



Customer Return Request

FAR# (Renesas Assigned)

United States export control laws restrict sharing information on select products to customers, vendors, partners, and employees outside of the United States. By using the Renesas Application and associated files, you agree that you will not share restricted information as defined by the Export Administration Regulations (EAR) and the International Traffic in Arms Regulations (ITAR). Should you have any questions, please contact the Trade Compliance Department at isl-ETACT@gr.renesas.com.

Date of Request:		Date of Failure:	
Your (Requestor) email address:			
Customer email address:			
Distributor email address:			
Renesas FAE email address:			

Contact Information:

Requestor First Name:		Last Name:	
Company:			
Address 1:			
Address 2:			
City/Location:			
State (US) or Country:			
Postal Code:			
Phone:			

Customer First Name:		Last Name:	
Company:			
Address 1:			
Address 2:			
City/Location:			
State (US) or Country:			
Postal Code:			
Phone:			

Distributor First Name:		Last Name:	
Company:			
Address 1:			
Address 2:			
City/Location:			
State (US) or Country:			
Postal Code:			
Phone:			

Customer Details:

Type of Customer: (1=Standard, 2=Urgent or 3=Automotive)	
Customer Location:	
Customer Project/Application Type/Use Location: (i.e. server, drill, window motor, phone, laptop etc.)	
Customer Reference Number (SCAR#):	
End Customer:	
Geographic Region: (1=China, 2=Europe, 3=Japan, 4=Korea, 5=N. America, 6=SE Asia or 7=Taiwan)	

Issue Details:

Full Renesas Part Number:	
Customer Part Number:	
Type of Issue: (1=Administrative, 2=Electrical, 3=Mechanical or 4=Visual)	
Issue Detected At: 1=Incoming ICT (Unit level test at contractor or customer) 2=Board (Fails on a board at contractor or customer) 3=System (Fails in system beyond the board at contractor or customer) Also, used for OKM automotive failure.) 4=Field Failure (End user in field or application actual use)	
Approx. Hours of Operation Before Failure (1=0hrs, 2=1 to 48hrs or 3= >48):	
Test Temperature (C): (room temp = 25)	
Lot Quantity:	
Number of Devices Tested:	
Number of Failed Devices:	
Returned Quantity (0 to 10): (Note: If T&R, Tray, or Wafers, enter number of T&R/Tray/wafers not device count (i.e. 1 reel)	
Part Trace Code/Lot Number: (It is recommended to provide photos of the device top marking and Renesas product label).	

Device/System History:	
(1=Production ramp up, 2=Production running normally without incident, 3=Production running/chronic issues with this part, 4=Experiment/Stress Testing, 5=Production/Application change, 6=New Development/Qualification/Application, 7=Line Down)	

Lot Return Pending (Yes or No):	
Problem Description: Include customer failure mode and test conditions (pins, voltages, temp, etc.). Attach measurements, data logs, scope shots, pictures, customer reports, configuration files, etc. to aid with the claim sample analysis. Include any customer requirements regarding failure analysis process and any additional customer comments. (Note: The Renesas failure analysis process may erase the flash contents for device analysis.)	
Known Issue (Yes or No):	
Failure(s) Verified (Yes or No):	
Verification confirmed with ABA swap? (Yes or No):	
Failure Verification Procedure: How was the failure isolated to the Renesas device? Were the Flash Contents verified?	

Application/Performance Details:

Number of Customer Platforms Affected:	
Number of Positions on Board:	
Top/Bottom side of Board:	
Time Used in Application Before Failure (hours):	
Number of Units Used Monthly:	
Historical Failure Rate (%): (Use 0 if <.001%)	
Current Failure Rate (%): (Use 0 if <.001%)	
Process Used by Customer to remove units from board (bake times and temperatures, etc.):	

Internal Use Only:

Received By: Date Received:
