PRODUCT INFORMATION NOTIFICATION

PIN: PIN174101 Date: October 12, 2017

Subject: Wireless Products Failure Analysis Policy Change

To: PCN ALERTS
    MOUSER
    pcn@mouser.com

Change Type: Minor

Description of Change:
Cypress is changing its policy for failure analysis of wireless products to only accept units for failure analysis if the customer has successfully completed an ABA swap test\(^1\) to confirm the failure has been isolated to the Cypress device.

Benefit of Change:
By implementing this policy change, Cypress will better be able to service the confirmed issues customers are observing. This policy change is required due to the large percentage of NTF (No Trouble Found) results on wireless failure analysis cases.

Part Numbers Affected: 210
See the attached 'Affected Parts List' file for a list of all part numbers affected by this change. Note that any new parts that are introduced after the publication of this PIN will include all changes outlined in this PIN.

Approximate Implementation Date:
This change will be implemented effective with the date of this notification.

Anticipated Impact:
Customers will observe more timely, efficient and focused failure analysis and corrective action support for confirmed-failing units.

Analyzing a returned unit involves testing it on a variety of manufacturing automated test equipment, DC-level bench testing by failure analysis engineers, as well as functional bench testing by applications engineers.

\(^1\) Removing suspected failing component ‘A’ from the board, replacing it with known-good-component ‘B’ (does the board now work?), and mounting part ‘A’ on a known-good board (does the board now fail?). This process confirms that the observed failure is indeed due to component ‘A’ and not to some other component on the board or an interaction therewith.
Over the past year, we find that on average, 55% of returns claimed to be functional failures successfully pass this rigorous testing. In contrast, customers that perform ABA swap testing prior to submission of failure analysis requests achieve an NTF rate of less than 12%.

**Response Required:**
This is an information-only announcement. No response is required.

For additional information regarding this change, contact your local sales representative or contact the PCN Administrator at pcn_adm@cypress.com.

Sincerely,

Cypress PCN Administration