

Customer Product Return Instructions

October 2020

Outline

- Introduction
- Portal process
 - Getting started
 - Basic information
 - Priority levels
 - Other details
 - Uploading files
 - Summary
 - Submitted!
 - After the first time

Introduction: **Customer Product Return Portal**

What Is CPR:

The Customer Product Return (CPR) portal is an online tool for efficiently submitting failure analysis requests to TI. It is designed to improve the failure analysis return request process.

Why Use CPR:

- Supports TI's focused strategy of centralized web services. Rather than having to search, call, or locate a Tier via field, regional, or customer service for help
- Improved communication through elimination of paper and random emails
- Improved data collection with data validation and file upload support
- Improved access from anywhere in the world using the ti.com website
- Improved tracking with a single point of contact for submission status
- Improve customer visibility to return status
- Direct automated interface to TI's internal Quality Event Management (QEM) system

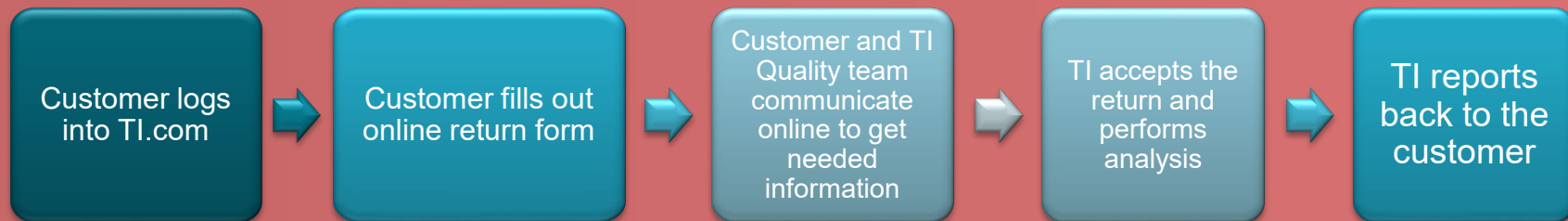
Introduction: **Customer Product Return Portal**

Other CPR Benefits:

- All first-time users must register for a **myTI** account via the www.TI.com website. A **myTI** account includes following features:
 - Buy ICs & request free samples, tools, & software
 - Get support on E2E (Engineer to Engineer) forum
 - Simulate customer designs in WEBENCH
 - Personalize your web experience, set alerts for TI products & software
 - Customer Product Return (CPR) Portal
- CPR allows TI customers to submit their requests online in real time.
- Allows/notifies TI CQE team from all regions to view request immediately upon submission.
- Customers are able to select options like:
 - Refund for credit, Product replacement, or Failure analysis
 - Data collection with data validation in one system
 - Type of issue specific questions for major categories will be enabled based on customer selection
 - » Includes TI parts' specific details (e.g. DLP, programmable or RF low power parts)
 - File upload feature of supporting documents with pre-defined category labels
- CPR supports history tracking with time stamp capture & status updates
- The automated interface imports the CPR data into TI QEM system and generates the QEM#.

Introduction: Online Flow

New Online Return Flow



- One point of contact for the customer accessible from anywhere
- Required information is highlighted upfront reducing the need for back and forth between TI and customer
- Reduced cycle time between return initiation and start of analysis
- Return status notification provided by email and a customer portal to check the return acceptance status

Getting started: Creating / accessing myTI

For best results, use Google Chrome, Internet Explorer 11, or Mozilla Firefox.

TEXAS INSTRUMENTS

Search

Login / Register

Products Applications Design resources Quality & reliability Support & training Order now About TI

My History TI store cart English myTI

The future of test and measurement is ready today

Achieve quicker, more comprehensive measurements with the fastest 12-bit ADC with 8-GHz input bandwidth

Learn more

Featured products for you

THS4561

Low-power, 70-MHz, high-supply-range, fully-differential amplifier - **New**

OPA1637

High-fidelity, high-voltage (36-V), low-noise (3.7-nV/rHz) Burr-Brown™ audio fully-differential amp - **New**

TPS5652353

LNB voltage regulator with I2C interface - **New**

- Start at TI's main website (www.ti.com)
- The top right link gives the option to login or register for a myTI account
 - All first-time users must register for an account
 - <https://www.ti.com/myti/nsdocs/register>

Getting started: Accessing 'Customer returns' page

The screenshot shows the Texas Instruments website interface. At the top, a red navigation bar contains links: Products, Applications, Design resources, Quality & reliability, Support & training, Order now, and About TI. Below this, a secondary menu under 'Quality & reliability' lists: Policies & procedures >, Environmental information >, Reliability >, Certifications & standards >, and Additional information >. The 'Additional information >' dropdown is open, showing links: Moisture sensitivity level search, Quality FAQs, Failure analysis, Customer returns (highlighted with a blue box and an arrow), and Part marking lookup. On the left, a sidebar shows the user's profile (Alphonse Tumuna) and various settings. The main content area displays the user's profile, a TI E2E Community link, and order history.

Products Applications Design resources **Quality & reliability** Support & training Order now About TI

Products Applications Design resources **Quality & reliability** Support & training Order now About TI

TI home > myTI account
myTI account

Alphonse Tumuna
Company/university: Texas Instruments
Location: Dallas, TX 75243, United States | [Edit](#)

Profile
Login & password
Profile information
Settings
Product, tool & software alerts
E2E community preferences
My activity
E2E community posts
TI.com order history
WEBENCH® designs
myRegistered software
mySecure software
Extranets

TI E2E Community
engineer.to.engineer,
solving problems

Search for solutions, get help, share knowledge and solve problems with fellow engineers and TI experts.

Search E2E

Join the TI E2E Community today!

- Post, share and get answers now
- Get recognized for your contributions
- Subscribe to discussions that interest you

TI.com order history [View all >](#)
You have no orders.

[Request samples or buy ICs >](#)

[Buy evaluation boards, software & tools >](#)

Customer returns

- If this is your first time logging in or you have not submitted a return before then click on 'Quality & reliability' tab to open up the options above
- Click on the 'Customer returns' link to get to the customer returns page

Getting started: 'Customer returns' page

Quality policies & procedures

General quality guidelines

Quality system manual

Product life cycle

Product change notification

Anti-counterfeit

Environmental information

Material content search

Packing material information

Lead-free (Pb-free)

Product shelf life

Reliability

Qualification summary

Reliability terminology

Reliability testing

DPPM / FIT / MTBF estimator

Calculators

Ongoing reliability monitoring

Certifications & standards

Certifications

Industry standards

Additional information

Packaging information

Moisture sensitivity level search

Quality FAQs

Failure analysis

Customer returns

Customer returns

Customer satisfaction is important to Texas Instruments, and customer returns are handled with care and urgency. To ensure timely resolution of customer concerns, TI has an established customer return process for customers who wish to return parts. Our process also includes incident tracking and failure mechanism data analysis to drive continuous quality improvements and enhancements.



Note

If you purchased TI products from an authorized TI distributor, please contact your [authorized TI distributor](#) for instructions to begin a product return request.

The following guidelines should be used when returning material to TI.

↕ Return situation	↕ Recommended action
TI products were purchased from an authorized TI distributor.	Contact the distributor that provided the products and follow their return procedure.
TI products were purchased online from the TI store and do not exhibit a possible non-conformance to specifications.	Please see the TI store FAQs for information on returns, refunds and cancellations on TI store orders.
TI products exhibit a potential shipping, packaging or labeling issue, and a correction is requested. (See note on distributors above).	For resolution of shipping or packaging issues, such as label errors, mixed material, wrong material, wrong quantity, packaging issues or other issues or questions, contact TI customer support .
TI products purchased directly from TI or the TI store, and suspected to be nonconforming to datasheet electrical, mechanical or image quality specifications, and failure analysis is requested.	To request analysis of a suspected nonconforming product, please complete the return request submission form . Follow TI's guidelines for handling customer returns . Upon acceptance of the request, return instructions will be provided. Please do not ship products until instructed.
Other request - not covered above	Contact your company's procurement specialist.

- You will arrive at the 'Customer returns' page
- For devices purchased through an authorized TI distributor, please contact the distributor
- Review the provided 'Return situation' options and follow the recommended action for the matching scenario
- Click on the 'return request submission form' link to start a request
- A link to the guidelines for handling customer returns is also provided
- Returns not handled in accordance with the guidelines may not be accepted

Getting started: ‘Create a return request’

Products Applications Design resources Quality & reliability Support & training Order now About TI

TI home > myTI account > Product returns > Create a return request

Create a return request

[In English](#) | [中文](#) | [日本語表示](#)

*** Required**

Let's start with basic information about this return

This return will show up in your myTI account. Edit your myTI profile to keep your information current.

Alphonse Tumuna

Texas Instruments

12500 TI Blvd Dallas

TX 75243, US

[Edit your myTI profile](#)

- Profile information will preload from myTI account
- If myTI account information is incorrect, use “Edit your myTI profile” link
- **City and Country/Region are mandatory fields for CPR tool. Province is mandatory for Asia**

Creating a request: 'Contact details'

- Contact information provided in myTI account will be automatically loaded here
- Review to check for errors and make any necessary corrections
- **The required information is marked by red asterisks**
- An additional email address box is available to add anyone else who should be notified

Contact details

Person named below will be the primary contact for processing this return. By default your myTI account details are filled below. Edit your myTI profile to keep your information current.

* Contact person name	* Company	Company number
<input type="text" value="Alphonse Tumuna"/>	<input type="text" value="Texas Instruments"/>	<input type="text"/>
* Country or region		
<input type="text" value="United States"/> ▼		
* Address line 1		
<input type="text" value="12500 TI Blvd"/>		
Address line 2		
<input type="text"/>		
* City	* State or province	* ZIP or postal code
<input type="text" value="Dallas"/>	<input type="text" value="Texas"/> ▼	<input type="text" value="75243"/>
* Phone ⓘ		
<input type="text" value="select"/> ▼ <input type="text" value="222-333-4444"/>		
* Email address	Additional email addresses	
<input type="text" value="abcdefg@ti.com"/>	<input type="text"/>	

e.g., TI Sales, FAE contact, internal company contacts, etc.

Note: Use comma to separate email addresses. Email addresses specified will receive a copy of all correspondences regarding this return.

Note: Enter contact information in English. Use of other languages will result in an error and an inability to proceed to the next page.

Creating a request: selecting 'Return origin'

* Contact person name	* Company	Company number
<input type="text" value="Alphonse Tumuna"/>	<input type="text" value="Texas Instruments"/>	<input type="text"/>
* Country or region	* Enter location where return is coming from ⓘ	
<input type="text" value="China (简体中文)"/>	<input type="text" value="sh"/>	
	<div>Shahe Shanghai Shangluo Shangqiu Shangrao</div>	

* Contact person name	* Company	Company number
<input type="text" value="Alphonse Tumuna"/>	<input type="text" value="Texas Instruments"/>	<input type="text"/>
* Country or region	* Enter location where return is coming from ⓘ	
<input type="text" value="Japan (日本語)"/>	<input type="text" value="to"/>	
	<div>Tochigi Tokushima Tokyo Tottori Toyama</div>	

- If China or Japan is selected as the country or region, an additional box titled 'Enter location where return is coming from' will appear
- For China select the corresponding city and for Japan the prefecture the return is coming from
- The available locations are preprogrammed and starting to type will show you the available options

Basic info: filling out 'Product return details'

For best results, use Google Chrome, Internet Explorer 11, or Mozilla Firefox.

Product return details

* TI orderable part number ⓘ

Customer

* TI orderable part number ⓘ

TPS

TPS1H200EVM

TPS70960DRVR

TPS7A8300ARGWR

TPS7A8300ARGWT

TPS51200AQDRCRQ1

Step 1:

- Customer must type in full and correct TI part number
- Only one TI part number can be used for each requested return
- A customer part number can be added for device tracking purposes

* Customer Requesting:

☐ Refund for credit ☐ Product replacement ☐ Failure analysis

Note: Failure analysis is not guaranteed. Failure analysis will be done on an as needed basis based on frequency of failure & customer needs.

Step 2: Select you request

* Purchased from

TI (sales/directly)

TI Store

TI Authorized Distributor

Step 3: Select how the part was purchased

Order details ⓘ

Customer reference/tracking #

Sales order number (SO#)

Purchase order number (PO#)

Delivery document number (DN#)

End customer details ⓘ

☐ Check if end customer same as customer in Contact Details

* End customer name

* End customer's company name

* End customer's email address

Step 4: Check the box if the end customer is the same as the information in the Contact Details. Otherwise enter the end customer information.

Save & continue

Step 5: Click 'Save & continue' to proceed to the next page

Basic info: 'Purchased from' TI sales/Store

* Purchased from

☒ TI (sales/directly) ☐ TI Store ☐ TI Authorized Distributor

Sales contact name Sales email address

Was the board containing suspect TI part manufactured by 3rd party?

☐ Yes ☐ No

* Purchased from

☐ TI (sales/directly) ☒ TI Store ☐ TI Authorized Distributor

* Order Number

Sales contact name Sales email address

- For devices bought through the sales team or the TI store, the sales contact name and email address will be helpful with traceability
- If you purchased through the TI store the order number is required.

Basic info: 'Purchased from' a distributor

* Purchased from

TI (sales/directly) TI Store **TI Authorized Distributor**

See list of all [TI authorized distributors](#)

* Distributor name

select ▼

* Distributor site/location

▼

* Distributor contact email address

* Distributor Tracking # / SCAR#

[See FAQs](#)

Note : Distributor tracking number will be required prior to TI acceptance of product return. This number is provided by the distributor & is evidence that the distributor has approved this return.

Please attach distributor confirmation email or pdf in the upload section.

Was the board containing suspect TI part manufactured by 3rd party?

☐ Yes ☐ No

TI Information – Selective Disclosure

Select 'TI Authorized Distributor' tab for devices bought through a distributor

- A drop down menu of all the distributors TI uses is available under 'Distributor name'. Select your distributor followed by their location
- **Distributor tracking # / SCAR#** is required from the distributor for the final return submission
 - If not available yet, the customer can continue with the submission but will be required to fill out the field later
 - The completed form can be downloaded and emailed to the distributor to obtain the tracking #
- Distributor email address & location are required fields

Distributor	Tracking# format	Example
ARROW	RMA-YYYY-XXXXX	RMA-2018-00897
AVNET	RMA# XXXXXXXXX	RMA# 60448966
KTL	KTL-YYMM-XXXXX	KTL-1808-02457
MACNICA	CLV-XX-FARXXXX	CLV-17-FAR0385
MARUBUN	FYY-XXXX	F16-0209
NEXTE ELECTRONICS	9XXXXXX	9800602

Return details: **Priority of this return**

- The 'Return details' page collects information about the unit(s) being returned
- You can select the level of priority that TI should handle the request and the reason why
- If you have a reason not available in the provided options select 'Other' and type it in the provided box

Product return: CPR201009393

[In English](#) | [中文](#) | [日本語表示](#)

✓ Basic information — 2 Return details — 3 Part details — 4 Upload files

Return details

Priority of this return

How urgently would you like TI to respond to this request?

Standard Major Critical

* What is the reason for requesting this return?

Knowing the reason helps TI prioritize your request

- ☐ Manufacturing is inconvenienced
- ☐ Increase in field fallout
- ☐ Minor issue with product
- ☐ Development board failure
- ☐ Other

Provide reason

Progress bar at the top of the page shows completed page (blue), current page (black), and to-do pages (grey).

Standard Major Critical

* What is the reason for requesting this return?

Knowing the reason helps TI prioritize your request

- ☐ Production stop
- ☐ Major impact on throughput
- ☐ Field fallout level of concern
- ☐ Other

Standard Major Critical

* What is the reason for requesting this return?

Knowing the reason helps TI prioritize your request

- ☐ Prevent product shipment
- ☐ Severely impacts production
- ☐ Unacceptable field reliability
- ☐ Other

Return details: 'Details on defect'

Application

How were you using this part?

Select one

AUTOMOTIVE
AVIONICS-MILITARY-SPACE
COMPUTER
CONSUMER
INDUSTRIAL
ISOLATION
MEDICAL
TELECOM
WIRED
WIRELESS
OTHER

Details on defect

* Application

How were you using this part?

Select one

* Customer failure location

What stage did you find this issue?

Select one

* Type of issue

Electrical

Visual/Mechanical

Shipping

Save & continue

Go to summary

Customer failure location

What stage did you find this issue?

Select one

Incoming Inspection
Reliability / Qual Test
In-Circuit Test (ICT)
Functional Test (FCT)
Prototype
Production / Assembly
System Level Test
Application
0 km / 0 hrs
Field Failure [mile / km]
Warranty
Other

Drop down menus are available for the application and failure location. Select the options that match your observed issue.

If there are some errors when you click 'Save & continue' a link will appear allowing you to proceed to the next page without fixing the reported errors.

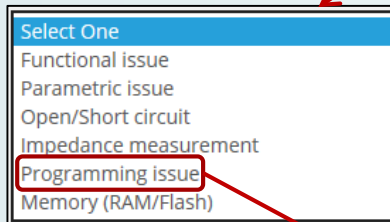
Note: All the required information will need to be filled in before a request can be submitted.

TI Information – Selective Disclosure

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Return details: 'Type of issue' Electrical

- Select the matching issue from the options in the drop down menu
- Add any details in the 'Provide details' box
- For a programming issue a pop-up section will appear requiring more information about the observed issue



* Type of issue

Electrical Visual/Mechanical Shipping

* Select the type of electrical issue

Select One

Provide issue type details

1000 characters remaining.

Programming conditions, frequency, hardware, software, methods, etc. can be entered.

Return details: 'Type of issue' Visual/Mechanical

* Type of issue

Electrical **Visual/Mechanical** Shipping

* Select the type of visual/mechanical issue

Select One

- Carrier (T&R, tube or tray)
- Pin(s)/Balls(s) condition
- Package damage
- TI part marking
- Solderability issue**
- Other (specify below)

1000 characters remaining.

- Pick the matching observed issue from the drop down menu
- If none of the options match your issue select 'Other' and explain in the 'Provide details' box
- For 'Solderability issue' a pop-up section will appear requiring more information

Solder profile, max temp, type of solder, age, finish on the lead, etc. can be entered.

Return details: 'Type of issue' Shipping

* Type of issue

Electrical Visual/Mechanical **Shipping**

* Select the type of shipping issue

Select One

- Damaged carton/box
- Labeling
- Incomplete seal
- Wrong TI part/quantity
- Document missing

1000 characters remaining.

Select the type of shipping issue from drop down menu and add any additional details in the provided box.

Part details: **Device history**


Product return: CPR201009393 In English | 中文 | 日本語表示

✓ Basic information — ✓ Return details — **3 Part details** — 4 Upload files

Part details

You can return up to three parts.

* Total failed quantity ⓘ * Total units run ⓘ * Failure rate (ppm) ⓘ

* Desired return quantity ⓘ 

1

2

3

Please provide details for suspect unit samples you plan to return to TI. Note: Maximum of 3 samples per return form will be accepted.

- The 'Part details' page collects information about the unit(s) being returned
- Number of failure units and total units run can be entered
- The failure rate will be automatically calculated from the total failed quantity and total units run entered
- 3 units is the maximum number per return request form

Part details: **Application information**

* Is the suspect TI part used in more than one location on the circuit board?

* Is this a new application?

* Was the application/design changed or modified recently (within the last year)?

Did the same issue occur in the past?

* How many locations?

* Which locations are causing the issue?

* Please describe change

When was suspect TI part designed into this application?
* Month * Year

Provide the reference TI QEM, TI QTS# or National PQA#.
If available

- Provide answers to the questions about the application
- Whether the part is used in more than one location, new application or change, and when the part was designed in can provide clues for the cause of the observed issue
- If there was a previous return for the same issue please provide the matching report

Part details: Unit information

Unit 1 → Unit 1 Unit 2 Unit 3

Copy unit 2 details Copy unit 3 details

Suspect lot trace code(s) and ship trace code(s)

Provide lot trace codes for each part you intend to return [See FAQs](#)

Customer unit ID ⓘ Lot trace code ⓘ Ship trace code ⓘ

- Depending on the number of units being returned you will get different tabs for each unit
- If there is a unique code used to identify the unit(s) being returned enter it in the 'Customer unit ID' box
- Provide the lot trace code (LTC) in the box provided (this will be mandatory in the future)
- The ship trace code can be found on the shipping label next to the characters '1T'
- Once you have filled in all the information for 'Unit x' and clicked 'Save unit x details' button at the bottom of the page, you can copy over the information for the next unit if they are identical using 'Copy Unit x details' button

Part details: Programmable and RF devices

* Some parts require additional details. Are you returning a programmable or RF low power device?

☒ Yes ☐ No ☐ Do not know

* Is the suspect TI part protected by a Security Key Code?

☒ Yes ☐ No ☐ Do not know

* Which firmware version is used? ⓘ

Select the type of part you are returning

☒ Programmable products ☐ Wireless Connectivity radio products ☐ MSP430/MSP432 Microcontrollers

* Suspect TI Part Register Settings? ⓘ

* Failing Radio (BT/FM/WLAN/GPS): ⓘ

* Failing pin(s):

* Failing parameter (RF or power management): ⓘ

* Failing modulation/rate (if applicable): ⓘ

* Failing channel/frequency: ⓘ

* Which firmware version is used? ⓘ

MSP430/MSP432 Microcontrollers

Is the JTAG access disabled?

☐ Yes ☐ No

Please provide the customer code: ⓘ

Please upload the JTAG file in the 'Upload files' section

In case a FRAM TI part needs to be replaced on an application board the customer must be aware that the memory content can be changed by the de-soldering process. Therefore it is recommended to analyze any wrong application behavior directly on the application board or read out the memory content of the TI part before de-soldering.

- For programmable/RF parts, select yes to access the three options
- 'Programmable products' will require information about the security key code and firmware if available
- Wireless connectivity products will require more information on the observed issue

- The different radios are Bluetooth (BT), Frequency Modulation (FM), Wireless Local Area Network (WLAN), and Global Positioning System (GPS)
- The status of the JTAG access and customer code is needed for MSP430/MSP432 Microcontroller issues

Part details: Biasing conditions & verification

Failure conditions:

Failure conditions

* Temperature (°C) ⓘ

Frequency (Hz) ⓘ

Vcc/Vdd (V) ⓘ

☐ AC ☐ DC

Vout (V) ⓘ

☐ AC ☐ DC

Failure conditions to a specific usage

* What is the condition of the suspected failing TI part(s)?

* Was the observed issue verified on suspect TI part level outside the application?

* Was the suspect TI part installed onto another passing board causing that board to fail (A-B-A swap)?

It is essential for us to know if TI part caused failure. Please ensure this has been performed.

* Did replacing the suspect TI part resolve the issue?

Select the answer that applies to the following questions to the best of your knowledge

- Information about the biasing conditions is critical in helping TI process and verify the observed issue (Please be as detailed as possible)
- The temperature at which the issue is observed is required information
- Enter frequency in Hz (leave blank if the device is not switching)
- Supply voltage (Vcc/Vdd) and output voltage (Vout) along with whether they are switching (AC) or not (DC) are optional
- Click 'Save unit x details' button
 - **Be sure to go to the tabs for the other units and fill in their information**
- Once all the unit(s) details have been filled out and saved click the 'Save and continue' button to proceed to the next page

Save & continue

[Go to summary](#)

Uploading files

✓ Basic information — ✓ Return details — ✓ Part details — 4 Upload files

Upload files

Upload images & videos of devices

Attach pictures or videos to help us understand the suspect device. In order to process your return faster, provide pictures that show marking information from the:

- Front of device that is suspect
- Back of device that is suspect
- Front of device that is working well
- Back of device that is working well
- Picture of the label on the TI reel
- Customer Analysis Report
- Customer Datalog
- Customer Schematic
- Customer oszi plot, screen shot
- Customer Setup
- MSP430/MSP432 JTAG code

You may upload files up to 50Mb (total for all files). The following formats are allowed: JPG, PNG, PDF, AVI, MPEG, MP4, MOV, DOCX, DOC, XLSX, XLS, PPTX, PPT, MPG, TXT, OUT, HEX, DAT or MSG.

Microsoft Office files with 'macros' will not be accepted. If the return needs files with macros attached, please get in touch with your TI representative via email.

- Front and back images of the suspect device are very helpful (please provide if available)
- Multiple file types accepted with a 50Mb limit for all files submitted
- Files with macros will not be accepted. Customer will be prompted to contact their TI representative

Select file to upload

Selected file

File Name: top.jpg

Choose a description for the file you uploaded

Select one



Upload file

Cancel this upload

Select one

Front of device that is suspect
Back of device that is suspect
Front of device that is working well
Back of device that is working well
Picture of the label on the TI reel
Customer Analysis Report
Customer Datalog
Customer Schematic
Customer oszi plot, screen shot
Customer Setup
MSP430/MSP432 JTAG code
Other

Select file to upload

✓ Uploaded: top.jpg

(Front of device that is suspect)

Delete

[Go to summary](#)

Summary: Submitting the request for TI review

Summary

[View all product returns](#)

Shows your return history for this device → [History](#) [Download PDF](#) [Print](#)

Ready for submission ⓘ

All required fields have been completed.

Let us know if you have any further comments on this return. If you are re-submitting, provide details of the changes made.

Any additional comments can be added here

[Submit for review](#)

[Modify return](#) ⓘ

Use this button to make any changes to the provided information before submitting

myTI Account

Alphonse Tumuna

Texas Instruments

12500 TI Blvd
Dallas TX 75243 US

222-333-4444

abcdefg@ti.com

Contact

Alphonse Tumuna

Texas Instruments

12500 TI Blvd
Dallas TX 75243 US

+1 222-333-4444

abcdefg@ti.com

Check to make sure your contact information is correct

Link to the 'Product returns' page in your myTI account

Provides a PDF file with all the information entered

Submit button

Summary: Reviewing entered information

Basic information	
Product return details	
TI orderable part number	TPS25831QWRHBRQ1
Customer part number	
Customer requesting	Failure analysis
Purchased from	
Vendor	TI (sales/directly)
Sales contact name	
Sales email address	
Was the board containing suspect TI part manufactured by 3rd party?	
Board manufacturer name	
Board manufacturer site/location	
Board manufacturer contact email address	
Order details	
Customer Reference/Tracking #	
Sales Order Number (SO#)	
Purchase Order Number (PO#)	
Delivery Document Number (DN#)	
End customer details	
End customer name	Corey Lewis
End customer's company name	Texas Instruments
End customer's email address	Corey12@NEpats.com

Return details	
Return details	
Priority of this return	Standard : Manufacturing is inconvenienced
Application	AUTOMOTIVE
Customer failure location	Production / Assembly
Type of issue	Electrical: Functional Issue
Provide issue type details	Low output
Part details	
Part details	
Total failed quantity	2
Total units run	100000
Failure rate (ppm)	20 ppm
Desired return quantity	2
Is the suspect TI part used in more than one location on the circuit board?	N
How many locations?	
Which locations are causing the issue?	
Is this a new application?	N
When was suspect TI part designed into this application?	01/2015
Was the application/design changed or modified recently (within the last year)?	N
Did the same issue occur in the past?	N
Provide the reference TI QTS# or National PQA#.	

Summary: Reviewing entered information cont'd

	Part 1	Part 2
Suspect lot trace code(s) and ship trace code(s)		
Customer unit ID	x1	x1
Lot trace code	45KT789	45KT789
Ship trace code		
Programmable products		
Are you returning a programmable or RF low power device?	N	N
Is the suspect TI part protected by a Security Key Code?		
Which firmware version is used?		
Wireless Connectivity radio products		
Suspect TI Part Register Settings?		
Failing Radio (BT/FM/WLAN/GPS):		
Failing pin(s):		
Failing parameter (RF or power management):		
Failing modulation/rate (if applicable):		
Failing channel/frequency:		
Which firmware version is used?		
MSP430/MSP432 Microcontrollers		
Is the JTAG access disabled?		
Please provide the customer code:		

Failure conditions:		
Temperature (°C)	25(°C)	25(°C)
Frequency (Hz)		
Vcc/Vdd (V)	5(V) DC	5(V) DC
Vout (V)	1(V) DC	1(V) DC
Failure conditions to a specific usage		
What is the condition of the suspected failing TI part(s)?	Repeatable	Repeatable
Was the observed issue verified on suspect TI part level outside the application?	Y	Y
Was the suspect TI part installed onto another passing board causing that board to fail (A-B-A swap)?	N	N
Did replacing the suspect TI part resolve the issue?	Y	Y
Files		
Files	Description	Download
top.jpg	Front of device that is suspect	Download


The second portion of the 'Parts detail' section and uploaded files (check to make sure the lot trace code and uploaded images are correct)

Summary: Missing information

Summary

[View all product returns](#)


[History](#) [Download PDF](#) [Print](#)


 **Draft**

The return form is incomplete. Edit the form to complete required fields.

Modify return

- If there is required information missing the summary page will show a 'Draft' status and you will not be able to submit
 - Clicking the 'Edit' button will take you the page with the missing information
 - The required fields will be highlighted by a red triangle
- For devices procured through a distributor, this status will appear if the disty tracking number was not initially entered
 - You can download the summary form & forward the return summary to the distributor to receive a tracking #.
- Once all the required information is provided, the summary page will now have a 'Submit for review' button and the return can be submitted

Select one 


 This is a required field. Please provide an answer.

Submitted!: Notification

Summary

[View all product returns](#)

[History](#) [Download PDF](#) [Print](#)

 **Submitted**

Your return has been submitted successfully and a CPR # has been assigned. Please make a note of the number for your records.

A TI representative has been assigned to review the details of your return. You will be notified by email regarding next steps once the review is complete. If your return request is accepted, you will be provided return shipping instructions.

Please note: The status of your return is available in your [my.ti.com](#) account.

- Above notification appears once the return has been submitted
- An email confirmation along with an attachment containing the summary of the information entered will be sent to the customer
- TI quality engineer is assigned to review the request based on product
- TI quality engineer will accept, decline, or request more information from customer

Product return: CPR201016877

Your return has been submitted



Submitted

TIPN: DLPLCR70UVEVM

Request submitted by: Alphonse Tumuna

Requesting company: Texas Instruments

Status: A request for return approval has been submitted. The case will be reviewed by a TI representative and accepted or declined based upon data verification/validation.

Comments from TI: Please be aware that TI can only accept parts that are undamaged and have been verified as eligible for return.

Note: You are receiving this email because the requestor has asked that you be notified.

For security reasons, links to return [Summary](#) and [History](#) information are only accessible by the original requestor.

Please contact the requestor for additional information.

After the first time: Creating a request

TI home > myTI account

myTI account

Profile

Login & profile

myTI FAQ

Settings

Product, tool & software alerts

E2E community preferences

My activity

E2E community posts

TI.com order history

Product returns

WEBENCH® designs

myRegistered software

mySecure software

Extranets

Product returns

Results 1- 50 of 79 product returns for past 365 days

[Create a return request](#) [Excel download](#)

Return ID	QEM no.	TI part number	Modified	RMA	Contact	End Customer	Status	
CPR191008406	QEM-CCR-1911-00035	DLPA200PPF	07 NOV 2019	1233434	Corey Lewis	Texas Instruments	Approved for analysis	View Edit History
CPR191008727	QEM-CCR-1911-00032	DLPA200PPF	07 NOV 2019	1234456	Corey Lewis	Texas Instruments	Approved for analysis	View Edit History
CPR191008724	-	1910-623AE	07 NOV 2019	1224432	Corey Lewis	Texas Instruments	Submitted	View Edit History
CPR191008401	QEM-CCR-1911-00011	TLV707135DQNR	04 NOV 2019	-	Corey Lewis	Texas Instruments	Approved for analysis	View Edit History Copy
CPR191008400	QEM-CCR-1910-00064	OPA333AIDBVR	23 OCT 2019	2324234424	Corey Lewis	Texas Instruments	Declined	View Edit History
CPR191008340	-	OPA4202ID	15 OCT 2019	12345666	Corey Lewis	Texas Instruments	Additional info requested	View Edit History

Product returns

[View all >](#)

#CPR191023242 31 Jan 2019 Draft
TI Part number: DLP470TPEVM-LED

#CPR191023241 31 Jan 2019 Declined
TI Part number: BQ6400RGZRC2

- If you previously submitted a return(s), there will be a section labeled 'Product returns' showing the return history, CPR #, and status
 - Click on the CPR# to make any changes to a previously submitted request
- Clicking on the link under 'My activity' or the 'View All' link to get to the 'Product returns' page
- Click on the 'Create a return request' button to go to the Customer Product Return page

Accepted: entering shipping/tracking information

Product returns

Create a return request

Showing product returns for past 365 days

Results 1- 13 of 13 View 50 per page

Return ID	QEM no.	TI part number	Modified	RMA	Contact	Status	
CPR181020472	QEM-CCR-1903-00874	TP52554DRCR	19 MAR 2019	ABCD12343	Corey Lewis	Accepted	View Edit History
CPR191024436	-	HB0D412ATDKDRHBG4	07 MAR 2019	-	Corey Lewis	Draft	View Edit History
CPR191024165	-	1910-623AE	05 MAR 2019	-	Corey Lewis	Draft	View Edit History
CPR191024164	-	1910-623AE	28 FEB 2019	-	Corey Lewis	Draft	View Edit History
CPR181019496	-	CC3200MODR1M2AMOB	24 JAN 2019	-	Corey Lewis	Deleted	View Edit History
CPR181020576	-	CC3200MODR1M2AMOB	06 DEC 2018	-	Corey Lewis	Deleted	View Edit History

Product return: CPR181020472

Summary

QEM-CCR-1903-00874

[See all product returns](#)

[History](#) [Download PDF](#) [Print](#)

Accepted

The return is accepted. See shipping information below and history page for any return related comments. Further information will be provided soon.

Ship accepted unit and a printed copy of the first page of this form to:

Texas Instruments Incorporated
ATTN: Halimah Yusof
APPIASC QEM Coordinator
12500 TI Blvd, J2-10 (h-yusof@ti.com)
South Campus Office: K2-3238
Dallas, TX 75243
United States of America

[Enter waybill tracking information](#)

[View return details](#)

Shipping tracking number

Carrier

Select carrier

Waybill number

Comments

[Save](#) [Close](#)

Select carrier

UPS
Fed Ex
USPS
DHL
Other

- You will receive an email if your return has been accepted with information on where to ship the part
- Log into your MyTI account and in the Product returns page click the 'View' link for the accepted return to access the summary page
- Information about where to ship the part will also be available on this page
- Click the 'Enter waybill tracking information' button and add your shipping information and click on the 'Save' button
- The tracking information should now appear in the summary page and an email will be sent out

Accepted: entering shipping/tracking information cont'd

Product return: CPR191004478

Summary

QEM-CCR-1903-00049

[See all product returns >](#)

[History](#) [Download PDF](#) [Print](#)

Accepted

The return is accepted. See shipping information below and [history page](#) for any return related comments. Further information will be provided soon.

Ship accepted unit and a printed copy of the first page of this form to:

Texas Instruments Semiconductor Technologies (Beijing) Co., Ltd.

ATTN: Customer Quality Engineer

abcd

Room 513 – 518, 5F Raycom Info Tech Park-A No. 2 Kexueyuan South Road, 北京市海淀区中关村科学院路2号融科资讯中心A

座513-518室

Tel: (86-10) 5878-4200 Fax: (86-10) 5878-4281

Beijing北京市 100190

PR China中国

[Enter shipping/waybill tracking information](#)

Shipping tracking number: Fed Ex- 234234

[View return details](#)

- The shipping information should now appear in the summary page and an email will be sent out

Sender: Texas Instruments - Product Returns

Subject: QEM-CCR-1903-00049 / Ship Tracking Number Added to CPR191004478

Distributor RMA#:

TIPN: DLP650LEFYA

Request submitted by: Karthi Govindasamy

Requesting company: Texas Instruments



Status:

A ship tracking number has been added to QEM-CCR-1903-00049 / CPR191004478

Ship Tracking Number : Fed Ex - 234234

Comments :

Note: You are receiving this email because the requestor has asked that you be notified.

For security reasons, links to return [Summary](#) and [History](#) information are only accessible by the original requestor.

Please contact the requestor for additional information.

Thank you for your business