**601 McCarthy Blvd**

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

***\*Final\****

**RMA Number:** Click here to enter text. **Device:**Click here to enter text.

|  |  |
| --- | --- |
| **Date:** Click here to enter a date. | **Author:** Click here to enter text. |

**Customer Information:**

**Name:** Click here to enter text.

### Customer Failure Environment

|  |  |  |
| --- | --- | --- |
| **Type of Failure:** Click here to enter text. | **Nature of Test:** Click here to enter text. | **Failure Description:** Click here to enter text. |
|  |  |  |
|  |  |  |
| **Failing Temperature:** Click here to enter text. | **DOS Image:** Click here to enter text. | **Does Good Unit Pass Test:** Click here to enter text. |
|  |  |  |
|  |  |  |
| **Parts Received Date:** Click here to enter a date. |  |  |
|  |  |  |

**Problem Description:**

**Customer Issue Description:** Click here to enter text.

### Device Details: Click here to enter text.

**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:**

Name: Click here to enter text. Title: Click here to enter text.

**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).