



Customer support center

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return & replace of failed TMDS243EVM

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we have response from Aakash Kedia on e2e "TMDS243EVM: EVM LD2 out when running AM243x EVM Out of Box Experience - is EVM bad" - " If UART Boot does not work for you. The device is probably BAD." See attached; please respond with further instructions.

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Hello Jim,

Thank you for contacting Texas Instruments Support Center.

This is regarding your concern about the defective device. Allow me to process the replacement request.

I will let you know once the replacement request has been approved.

Your patience is highly appreciated.

Regards,

Jan Carlo Retalo
Texas Instruments | Customer Support Center

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Number: CS2035996
Contact: Jim Mrowca
First name: Jim
Last name: Mrowca
Short description: return & replace of failed TMDS243EVM
Email: jim.mrowca@appliedvision.com
Company: Applied Vision
Company phone:
Language: English
State: Open
Provide case details or comments:
Refer to https://e2e.ti.com/support/microcontrollers/arm-based-microcontrollers-group/arm-based-microcontrollers/f/arm-based-microcontrollers-forum/1280684/tmds243evm-evm-ld2-out-when-running-am243x-evm-out-of-box-experience---is-evm-bad

Per Randy Rosales response, I wish to return & obtain a replacement EVM, please?

Do you need all of the kit contents or just the bad EVM itself?

Attached Original packing slip of EVM

regards

Jim Mrowca

cell 4404772686

Your attachment has been added successfully

11d ago

CS2035996 Created

Need Urgent Help

Case details

Number
CS2035996

State
Work in progress

Short description of your case
return & replace of failed TMDS243EVM

Updated
about an hour ago

Options

Channel
Web

Part number
TMDS243EVM

Subject
return & replace of failed TMDS243EVM

Copy (cc) additional people on this case
p-varis@ti.com; h-reimer@ti.com; Marke.Densmore@AppliedVision.com

Preferred language for your response
English

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