



Quality Failure Analysis Request Form

The FAR (Failure Analysis Request) process is designed to verify a product problem and determine corrective action through the evaluation of a small quantity. The customer should first contact the Area Sales Office, Distributor, or a Customer Quality Engineer at (321)724-7400, isfracas_cqe_us@lm.renesas.com. The customer will be requested to fill out the FAR form completely in order for the Customer Quality Engineer (CQE) to review and evaluate the need to return samples for analysis. The CQE will then assign a FAR number and give instructions as to where to ship the parts along with the completed FAR form.



Customer Return Request

United States export control laws restrict sharing information on select products to customers, vendors, partners, and employees outside of the United States. By using the Renesas FRACAS Application and associated files, you agree that you will not share restricted information as defined by the Export Administration Regulations (EAR) and the International Traffic in Arms Regulations (ITAR). Should you have any questions, please contact the Trade Compliance Department at is-ETACT@gr.renesas.com.

Your (Requestor) email address:	
Customer email address:	
Distributor email address:	
Fracas FAE email address:	

Contact Information:

Requestor First Name:		Last Name:	
Company:			
Address 1:			
Address 2:			
City/Location:			
State (US) or Country:			
Postal Code:			
Phone:			

Customer First Name:		Last Name:	
Company:			
Address 1:			
Address 2:			
City/Location:			
State (US) or Country:			
Postal Code:			
Phone:			

Distributor First Name:		Last Name:	
Company:			

Address 1:	
Address 2:	
City/Location:	
State (US) or Country:	
Postal Code:	
Phone:	

Customer Details:

Type of Customer: (1=Standard, 2=Urgent or 3=Automotive)	
Customer Location:	
Customer Project:	
Customer Reference No:	
End Customer:	
Geographic Region: (1=China, 2=Europe, 3=Japan, 4=Korea, 5=N. America, 6=SE Asia or 7=Taiwan)	

Issue Details:

Full Renesas Part Number:	
Type of Issue: (1=Administrative, 2=Electrical, 3=Mechanical or 4=Visual)	
Issue Detected At: 1=Incoming ICT (Unit level test at contractor or customer) 2=Board (Fails on a board at contractor or customer) 3=System (Fails in system beyond the board at contractor or customer). Also, used for OKM automotive failure.) 4=Field Failure (End user in field or application actual use)	
Approx. Hours of Operation Before Failure (1=0hrs, 2=1 to 48hrs or 3= >48):	
Test Temperature (C): (room temp = 25)	
Lot Quantity:	
Number of Devices Tested:	
Number of Failed Devices:	
Returned Quantity (0 to 10):	
Part Datecodes/Tracecodes:	

Device/System History:	
(1=Production ramp up, 2=Production running normally without incident, 3=Production running/chronic issues with this part, 4=Experiment/Stress Testing, 5=Production/Application change or 6=New Development/Application).	

Lot Return Pending (Yes or No):	
Problem Description:	
Known Issue (Yes or No):	
Failure(s) Verified (Yes or No):	
Verification confirmed with ABA swap? (Yes or No):	
Failure Verification Procedure Description:	

Application/Performance Details:

Number of Customer Platforms Affected (1 to 9):	
Number of Positions on Board:	
Time Used in Application Before Failure (hours):	
Number of Units Used Monthly:	
Historical Failure Rate (%): (Use 0 if <.001%)	
Current Failure Rate (%): (Use 0 if <.001%)	
Process Used by Customer to remove units from board (bake times and temperatures, etc.):	