

<b>CUSTOMER COMPLAINT REPORT</b>		<b>CCR No.</b>	CCR154
<b>Customer:</b>	Divesoft s.r.o.	<b>Date:</b>	1/6/2023
<b>File No.:</b>	CID5530	<b>P.O.</b>	PST2872
<b>Address:</b>	Halkova 2490, 413 01, Czech Republic	<b>Invoice:</b>	RST140832-1
<b>Product:</b>	P/n 8010020 - Oxygen sensor type 22D	<b>Despatched:</b>	22/2/2023
<b>Serial No.(s):</b>	D109803, D110940, D111154, D111156		
<b>Manufacturer / Supplier</b>	Honeywell / VST		
MHRA Risk assessment carried out <b>Yes</b> No			
<b>Nature of Complaint:</b>  The sensor loses connection when the Molex connector is fully inserted, but regains connection when the sensor is pulled out slightly.			
<b>Result of Investigation:</b>  Sensors were returned to Honeywell for investigation. It was discovered that the conformal coating used on the PCBs had been allowed to coat the bottom sections of the contact pins where they meet the PCB, creating a small area on the pins that was non-conductive.			
<b>Signed:</b>		<b>Date:</b>	
<b>Corrective Action:</b>			
<b>External:</b> Honeywell conducted staff training to ensure that the issue does not arise again.			
<b>Internal:</b> 4 faulty sensors were credited for the customer.			
<b>Signed:</b>		<b>Date:</b>	
<b>MHRA Informed?</b>		<b>YES</b>	NO
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