**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** |  | **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:**

Analysis on the returned units confirmed the devices performed with no errors or failures during format, functional, or diagnostics testing. As the customer reported failure was not observed in the returned units, the units are considered unconfirmed failures, or No Trouble Found (NTF).

**Team Members:**

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

**Root Cause Analysis Summary:**

**Failure Analysis Results:**

Upon arrival, the units were visually inspected with no obvious external abnormalities found.

The units were found to be fully functional after the following tests:

* All firmware files and parameters were found to be correct and passed all low-level format diagnostics.
* The units had no entries in their internal error logs, indicating no errors occurred during operation.
* Logical read testing of the entire data areas passed with no issue.
* One unit was recognized on Windows PC with files/folders on the device; one unit was recognized on Windows PC with unknown contents on device.
* No error was reported on card FAT File structures during high-level format check.
* The units were able to format with Windows. Files were copied to the units, read back and deleted with no issue.

**Root Cause Concusions:**

Based on the analysis above, the units were found to be fully functional. As a result, they are considered No Trouble Found (NTF).

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