

US RMA Repair Form



_____ Issue Date: _____

*** Please note that this Repair will be automatically cancelled if Lauterbach office has not receive the product back from the customer within 30 days, commencing the date of issue.***

1 Customer Information

Company: _____ Requester Name: _____
Address: _____ Telephone: _____
_____ Email: _____
City: _____ Technical Contact: _____
State: _____ Zip Code: _____ Telephone: _____
Email: _____

2 Product Information

TRACE32-ICD TRACE32-ICE TRACE32-FIRE

Product's Part Number(s) "LA-xxxx" + Serial Number:

Target CPU: _____ Target name: _____
Host OS Type: _____ Host OS Version: _____ Target RTOS: _____ RTOS's Version: _____

3 Problem Report

Please describe the exact error message(s) of the problem and briefly tell us what you are expected to happen and what did occur:

Can the problem be duplicated? YES NO

If yes, please provide in specific details, step by step to reproduce the problem(s):

4 ICD/ICE/FIRE Configuration

Hardware Version (Command: VERSION.HARDWARE): _____

Software Version (Command: VERSION.SOFTWARE): _____

Trace Listing (optional) (Command: TRACE.SAVE <File_Name>): YES NO

If yes, please attach the file – File name: _____

Important Information for you: Please email this US-RMA Repair Form to your local FAE representative:

East Coast: Victor.Tu@lauterbach.com

West Coast: Dennis.Griffith@lauterbach.com

Please do not forget to attach your script.CMM file(s)
and the Trace Listing (if any)!

RMA REPAIR