




Texas Instruments requires additional information about CPR No. CPR251115545

From TI Product Returns <no-reply@ti.com>

Date Thu 2/6/2025 2:33 PM

To AKSHAY TEMKAR <akshay_temkar@jabil.com>

Cc a-yang1@ti.com <a-yang1@ti.com>; Pravin Hiwarkar <pravin_hiwarkar@jabil.com>

 1 attachment (31 KB)

summary-CPR251115545.pdf;

EXTERNAL EMAIL: Exercise caution when handling links and attachments.



Hi Akshay Temkar,

Thank you for contacting Texas Instruments with a product return request. After conducting data verification and validation of return ID No. CPR251115545 for TI part No. DP83822IRHBR (customer part No. SEHUA41517) on behalf of Jabil Circuit pune, TI's Quality organization requires additional information for this reason:

unclear problem description

These additional comments explain why TI is unable to proceed with your request at this time:

Dear Akshay, TI has reviewed this request and determined that the problem description is not clear. Please your support to provide a detailed failure description on TI device level to better understand which pin is

affected and which parameter is out of spec (referring to TI datasheet). What specifically the “suspect” TI part(s) are failing? Please name the affected parameter that is out of the datasheet specification! In previous case QEM-CCR-2408-00977 we have already analyzed 4 units from 2334, 2345 date codes and TI could not find any anomaly. So, taken this into account and that you are reporting a high failure rate with different lots we suspect it can be an application issue. That's why we also recommend to contact our application team at TI E2E support (<https://e2e.ti.com/>) in order to debug the issue. Thank you very much. Best Regards, Mario Maz Courrau (EMEIA Field Quality Engineer).

To address the comments in this email and resubmit your return request, please click this button:

[View return summary](#)

A couple of reminders:

- For questions regarding this return, contact Mario Maz Courrau at mario.maz@ti.com.
- Only the person who originally submitted the return request has access to the return summary.
- You may have received this email because the original requestor asked that we notify you via email. If you have any questions, please contact the person to whom this email is addressed for more information.

For more information about the customer product return (CPR) process, see the [customer returns guidelines](#) and [Customer Returns Definitions and FAQs](#) page.

Thank you,
Texas Instruments

The TI customer support center is available 24 hours a day, Monday-Friday. [Start a chat session with us in English](#) or call us at one of the

numbers on our [main customer support center page](#) – we speak many languages!

To ensure that you keep receiving emails like this one, add noreply-CPR@mail.ti.com to your address book.

Please don't reply to this email; our receiver isn't tuned for that frequency band.

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