1. **Contact Information**

|  |  |
| --- | --- |
| **Customer:** |  |
| **Customer address:** |  |
| **Customer contact person:** |  |
| * **Position:** |  |
| * **E-mail address:** |  |
| **Contract Manufacturer (if any):** |  |
| **Distributor:** |  |

1. **Problem description**

|  |  |
| --- | --- |
| **Nordic Semiconductor part number:** |  |
| **Total Manufactured Volume:** |  |
| **Failure rate:** |  |

|  |  |
| --- | --- |
| **General impact assessment (tick one):** | **Impact on final application (tick one):** |
| |  |  | | --- | --- | |  | **Low** | |  | **High** | |  | **Production Line Stopped** | |  |  | | |  |  | | --- | --- | |  | **Performance reduction** | |  | **Failing application** | |  | **Other** | |
| **Occurred during (tick one):** | **Process information (tick all that applies):** |
| |  |  | | --- | --- | |  | **Design phase** | |  | **Qualification phase** | |  | **Production phase** | |  | **Field usage** | | |  |  | | --- | --- | |  | **Pre-mount programming** | |  | **On-board programming** | |  | **Devices locked? If YES: which pin** | |

|  |
| --- |
| **Detailed problem description and symptoms:**  <Please provide as much information as possible – internal analysis reports etc.> |
|  |

1. **Device information**

*Please provide information on all impacted date codes below*

|  |  |  |  |
| --- | --- | --- | --- |
| **Trace code** | **Devices manufactured** | **Devices failed** | **Comments** |
| <YYWWAA> | <quantity> | <quantity> |  |
| <YYWWBB> | <quantity> | <quantity> |  |
|  |  |  |  |

*Device marking information*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Provide pictures of ICs showing marking information:** | *Paste marking picture here* | *Paste marking picture here* | *Paste marking picture here* | *Paste marking picture here* |

|  |
| --- |
| This document is Nordic Semiconductor’s Customer Failure Report (CFR), used to gather background information needed to complete an accurate and timely failure analysis.  Nordic Semiconductor may or may not request samples for further analysis work. This will be done by issuing a Return Material Authorization (RMA). By company policy, all returns not accompanied by an RMA will be sent back unopened.  Provided samples/boards will be stored for one year and then scrapped, unless otherwise requested by the Customer. |