



Customer Request for Analysis (CRA)

Instructions for returning product for Failure Analysis:

1. Please take the following actions/precautions prior to returning Volterra failed devices for analysis:
 - If the devices cannot be returned on their original PCB assembly, care must be taken before removing the parts from the board. Devices with MSL ratings >1 should be baked on the PCB for 8 hours at 125°C before being removed from the board. Devices that are not baked may “popcorn” during reflow of the part. This could hide the true failure mechanism.
 - Proper ESD precautions should be maintained while handling the units. This includes handling the units only at ESD safe work areas and shipping them in ESD safe packaging. Again, this eliminates ESD from masking the true failures of the units.
2. Once this form is completely filled out, please email it to quality@volterra.com or fax it to +1 (510) 743-1600, Attn: Quality Dept. A copy of this form should be included with the units and they should be sent to:

Volterra Semiconductor Corp.
Attn: Quality Dept (CRA)
47467 Fremont Boulevard
Fremont, CA 94538
USA
Tel: +1 (510) 743-1200

Customer Information			
Date:		Name:	
Company:		Tel:	
Location:		Email:	
Product Information			
VT Part No:		Cust Part No:	
Customer Project Name:		End Product/ Application:	
Customer SCAR/FAR No:		Quantity Returning:	
*Lot/Date Codes:			
Failure Mode/Location Priority Level (Check one)			
<input type="checkbox"/> Field, FGA, Reliability <input type="checkbox"/> In Process, Board Level <input type="checkbox"/> Engineering Evaluation, Incoming Inspection, Others			
Supporting Documents: (i.e. Schematic, Test Setup)			
Failure Description			
<i>Provide test condition, temperature to fail, operating time to fail, failure code description, measured at, specification limits, etc. (attach additional sheets if needed)</i>			

**The Date Code is the 2nd line of text marked on the unit; the Lot Code is the 3rd line of text marked on the unit.*