|  |
| --- |
| **Information of case** |
| Ticket ID |  |
| Received date |  |
| Received by |  |
| Company name \* |  |
| Contact name \* |  |
| Phone number \* |  |
| Email address \* |  |
| Equipment name \* |  |
| Project number (Id label) |  |

\* Required

|  |
| --- |
| **Description of the Failure** |
| **Symptom** |
|  | [ ]  Test Machine does not start[ ]  LabView Error[ ]  Test machine works intermittently[ ]  Too many parts are failing test[ ]  Defective Parts go through[ ]  Other |
| **Failure location** | **Startup** | **Test Process** |
|  |  |  |
| **Error messages / Screenshots** |
|  |

|  |
| --- |
| **Results of the Investigation** |
|  |
| **Cause of failure** |
| [ ]  DUT Failure  | [ ]  Changed [ ]  Wrong |
| [ ]  Machine Failure  | [ ]  Communication [ ]  Signal [ ]  Operation |
| Investigator |  |
| Investigation date |  |