



Cypress Semiconductor Corporation – An Infineon Technologies Company
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PRODUCT INFORMATION NOTIFICATION

PIN: PIN203101

Date: July 27, 2020

Subject: USB Products Failure Analysis Policy Change

To: GENERAL INBOX
ELEMENT14
ProductChangeNotices@element14.com

Change Type: Minor

Description of Change:

Cypress is changing its policy for failure analysis of USB products to only accept units for failure analysis if the customer has successfully completed an ABA swap test¹ for non-WLCSP/BGA packages or chip isolation test for WLCSP/BGA packages to confirm the failure was caused by the Cypress device. Additional information to replicate and solve the customer issue in a timely manner will be required.

Benefit of Change:

By implementing this policy change, Cypress will better be able to respond to the confirmed issues customers are observing. This policy change is required due to the large percentage of NTF (No Trouble Found) results on USB failure analysis cases.

Part Numbers Affected: 522

See the attached 'Affected Parts List' file for a list of all part numbers affected by this change. Note that any new parts that are introduced after the publication of this PIN will include all changes outlined in this PIN.

Approximate Implementation Date:

This change will be implemented effective with the date of this notification.

¹ Removing suspected failing component 'A' from the board, replacing it with known-good-component 'B' (does the board now work?), and mounting part 'A' on a known-good board (does the board now fail?). This process confirms that the observed failure is indeed due to component 'A' and not to some other component on the board or an interaction therewith.

Anticipated Impact:

Customers will observe more timely, efficient and focused failure analysis and corrective action support for confirmed-failing units.

Analyzing a returned unit involves testing it on a variety of manufacturing automated test equipment, bench testing by failure analysis engineers and product engineers, as well as functional bench testing by applications engineers.

Response Required:

This is an information only announcement. No response is required.

For additional information regarding this change, contact your local sales representative or contact the PCN Administrator at pcn_adm@cypress.com.

Sincerely,

Cypress PCN Administration