

4/11/2025

Subject: Customer notification of potential non-conforming condition on V30 series of parts.

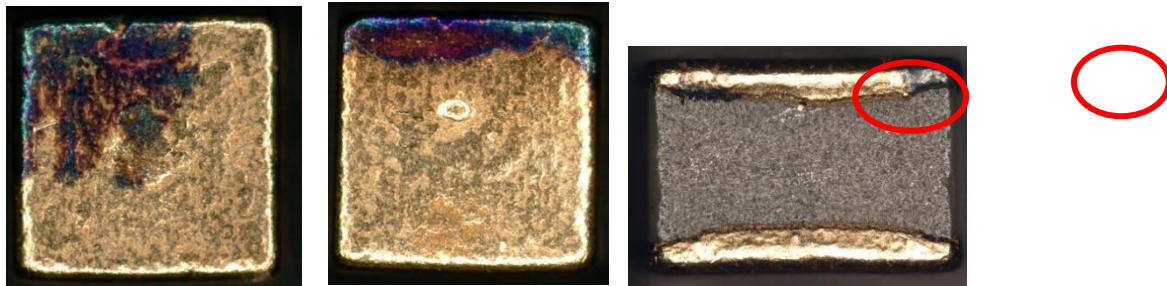
Dear Customer,

The purpose of this notification is to notify you of the following potential non-conforming condition:

Please refer to page 2 for a full list of the affected part numbers and scope.

Non-conforming Condition:

- Parts exhibit visual corrosion that can be seen through the metallization layers on the bonding surface and/or the sides of the parts. This condition seems to worsen over time, especially if parts are stored in a humid environment. It appears as a blue, green, or purple stain.
- Testing shows that there is no performance degradation on parts that are already bonded. This is true for both electrical performance and bond strength.
- Parts that exhibit this condition prior to bonding are suspect and should not be used within application due to potential issues with bondability.



Root Cause / Corrective Action:

- The root cause of this condition is the improper removal of plating salts during the plating process causing corrosion of the metallization layer.
- The corrective action for this issue is an improved rinsing process between the metallization layers.
- A formal 8D is available upon request.



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Recommended Actions:

- Inspection of inventory, looking for the defect noted in the images above. If the defect is found on any part within a given batch Knowles suggests that the full batch is returned for review and replacement.
- Assembled/bonded parts are not of concern based on the test data.
- A Test Report including this data is available upon request.

<p><u>Part Numbers Affected:</u></p> <ul style="list-style-type: none"> - V30BZ102M1SX - V30BZ102M6SB - V30BZ102M6SX - V30BZ103M1SX - V30BZ103M1SX-100 - V30BZ103M1SX-P - V30BZ103M5SA - V30BZ103M5SB - V30BZ103M5SX - V30BZ222M8SX - V30BZ472M1SX - V30BZ682M1SX - V80BZ104M2SX - V80BZ104M5SX <p>Kits that have V-Series in them:</p> <ul style="list-style-type: none"> - V SERIES - AMPLIFIER BYPASS SAMPLE KIT - ENG DESIGN KIT SLC 	<p><u>Scope:</u></p> <ul style="list-style-type: none"> • All parts shipped and received from KCC between 4/1/2024 and 4/11/2025
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If you require further information, please contact Knowles Quality.

Yours sincerely,

Patrick Cole

Patrick Cole

Quality Manager



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V- Series Notification FAQ – April 2025:

- 1) What percentage of parts have this condition?
 - a. Defect rate varies between batches from <1% to >50%

- 2) What batch number/date codes are affected?
 - a. All batches and date codes shipped/received between 4/1/2024 and 4/11/2025

- 3) What determined the scope? What about parts received before 4/1/2024?
 - a. The scope was stopped at a year as Knowles only guarantees part bondability for one year after receipt

- 4) What about parts already in the field?
 - a. Part performance doesn't degrade on parts previously bonded. A test report is available upon request.

- 5) Can I have a copy of the Test Report?
 - a. Yes
 - i. Quality will provide a copy of the report to Customer Service and Sales

- 6) Can I have a copy of the 8D?
 - a. Yes
 - i. Quality will provide a copy of the 8D to Customer Service and Sales

- 7) Are any other parts affected?
 - a. No, the only part numbers affected are those mentioned within the notification