISPLAY (During Boot Up 2~3 Secs) IC - TFP401APZP Swappping Result

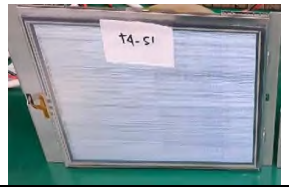
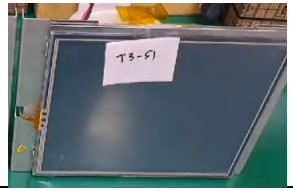
30/10/2024

IC SWAP Procedue:
1) Power Up the Module same time (Compare the good and NG)
2) Swap IC to confirm if the rejected related to IC (TFP401APZP) Swap (IC from good module to defective module)

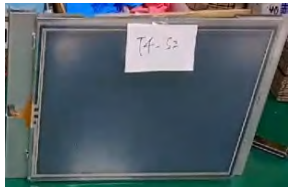
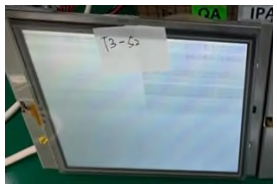
1st Set of Samples (S1)

BEFORE SWAP	T4-S1 Sample	T3- S1 Sample
DISPLAY IMAGE DURING BOOT UP		
IC (TFP401APZP) USED		
DISPLAY RESULT	OK/Normal	Garbage Display during boot up (2 ~ 3 secs)

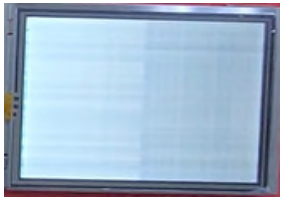
SWAP IC

AFTER SWAP	T4-S1 Sample	T3- S1 Sample
DISPLAY IMAGE DURING BOOT UP		
IC (TFP401APZP) USED		
DISPLAY RESULT	Garbage Display during boot up (2 ~ 3 secs)	OK/Normal

2nd Set of Samples (S2)

BEFORE SWAP	T4-S2 Sample	T3- S2 Sample
DISPLAY IMAGE DURING BOOT UP		
IC used		
	OK/Normal	Garbage Display during boot up (2 ~ 3 secs)

SWAP IC

AFTER SWAP	T4-S1 Sample	T3- S1 Sample
DISPLAY IMAGE DURING BOOT UP		
IC (TFP401APZP) USED		
DISPLAY RESULT	Garbage Display during boot up (2 ~ 3 secs)	OK/Normal

RESULT: Based on the IC Swapping result the garbage display detected during boot up (2~3 secs is related/followed IC) Need to request supplier to analyze this issue