***Prior to submitting devices for Failure Analysis, please contact Customer Operations for an RMA Number!***

***For different failure modes, different request forms may be needed. All fields in this form are mandatory.***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **To:** | **Failure Analysis** | | **From:** |  | | **To be completed by ADI:** | |
| **Customer Complaint Date:** | |  | **RMA Request Date:** | |  | **RMA #:** |  |

***Contact Information:***

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer:** |  | **Distributor:** |  |
| **Contact:** |  | **Contact:** |  |
| **Phone:** |  | **Phone:** |  |
| **Email:** |  | **Email:** |  |
| **Address:** |  | | |

***Device Information:***

|  |  |  |  |
| --- | --- | --- | --- |
| **Part Number:** |  | **Customer Part Number:** |  |
| **Sales Order #:** |  | **Customer Reference Number:** |  |
| **Lot Code** (from reel or box label): |  | **Purchase Order #:** |  |
| **Batch ID** (from reel or box label): |  | **Annual Volume Usage:** |  |
| **Top Marking(s):**  (For more than one part use page 2) | **Line 1: Line 2: Line 3: Line 4: Bottom/Back Marking:** | | |

***Failure Information:***

|  |
| --- |
| **Number of devices returned for analysis** (no more than 10 units)**:** |
| **Failure rate:**       Devices failed out of a total of       devices tested |
| **Application Maturity:**  New Design  Product in use since       (month and year) |
| **Point of Failure (check all that apply):**  **Incoming Inspection:**  Visual or  Electrical  **Production Line Failure**  **0 km / 0 hour at End Customer:**  **Field Failure after**       at End Customer:  **Qualification/Reliability:** Stress Test:       Conditions:       Duration:       hours of operation  **Sample Evaluation**  **Resubmission of CFAR**       (where previous FA could not verify any failure, but the part is still failing at the customer) |
| **How was the failure verified after device was removed from the application before sending it for analysis?**  Failure was verified on component level outside the application  No additional verification was done  Device was put in a known good application where it also failed  Other (specify details below) |

***Describe the observed failure as detailed as possible:***

Please provide the expected versus observed behavior, input/output voltages/currents, failing parameter(s), temperature. Attach circuit diagrams, measurement results, waveforms. This will help the Failure Analysis lab to duplicate the failure on the bench on a stand-alone device, especially if this is a resubmission of an FA where the failure could not be found, but the part is still failing in the customer application.

< Enter all failure details here >

***Marking Information for more than one part:***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Quantity** | **Top Marking** | **Bottom/Back Marking** | **Batch ID**  (From reel label) | **Purchase Order #** |
|  | Line 1:  Line 2:  Line 3:  Line 4: |  |  |  |
|  | Line 1:  Line 2:  Line 3:  Line 4: |  |  |  |
|  | Line 1:  Line 2:  Line 3:  Line 4: |  |  |  |
|  | Line 1:  Line 2:  Line 3:  Line 4: |  |  |  |
|  | Line 1:  Line 2:  Line 3:  Line 4: |  |  |  |
|  | Line 1:  Line 2:  Line 3:  Line 4: |  |  |  |
|  | Line 1:  Line 2:  Line 3:  Line 4: |  |  |  |
|  | Line 1:  Line 2:  Line 3:  Line 4: |  |  |  |
|  | Line 1:  Line 2:  Line 3:  Line 4: |  |  |  |
|  | Line 1:  Line 2:  Line 3:  Line 4: |  |  |  |