

**RE: [External] Intel FA request_Function failure_CLS PN: 78P5200_Dec.05 2019**

1 message

CARRIE LAW <CARRIE.LAW@arrowasia.com>

To: Ben Wang <benwang@celestica.com>

Cc: Shelley Xie <shelxie@celestica.com>, Kai Wang <kwang@celestica.com>, Ado Zou <adzou@celestica.com>, Fiona Zhang <fionazha@celestica.com>, Sandy Lu <sandy.lu@celestica.com>

Hi, Ben,

Kindly note that I'm not the right person to handle your RMA request at first stage since the workflow is CM needed to create the ticket in Intel's system directly.

Arrow (AADL) cannot issue RMA or restock the parts and then ship back to Celestica as it violate the Oxley law.

To get faster response, could you please log the issue to Intel website.

Customer will need to have the IPS account. Pls register per below link

<https://www.intel.com/content/www/us/en/my-intel/fpga-sign-in.html>

An Intel engineer will be assigned to take care of the case within 24 hours and provide direct response to your query.

This is the technical service that Intel offer to their top tier customer (like IBM) and their CM (like Celestica).

- Customer access will go through validation process TAT 24-48h
- Customer will get an email once the validation process is complete with status.
- Customer can access IPS by clicking the Intel Premier Support button under the Tools
- This helps customer to quickly communicate with Intel Technical Support team direct for any quality issue or technical enquiries to get direct response from Intel when their
- Once the case is file, the application team will advise per the case
- This can also help to reduce the cycle time of running failure analysis.
- If the non-conformance being confirmed by Intel, Arrow will either issue credit or shipping replacement per Customer's preference. In other words, Intel will provide all the

Actually, I don't know which one is your correct shipping details since Celestica is using same PO# for this part. Thanks.

End Customer Name	Ship To PO Number	OPN	Purchase Order Number	Sales Order Number	Line Item	Customer Part Number	Requested Quantity	Confirmed Quantity	Requested Delivery Date	Confirmed Delivery Date
(6100007538) IBM	2151010627	5M160ZM68C5N	7679FA2268553	7795484	10	78P5200	640	640	06/21/19	06/25/19
(6100007538) IBM	2151010627	5M160ZM68C5N	7679FA2270588	7797853	10	78P5200	4480	4480	07/03/19	07/03/19
(6100007538) IBM	2151010627	5M160ZM68C5N	7679FA2279544	7803520	10	78P5200	5760	5760	07/25/19	08/19/19
(6100007538) IBM	2151010627	5M160ZM68C5N	7679FA2283551	7805926	10	78P5200	7040	7040	08/09/19	08/09/19
(6100007538) IBM	2151010627	5M160ZM68C5N	7679FA2289518	7810291	10	78P5200	10240	10240	08/27/19	08/27/19
(6100007538) IBM	2151010627	5M160ZM68C5N	7679FA2290500	7810875	10	78P5200	12160	12160	08/29/19	09/02/19
(6100007538) IBM	2151010627	5M160ZM68C5N	7679FA2292522	7813287	10	78P5200	10240	10240	09/06/19	09/30/19
(6100007538) IBM	2151010627	5M160ZM68C5N	7679FA2310534	7827019	10	78P5200	3840	3840	11/08/19	11/25/19

Regards,

Carrie

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From: Ben Wang <benwang@celestica.com>
Sent: Thursday, December 5, 2019 2:09 PM
To: CARRIE LAW <CARRIE.LAW@arrowasia.com>
Cc: Shelley Xie <shellxie@celestica.com>; Kai Wang <kwang@celestica.com>; Ado Zou <adzou@celestica.com>; Fiona Zhang <fionazha@celestica.com>; Sandy Lu <sandy.lu@celestica.com>
Subject: [External] Intel FA request_Function failure_CLS PN: 78P5200_Dec.05 2019

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Carrie,

Recently our production line found some Intel parts failed at the functional test station, after performed the material replacement, the function failure issue has been resolved.

To understand the failure root cause and related corrective action, we want to return 5pcs failed samples to the supplier to do further analysis, please refer to the following info to work with the

CLS PN	78P5200
Part description	MAX V CPLD - 160LE (128MACROCELL), 8KBIT
Manufacturer	INTEL CORP
MPN	5M160ZM68C5N
Defect description	(1). Bring up failure (shutdown) at the functional test station. (2). Replaced the suspected fail part with a fresh part, the retest result is PASS.
FA sample QTY	5
Date code	1931 x 5pcs.
Lot code	S931AF39 x 2pcs; S931AF42 x 3pcs.
CLS PO#	2151010627



12/5/2019

Celestica Mail - RE: [External] Intel FA request_Function failure_CLS PN: 78P5200_Dec.05 2019

Regards

Ben Wang

Supplier Quality Engineering

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