

CUSTOMER COMPLAINT REPORT		CCR No.	CCR154
		Date:	1/6/2023
Customer:	Divesoft s.r.o.	P.O.	PST2872
File No.:	CID5530	Invoice:	RST140832-1
Address:	Halkova 2490, 413 01, Czech Republic		
Product:	P/n 8010020 - Oxygen sensor type 22D	Despatched:	22/2/2023
Serial No.(s):	D109803, D110940, D111154, D111156		
Manufacturer / Supplier	Honeywell / VST		
MHRA Risk assessment carried out Yes No			
<u>Nature of Complaint:</u> <p>The sensor loses connection when the Molex connector is fully inserted, but regains connection when the sensor is pulled out slightly.</p>			
<u>Result of Investigation:</u> <p>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.</p>			
Signed:		Date:	
<u>Corrective Action:</u>			
<u>External:</u>			
Honeywell conducted staff training to ensure that the issue does not arise again.			
<u>Internal:</u>			
4 faulty sensors were credited for the customer.			
Signed:		Date:	
MHRA Informed?	YES NO		QC 12