

US RMA REPAIR FORM

_____ ISSUE DATE: _____

Please note that this repair will be automatically canceled if the Lauterbach office has not received the product back from the customer within 30 days; from 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 expected to happen and what did happen:

Can the problem be duplicated? ☐ YES ☐ NO

If yes, please provide step-by-step instructions on how 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: _____

5) IMPORTANT INFORMATION FOR YOU:

Please submit this US RMA Repair Form to **support_us@lauterbach.com**; and your local FAE representative will assist you with the process. Please do not forget to attach your script.CMM file(s) and trace listing (if any)!