**601 McCarthy Blvd**

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***Failure Analysis & Corrective Action Report***

***\*Final\****

**RMA Number:** RMA Number

**Device:**Device

|  |  |
| --- | --- |
| **Date:** Date |  |

**Customer Information:**

**Name:**

|  |  |  |
| --- | --- | --- |
| **Contacts** | Name | Email Addresses |
|  |  |  |

### Customer Failure Environment

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  | |  |  |
| **Failing Temperature:** | | **Unit Source:** | **Failure Rate:** |
| FailingTemperature | | Click here to enter text. | Failure Rate |
|  | |  |  |
| **Parts Received Date:** | |  |  |
| Parts Received Date | |  |  |
|  |  |  |
|  |  |  |

**Problem Description:**

**Customer Issue Description:** Customer Failure Description

### Device Details:

### 

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Device Marking** | Qty | Mfg. Date | Technology Code | Capacity |
|  |  |  |  |  |

**Summary:**

The returned units were confirmed to be unrecognized and were found to be unable to produce valid card identification data. Analysis on the returned units confirmed them to have signs of mechanical damage on the external package, which is indicative of mechanical overstress or improper handling during field usage. The units are considered to be failing due to mechanically stress induced internal circuitry damage which occurred after shipment from SanDisk.

**Team Members:**

|  |  |
| --- | --- |
|  |  |
|  |  |

**Root Cause Analysis Summary:**

**Failure Analysis Results:**

Upon return, the units were visually inspected and confirmed to have Click here to enter text. (heavy scratches, etc) and other signs of mechanical wear/damage on their external packages.

At the application level, the units were confirmed to be unrecognized. They failed to display valid unit identification register data.

The units were then tested in a diagnostic host, where they also failed to initialize. With this, further testing at the card level was not possible.

**Root Cause Concusions:**

Based on the analysis above, the units are believed to have failed due to internal circuitry damage. Such damage is expected to be the result of mechanical overstress or improper handling during field usage.

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