

**Product Return: CPR201036833****myTI Account**

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**Contact**

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TI orderable part number : DLPNIRNANOEVMM  
Customer part number :  
Customer Requesting : Product replacement  
Purchased from : TI Store  
Sales contact name :  
Was the board containing suspect TI part  
manufactured by 3rd party?  
Board manufacturer name :  
Board manufacturer site/location :  
Board manufacturer contact email address :  
Order Number : 613038  
Distributor name :  
Distributor site/location :  
Distributor contact email address :  
Distributor Tracking# / SCAR# :  
Customer reference/tracking # :  
Sales order number (SO#) :

Purchase order number (PO#) :

Delivery document number (DN#) :

End customer name : Christopher Swab

End customer's company name : Tufts University

End customer's email address : christopher.swab@tufts.edu

**DLP Information:**

Priority of this return : Standard : Minor issue with product

Application : Research

Customer failure location : Production / Assembly

Shipping Location : 1520 - TI DLP RMA Return (China/Taiwan/  
Korea/ROA) - RMR Receiving team, TEL: + 65  
6389 4776

TI RMA # :

Failure Date	TI orderable part no.	DTC/LTC	Failure code	Comments	Comments from TI	Status (select one)
01/28/2020	DLPNIRNANOEVN	041516	OT OTHER	Excessive cement on module preventing proper attachment of fiber optic chassis		-

**Files:**

File 1 : Cement.jpg  
Front of device that is suspect

**Other details :**

Detailed description :

Please see this thread on the TI forum for a full account of the issue: <https://e2e.ti.com/support/dlp/f/94/t/876333> Thank you, Chris