|  |  |
| --- | --- |
| **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 |  |