



Re: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

From Kiran Mane <Kiran_Mane@Jabil.com>

Date Fri 2/14/2025 1:14 PM

To Maz Courrau, Mario <mario.maz@ti.com>

Cc Abhinav C <abhinav.c@se.com>; Suresh Kumar K <Suresh.KumarK@se.com>; SANTOSH SHINDE <santosh_shinde@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Pune Mfg Schneider Purchase <pune_mfg_schneider_purchase@jabil.com>; Varsha Kashid <Varsha_Kashid@Jabil.com>; Gorakh Dhotre <Gorakh_Dhotre@Jabil.com>; Sankesh Dongare <Sankesh_Dongare@Jabil.com>; AKSHAY TEMKAR <akshay_temkar@jabil.com>; Chetan Mistry <Chetan_Mistry@Jabil.com>; Abasaheb Tambe <Abasaheb_Tambe@Jabil.com>; Sagar S <sagar.s@se.com>

 1 attachment (3 MB)
PKR4614001_A72_00.pdf;

+Attaching Schematics.(PCB Layout)

Thank You

Regards,

Kiran Mane

Jabil Circuit | India | Test Engineer

Desk Phone: 02138-662146 | **Hand Phone:** +91-9765404165 | **JVN:** 82-756-2146 **Email:** kiran_mane@jabil.com | **Site:** www.jabil.com | **Address:** B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India

From: Kiran Mane <Kiran_Mane@Jabil.com>

Sent: Thursday, February 13, 2025 11:49 PM

To: Maz Courrau, Mario <mario.maz@ti.com>

Cc: Abhinav C <abhinav.c@se.com>; Suresh Kumar K <Suresh.KumarK@se.com>; SANTOSH SHINDE <santosh_shinde@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Pune Mfg Schneider Purchase <pune_mfg_schneider_purchase@jabil.com>; Varsha Kashid <Varsha_Kashid@Jabil.com>; Gorakh Dhotre <Gorakh_Dhotre@Jabil.com>; Sankesh Dongare <Sankesh_Dongare@Jabil.com>; AKSHAY TEMKAR <akshay_temkar@jabil.com>; Chetan Mistry <Chetan_Mistry@Jabil.com>; Abasaheb Tambe <Abasaheb_Tambe@Jabil.com>; Sagar S <sagar.s@se.com>

Subject: Re: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

Hi Mario,

Yes, We had performed the full A-B-A testing for few samples. In all the cases behavior is same (After swapping the IC's -failure board started working & working boards started failing.)

Please see below exercise in 5 different PCBAs at JABIL.

Same IC's we want to ship to you for verification purpose.
Kindly advise & update on the shipping address.

Note:- Find below layout of PCBA.

Thank You

Regards,
Kiran Mane

Jabil Circuit | India | Test Engineer

Desk Phone: 02138-662146 | **Hand Phone:** +91-9765404165 | **JVN:** 82-756-2146 **Email:** kiran_mane@jabil.com |
Site: www.jabil.com | **Address:** B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India

From: Suresh Kumar K <Suresh.KumarK@se.com>

Sent: Thursday, February 13, 2025 3:13 PM

To: Maz Courrau, Mario <mario.maz@ti.com>; Kiran Mane <Kiran_Mane@Jabil.com>; Abhinav C <abhinav.c@se.com>; Sagar S <sagar.s@se.com>

Cc: SANTOSH SHINDE <santosh_shinde@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Pune Mfg Schneider Purchase <pune_mfg_schneider_purchase@jabil.com>; AKSHAY TEMKAR <akshay_temkar@jabil.com>

Subject: Re: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

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Hi Mario,

Yes, when we swap the IC's failure board started working & working boards started failing. We did this exercise in 5 different PCBs at Jabil & 2 PCBs in R&D Site. In all cases behavior is same(issue following with suspected IC's).

Same IC's Jabil want to ship you for verification purpose.

[@Kiran Mane](#) please add if i miss anything.

For other points we will reply as soon as possible.

Thanks & Regards,

SURESH KUMAR K

Technical Expert-Hardware

EMCTO

Schneider Electric

M 9743783213

E suresh.kumark@se.com

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Bidarahalli Hobli

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India

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General

From: Maz Courrau, Mario <mario.maz@ti.com>

Sent: Thursday, February 13, 2025 13:43

To: Suresh Kumar K <Suresh.KumarK@se.com>; Kiran Mane <Kiran_Mane@Jabil.com>; Abhinav C <abhinav.c@se.com>; Sagar S <sagar.s@se.com>

Cc: santosh_shinde <santosh_shinde@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; pune_mfg_schneider_purchase@jabil.com <pune_mfg_schneider_purchase@jabil.com>; akshay_temkar <akshay_temkar@jabil.com>

Subject: RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

[External email: Use caution with links and attachments]

Hi Suresh Kumar,

Thank you very much for your feedback. Please your support to provide following information:

1. Can you please confirm if was the suspected TI part installed into another passing board causing that board to fail (full A-B-A swap) Means did the failure follow the suspected TI part?
2. We would like to look for on a non-working setup compared to working setup, please provide following information for non-working and working PCBs:
 1. PHY supplies and current consumption
 2. Ability to register access (provide register 0x0 – 0x3)
 3. Presence of link pulse on MDI, please refer to page 8 from the [troubleshooting guide](#).
3. Layout of the PCBs.

Thank you very much.

Best Regards,

Mario Andres Maz Courrau

EMEIA Field Quality Engineer

Texas Instruments Deutschland GmbH

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Phone: +49 8161 80 3774

Mobile : +49 163 8062 609

E-Mail: mario.maz@ti.com

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Vorsitzender des Aufsichtsrates: Dr. Klaus Weisel

From: Suresh Kumar K <Suresh.KumarK@se.com>

Sent: Wednesday, February 12, 2025 12:23 PM

To: Kiran Mane <Kiran_Mane@Jabil.com>; Maz Courrau, Mario <mario.maz@ti.com>; Abhinav C <abhinav.c@se.com>; Sagar S <sagar.s@se.com>

Cc: santosh_shinde <santosh_shinde@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>;

pune_mfg_schneider_purchase@jabil.com; akshay_temkar <akshay_temkar@jabil.com>

Subject: [EXTERNAL] Re: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

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Hi Kiran,

We are not able to 100% differentiate fully between non working and Working PCBA's. But we have observed below points during debugging.

1. Rbias voltage (Pin16) is fluctuating between 0.1V to 0.9V when measured with multimeter instead of staying constant in DUT Flash issue board but it is not repetitive every time.
2. Pin24 is showing always 0V irrespective of RJ45 cable is connected or not . But in the case of working board 3.3V when not connected and 0V when connected for BIST failure boards.

So in these boards if we replace IC with fresh one it started working as expected.

Thanks & Regards,

SURESH KUMAR K

Technical Expert-Hardware

EMCTO

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M 9743783213

E suresh.kumark@se.com

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Bidarahalli Hobli

Bengaluru East Taluk,560067

India

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General

From: Kiran Mane <Kiran_Mane@Jabil.com>
Sent: Wednesday, February 12, 2025 15:56
To: Maz Courrau, Mario <mario.maz@ti.com>; Suresh Kumar K <Suresh.KumarK@se.com>; Abhinav C <abhinav.c@se.com>; Sagar S <sagar.s@se.com>
Cc: santosh_shinde <santosh_shinde@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Pune Mfg Schneider Purchase <pune_mfg_schneider_purchase@jabil.com>; akshay_temkar <akshay_temkar@jabil.com>
Subject: Re: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

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+Adding Schneider customer in loop.

Hi Sagar, Abhinav & Suresh Kumar,

Kindly see below feedback from Mario from TEXAS .
Need your support here for below one.

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!

Appreciate if you share the feedback today. It is delaying the process of shipment of samples to TEXAS vendor.

Thank You

Regards,

Kiran Mane

Jabil Circuit | India | Test Engineer

Desk Phone: 02138-662146 | **Hand Phone:** +91-9765404165 | **JVN:** 82-756-

2146**Email:**kiran_mane@jabil.com | **Site:** www.jabil.com | **Address:** B-26, MIDC Industrial Area,

Ranjangaon, Pune – 412220, India

From: Maz Courrau, Mario <mario.maz@ti.com>
Sent: Wednesday, February 12, 2025 2:33 PM
To: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>
Cc: SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Sagar S <sagar.s@se.com>; Suresh Kumar K <Suresh.KumarK@se.com>; Pune Mfg Schneider Purchase <pune_mfg_schneider_purchase@jabil.com>; Kiran Mane <Kiran_Mane@Jabil.com>
Subject: RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

Some people who received this message don't often get email from mario.maz@ti.com. [Learn why this is important](#)

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Hi Akshay,

I can not join the call, it is very short notice and I have a conflict with other meeting.

Please your support to request the customer to provide 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!

Taking into account that TI already analyzed 5 units and TI could not verify any failure or abnormal functionality within the devices. Without a proper TI device level failure description, unfortunately we cannot proceed to analyze the new suspected units.

Thank you very much.

Best Regards,

Mario Andres Maz Courrau
EMEIA Field Quality Engineer

Texas Instruments Deutschland GmbH
Haggertystraße 1, 85356 Freising
Phone: +49 8161 80 3774
Mobile : +49 163 8062 609
E-Mail: mario.maz@ti.com

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Vorsitzender des Aufsichtsrates: Dr. Klaus Weisel

From: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>
Sent: Wednesday, February 12, 2025 8:51 AM
To: Maz Courrau, Mario <mario.maz@ti.com>
Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Sagar S <sagar.s@se.com>; Suresh Kumar K <Suresh.KumarkK@se.com>; pune_mfg_schneider_purchase@jabil.com; Kiran Mane <Kiran_Mane@Jabil.com>
Subject: [EXTERNAL] RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

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Hello [@Maz Courrau, Mario](#),

We have taken up this concern with [TI E2E support forums](#) more than week ago but still we are struggling to resolve this issue.

So, we want to have a joint call with you on teams, Jabil team & customer schneider team to discuss about the failure.

We want to have call today at Time -3 pm (Indian standard time).

So pl confirm if you are available for this 3-way call so that I can send you the link to join the call.

Kind Regards

Akshay Temkar

Jabil Circuit India Pvt. Ltd. | India |

Supplier Quality Engineer

Mob : 8956279583.

Email: akshay_temkar@jabil.com Site: www.jabil.com

Address: B-26, MIDC Industrial Area, Ranjangaon, Pune - 412220, India.

From: Maz Courrau, Mario <mario.maz@ti.com>
Sent: Thursday, January 30, 2025 3:48 PM
To: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>
Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Sagar S <sagar.s@se.com>; Suresh Kumar K <Suresh.KumarkK@se.com>; Pune Mfg Schneider Purchase <pune_mfg_schneider_purchase@jabil.com>; Kiran Mane <Kiran_Mane@Jabil.com>
Subject: RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

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Hi Akshay,

Did you contacted our application team at [TI E2E support forums](#) before submitting the new case?

Best Regards,

Mario Andres Maz Courrau

EMEIA Field Quality Engineer

Texas Instruments Deutschland GmbH

Haggertystraße 1, 85356 Freising

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Mobile : +49 163 8062 609

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Vorsitzender des Aufsichtsrates: Dr. Klaus Weisel

From: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>

Sent: Thursday, January 30, 2025 11:14 AM

To: Maz Courrau, Mario <mario.maz@ti.com>

Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>;

Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar

<Pravin_Hiwarkar@Jabil.com>; Sagar S <sagar.s@se.com>; Suresh Kumar K <Suresh.KumarK@se.com>;

pune_mfg_schneider_purchase@jabil.com; Kiran Mane <Kiran_Mane@Jabil.com>

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Hello Mario,

We have registered new case on TI portal with CPR number - [CPR251115545](#) , but still we have not received shipping address.

So pl check & respond us on highest priority.

Kind Regards

Akshay Temkar

Jabil Circuit India Pvt. Ltd. | India |

Supplier Quality Engineer

Mob : 8956279583.

Email: akshay_temkar@jabil.com Site: www.jabil.com

Address: B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India.

From: Maz Courrau, Mario <mario.maz@ti.com>

Sent: Monday, January 27, 2025 4:15 PM

To: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>

Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>;

Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar

<Pravin_Hiwarkar@Jabil.com>; Sagar S <sagar.s@se.com>; Suresh Kumar K <Suresh.KumarK@se.com>; Pune Mfg

Schneider Purchase <pune_mfg_schneider_purchase@jabil.com>; Kiran Mane <Kiran_Mane@Jabil.com>

Subject: RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

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Hi Akshay,

In the previous case a proper TI device level failure was not provided however we accepted it and we analyzed 4 units but TI could not verify any failure or abnormal functionality within the devices.

As we could not verify any issue in the previous case, I recommend you to contact our application team at [TI E2E support forums](#) in order to debug the issue. In case the app team confirm there might be an issue related with the TI device, please your support to submit a new CPR case in our system and provide 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!

To enable an efficient and effective quality review process, and to avoid unnecessary false failures, it is critical that TI understand the customer’s alleged issue with a suspect TI part(s), separate from the any application issue that the customer may be experiencing.

Thank you very much.

Best Regards,

Mario Andres Maz Courrau

EMEIA Field Quality Engineer

Texas Instruments Deutschland GmbH

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Mobile : +49 163 8062 609

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Vorsitzender des Aufsichtsrates: Dr. Klaus Weisel

From: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>
Sent: Monday, January 27, 2025 11:08 AM
To: Maz Courrau, Mario <mario.maz@ti.com>
Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Sagar S <sagar.s@se.com>; Suresh Kumar K <Suresh.KumarK@se.com>; pune_mfg_schneider_purchase@jabil.com; Kiran Mane <Kiran_Mane@Jabil.com>
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Hello Mario,

As per our telephonic discussion, we are getting failure with high rejection rate of 40% for specific date code 2421 only.

Previously we had registered this case in your portal with CPR number-CPR241104622, so we want to reopen this case for analysis for new defective samples.

We want to ship you new defective samples on your address for failure analysis purpose, so pl provide us the shipping address. Refer attached FA form.

- 1)Jabil Part No : SEHUA41517
- 2)MPN :- DP83822IRHBR
- 3)Rejection rate :- $400/1000 = 40\%$
- 3)Date code :-2421
- 4)PO number :- 1673022646
- 5)Invoice number :- 5511165906

Kind Regards

Akshay Temkar

Jabil Circuit India Pvt. Ltd. | India |

Supplier Quality Engineer

Mob : 8956279583.

Email: akshay_temkar@jabil.com Site: www.jabil.com

Address: B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India.

From: Maz Courrau, Mario <mario.maz@ti.com>

Sent: Friday, January 24, 2025 3:41 PM

To: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>; Kiran Mane <Kiran_Mane@Jabil.com>

Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Sagar S <sagar.s@se.com>; Suresh Kumar K <Suresh.KumarK@se.com>; Pune Mfg Schneider Purchase <pune_mfg_schneider_purchase@jabil.com>

Subject: RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

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Hi Akshay,

Please see below my comments in blue:

1. Pl share us the rev "F" Datasheet.

Attached you can find the Rev.F

2. What is the change between rev "F" to "G" in terms of Register mapping?

You can find all the changes details on section **4 Revision History** in the datasheet rev. G of the device.

3) Can you pl confirm if there is any pre-program parameters/information inside IC?

I have not got a feedback from the BU yet. I have already followed up again and will come back to you as soon as I get a feedback.

Thank you.

Best Regards,

Mario Andres Maz Courrau

EMEIA Field Quality Engineer

Texas Instruments Deutschland GmbH

Haggertystraße 1, 85356 Freising

Phone: +49 8161 80 3774

Mobile : +49 163 8062 609

E-Mail: mario.maz@ti.com

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Vorsitzender des Aufsichtsrates: Dr. Klaus Weisel

From: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>

Sent: Friday, January 24, 2025 4:31 AM

To: Kiran Mane <Kiran_Mane@Jabil.com>; Maz Courrau, Mario <mario.maz@ti.com>

Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>;

Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar

<Pravin_Hiwarkar@Jabil.com>; Sagar S <sagar.s@se.com>; Suresh Kumar K <Suresh.KumarK@se.com>;
pune_mfg_schneider_purchase@jabil.com

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Hello Mario,

Awaiting for your response on queries mentioned in below email.

Any issue to reply ??

Kind Regards

Akshay Temkar

Jabil Circuit India Pvt. Ltd. | India |

Supplier Quality Engineer

Mob : 8956279583.

Email: akshay_temkar@jabil.com Site: www.jabil.com

Address: B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India.

From: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>

Sent: Thursday, January 23, 2025 8:48 AM

To: Kiran Mane <Kiran_Mane@Jabil.com>; Maz Courrau, Mario <mario.maz@ti.com>

Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>;

Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar

<Pravin_Hiwarkar@Jabil.com>; Sagar S <sagar.s@se.com>; Suresh Kumar K <Suresh.KumarK@se.com>

Subject: RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

Hello Mario,

Our team needs your support for below queries.

1. Pl share us the rev "F" Datasheet.
- 2) What is the change between rev "F" to " G" in terms of Register mapping?
- 3) Can you pl confirm if there is any pre-program parameters/information inside IC?

Kind Regards

Akshay Temkar

Jabil Circuit India Pvt. Ltd. | India |

Supplier Quality Engineer

Mob : 8956279583.

Email: akshay_temkar@jabil.com Site: www.jabil.com

Address: B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India.

From: Kiran Mane <Kiran_Mane@Jabil.com>

Sent: Wednesday, January 22, 2025 10:44 AM

To: Maz Courrau, Mario <mario.maz@ti.com>

Cc: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>; Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Sagar S <sagar.s@se.com>; Suresh Kumar K <Suresh.KumarK@se.com>

Subject: Re: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

Hi Mario,
Thanks for sharing data on this.

We are requires your support on below queries.

- 1) Please share the rev "F" Datasheet.
 - 2) What is the change between rev "F" to " G" in terms of Register mapping.?
 - 3) Can you pl confirm if there is any pre-program parameters/information inside IC?
- + Adding Schneider Engineering Team in loop.

Thank You

Regards,

Kiran Mane

Jabil Circuit | India | Test Engineer

Desk Phone: 02138-662146 | **Hand Phone:** +91-9765404165 | **JVN:** 82-756-

2146**Email:**kiran_mane@jabil.com | **Site:** www.jabil.com | **Address:** B-26, MIDC Industrial Area,
Ranjangaon, Pune – 412220, India

From: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>

Sent: Tuesday, January 21, 2025 3:11 PM

To: Maz Courrau, Mario <mario.maz@ti.com>

Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>; Bhimraj Kodam <Bhimraj_Kodam@Jabil.com>; Ulhas Dalve1 <Ulhas_Dalve1@Jabil.com>; Kiran Mane <Kiran_Mane@Jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>

Subject: RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

Hello Mario,

Thank you for your final report.

We have reviewed your report & we need your response for below concerns.

1. Can you pl confirm if there is any pre-program parameters/information inside IC for all Date codes?

If yes , pl provide us the details for our better understanding.

JPN	MPN
SEHUA41517	DP83822IRHBR

- 2) Can you pl provide revision history for

datasheet of SEHUA41517 part from E to F.

Kind Regards

Akshay Temkar

Jabil Circuit India Pvt. Ltd. | India |

Supplier Quality Engineer

Mob : 8956279583.

Email: akshay_temkar@jabil.com Site: www.jabil.com

Address: B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India.

From: Maz Courrau, Mario <mario.maz@ti.com>

Sent: Monday, November 18, 2024 7:49 PM

To: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>

Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>

Subject: RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Final report

EXTERNAL EMAIL: Exercise caution when handling links and attachments.

Hi Akshay,

Texas Instruments' ASC/ HSD/ HSD-ETHERNET business entity has completed evaluation of the subject JABIL return. The final response for the 6 units of DP83822IRHBR product included in TI QEM Event# QEM-CCR-2408-00977 is attached.

TI electrical testing could not verify the customer reported issue and the customer return has been deemed **Trouble Not Identified (TNI)**.

Immediately upon electronic transmission of this TI Final Response to JABIL, QEM Event # QEM-CCR-2408-00977 was moved to closure. TI believes that JABIL receipt of the TI Final Response marks the end of the response time for this customer return. As this job was closed upon electronic transmission to and receipt by JABIL, the date of this e-mail is the Job Completion Date. If JABIL assigns a different complete date to this job, please communicate that date to TI immediately.

As a reminder, TI uses the date of TI's initial unit inspection to record the JABIL cycle time start date for this event. For QEM Event # QEM-CCR-2408-00977, this date is: 10/14/2024

TI requests that JABIL contact TI with any questions after review of the attached Final Response. Additionally the JABIL Overall 8D Report Score document should be provided to TI for all Okm, Field and Warranty Returns determined to be associated with a TI Manufacturing Nonconformance. If any JABIL concerns are raised, this Event # QEM-CCR-2408-00977 may be re-opened, as needed.

All information in this correspondence and in any related correspondence is provided "as is" and "with all faults", and is subject to TI's Important Notice (<http://www.ti.com/corp/docs/legal/important-notice.shtml>).

Thank you.

Best Regards,

Mario Andres Maz Courrau

EMEIA Field Quality Engineer

Texas Instruments Deutschland GmbH

Haggertystraße 1, 85356 Freising

Phone: +49 8161 80 3774

Mobile : +49 163 8062 609

E-Mail: mario.maz@ti.com

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Texas Instruments Deutschland GmbH, Haggertystr. 1, D-85356 Freising. Amtsgericht München HRB 40960. Geschäftsführer: Andreas Schwaiger.
Vorsitzender des Aufsichtsrates: Dr. Klaus Weisel

From: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>
Sent: Monday, November 18, 2024 4:23 AM
To: Maz Courrau, Mario <mario.maz@ti.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>
Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>
Subject: [EXTERNAL] RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Status Update

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Hello Mario,

We need analysis report of the defective samples.

Pl update on it , already more than 3 weeks now samples are delivered.

I request you to share the report on priority.

Kind Regards

Akshay Temkar

Jabil Circuit India Pvt. Ltd. | India |

Supplier Quality Engineer

Mob : 8956279583.

Email: akshay_temkar@jabil.com Site: www.jabil.com

Address: B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India.

From: Maz Courrau, Mario <mario.maz@ti.com>
Sent: Thursday, November 7, 2024 2:28 PM
To: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>
Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>
Subject: RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Status Update

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Hi Akshay,

The units arrived end of last week to TI Santa Clara. Currently the bench test verification is ongoing.

I expect to have the results by latest end of next week. However, as soon as I get the results I will let you know.

Thank you very much for your understanding.

Best Regards,

Mario Andres Maz Courrau
EMEIA Field Quality Engineer

Texas Instruments Deutschland GmbH
Haggertystraße 1, 85356 Freising
Phone: +49 8161 80 3774
Mobile : +49 163 8062 609
E-Mail: mario.maz@ti.com

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Vorsitzender des Aufsichtsrates: Dr. Klaus Weisel

From: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>
Sent: Thursday, November 7, 2024 9:44 AM
To: Maz Courrau, Mario <mario.maz@ti.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>
Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; SANTOSH SHINDE <SANTOSH_SHINDE@jabil.com>
Subject: [EXTERNAL] RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Status Update

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—
Hello Mario,

When will we get the final analysis report?

As we need to share with our team this analysis report for conclusion of this concern.

Kind Regards

Akshay Temkar

Jabil Circuit India Pvt. Ltd. | India |

Supplier Quality Engineer

Mob : 8956279583.

Email: akshay_temkar@jabil.com Site: www.jabil.com

Address: B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India.

From: Maz Courrau, Mario <mario.maz@ti.com>

Sent: Thursday, October 24, 2024 1:32 PM

To: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>; Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>

Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>

Subject: RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - Status Update

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Dear Akshay,

The 5 units has been received at TI Freising on 10/11/2024. The units were shipped to TI assembly site in Malaysia (TIEM) for ATE test verification.

ATE test verification with the latest test program revision has been completed with passing results. As next step the unit will be shipped to TI Santa Clara for bench test verification.

As soon as the results are available I will let you know.

Thank you very much.

Best Regards,

Mario Andres Maz Courrau

EMEIA Field Quality Engineer

Texas Instruments Deutschland GmbH

Haggertystraße 1, 85356 Freising

Phone: +49 8161 80 3774

Mobile : +49 163 8062 609

E-Mail: mario.maz@ti.com

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Vorsitzender des Aufsichtsrates: Dr. Klaus Weisel

From: AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>
Sent: Thursday, October 24, 2024 7:13 AM
To: Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>; Maz Courrau, Mario <mario.maz@ti.com>
Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; Castelli, Chiara <c-castelli@ti.com>
Subject: [EXTERNAL] RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - No proper ESD bag

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Hello Mario,

We have shipped the defective samples 05 no's and also updated the tracking number on the online portal and refer below tracking number.

Tracking number :- 1696508741 DHL .

And request you to update us on the analysis of report of the shipped samples.

Kind Regards

Akshay Temkar

Jabil Circuit India Pvt. Ltd. | India |

Supplier Quality Engineer

Mob : 8956279583.

Email: akshay_temkar@jabil.com Site: www.jabil.com

Address: B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India.

From: Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>
Sent: Tuesday, October 1, 2024 11:55 AM
To: Maz Courrau, Mario <mario.maz@ti.com>
Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>; Castelli, Chiara <c-castelli@ti.com>; AKSHAY TEMKAR <AKSHAY_TEMKAR@jabil.com>
Subject: Re: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - No proper ESD bag

Hello Mario,

As per your suggestion we are ready to ship another defective sample with packaging guidelines from Texas as we need the FA Report for this FA case on top priority to update back to our end customer.

We will inform the tracking number once the samples ship out from our factory.

So, request you to reopen this case on your online portal to track the status further.

Regards,

Pravin Hiwarkar

Lean Six Sigma Bronze Certified

Jabil Circuit India Pvt Ltd | India | SQE |

Hand Phone: +91 9370751126**Email:** pravin_hiwarkar@jabil.com | **Site:** www.jabil.com | **Address:** B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India**From:** Maz Courrau, Mario <mario.maz@ti.com>**Sent:** Thursday, September 26, 2024 12:50 PM**To:** Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>**Cc:** Stegmann, Brigitte Friederike <b-stegmann@ti.com>; Castelli, Chiara <c-castelli@ti.com>**Subject:** RE: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - No proper ESD bag**EXTERNAL EMAIL:** Exercise caution when handling links and attachments.

Hi Pravin,

As I already explained TI will only accept returned parts that are correctly packed in an ESD package. TI cannot accept returned devices in this state for analysis as the device is likely damaged as a result of the handling and the original fail mode is potentially unable to be analyzed. Hence, TI is unable to accept the customer returned units for further verification & analysis at our labs and must therefore reject this customer return and treat this as **Non-Actionable Case (NAC)**.

TI reserves the right to reject requests for analysis, if the guidelines are not followed, in particular if the handling process requirements are not met.

If the customer still requires TI verification/analysis support, the customer is free to return additional failing devices, but handled, shipped & packed accordingly. Please refer to our return guidelines (<https://www.ti.com/lit/ml/sprac01a/sprac01a.pdf>).

Thank you very much for your understanding.

Best Regards,

Mario Andres Maz Courrau

EMEIA Field Quality Engineer

Texas Instruments Deutschland GmbH

Haggertystraße 1, 85356 Freising

Phone: +49 8161 80 3774

Mobile : +49 163 8062 609

E-Mail: mario.maz@ti.com

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Vorsitzender des Aufsichtsrates: Dr. Klaus Weisel

From: Pravin Hiwarkar <Pravin_Hiwarkar@Jabil.com>

Sent: Tuesday, September 24, 2024 8:29 AM

To: Maz Courrau, Mario <mario.maz@ti.com>

Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>

Subject: [EXTERNAL] Re: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - No proper ESD bag

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Hello **Mario**,

Greeting of the day !!

We have noted all your points regarding the packaging material.

But in current situation we need analysis of those defective parts for sharing with end customer.

So we kindly request you to support for this and provide us the analysis report.

Sorry for the inconvenience caused , we will follow the guidelines as for future occurring cases. Support for this case.

Regards,

Pravin Hiwarkar

Lean Six Sigma Bronze Certified

Jabil Circuit India Pvt Ltd | India | SQE |

Hand Phone: +91 9370751126

Email: pravin_hiwarkar@jabil.com | **Site:** www.jabil.com | **Address:** B-26, MIDC Industrial Area, Ranjangaon, Pune – 412220, India

From: Maz Courrau, Mario <mario.maz@ti.com>

Sent: Monday, September 23, 2024 6:42 PM

To: Pravin Hiwarkar <pravin_hiwarkar@jabil.com>

Cc: Stegmann, Brigitte Friederike <b-stegmann@ti.com>

Subject: QEM-CCR-2408-00977 - CPR241104622 - Jabil India - Line - DP83822IRHBR - No proper ESD bag

You don't often get email from mario.maz@ti.com. [Learn why this is important](#)

EXTERNAL EMAIL: Exercise caution when handling links and attachments.

Dear Pravin,

We received 5 DP83822IRHBR units packed and shipped only within dissipative "pink poly" bag in non-ESD safe packaging for shipments outside of an EPA. This is clearly violating our return guidelines (<https://www.ti.com/lit/ml/sprac01a/sprac01a.pdf>)

Shipment conditions are highly uncontrolled (e.g. the packing of customer return shipments can be opened during shipment any time by customs officers or postal service personal). Consequently, electronic devices that are not packed in shielding bags/containers may be damaged directly (direct discharge) or indirectly (electromagnetic pulse) by external ESD during shipment.

As a result, there is a risk that the original failure of inappropriately packed returned parts is falsified or masked by damage due to uncontrolled external ESD. Failure analysis of such a part would give misleading results and would be a waste of time. Since there is no way to tell, if a part became subject to external ESD during shipment, we have to make sure that external ESD during shipment is practically impossible.

Finally TI will only accept returned parts that are packed such that later damage can be ruled out. This calls for a shielding bag/container. The interior of this shielded bag/container may be regarded as a "mobile EPA (=ESD protected area).

TI cannot accept returned devices in this state for analysis as the device is likely damaged as a result of the handling and the original fail mode is potentially unable to be analyzed. Hence, TI is unable to accept the customer returned units for further verification & analysis at our labs and must therefore reject this customer return and treat this as **Non-Actionable Case (NAC)**.

If the customer still requires TI verification/analysis support, the customer is free to return additional failing devices, but handled, shipped & packed accordingly. Please refer to our return guidelines (<https://www.ti.com/lit/ml/sprac01a/sprac01a.pdf>).

TI reserves the right to reject requests for analysis, if the guidelines are not followed, in particular if the handling process requirements are not met.

Thanks for your understanding.

Best Regards,
Mario Andres Maz Courrau
EMEIA Field Quality Engineer

Texas Instruments Deutschland GmbH
Haggertystraße 1, 85356 Freising
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Mobile : +49 163 8062 609
E-Mail: mario.maz@ti.com

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Vorsitzender des Aufsichtsrates: Dr. Klaus Weisel