**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:**

Analysis of the returned units confirmed that they failed to respond to commands from the test host, indicating a data corruption that affecting the functionality of the devices. Direct analysis of the memories on the devices confirmed file system corruptions which occurred on the last update to the memory, which would explain the observed failure. File corruption on the last update to a device is an indication of a write abort failure, which is a failure due to power supply interruption to the device during an active write process. This is considered an application related failure, and not a failure within the device itself.

**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.

At the application level, the units failed to be recognized by a Windows PC.

At the diagnostic level, using a protocol analyzer, an electrical connection was established but there was no further communication between the host and the units.

Accessing the memories of the units directly, the file system was found to be corrupted during the last update. This is an indication of a write abort.

**Root Cause Concusions:**

Based on the analysis above, the units failed as a result of write abort during operation. Write abort occurs when the power supply to the card is interrupted during an active write process.

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