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## PRODUCT INFORMATION NOTIFICATION

**PCN:** PCN104886

**Date:** February 26, 2010

**Subject:** Cypress Tape and Reel Shipments Dated Oct 01, 2009 – Feb 12, 2010: Seal Cover Tape Quality Problem

**To:** PCN ADMIN  
CYPRESS  
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### Product Information:

Cypress recently received feedback from a few customers regarding seal cover tape tearing at their de-taping process on select shipment batches. In the investigation that immediately followed, Cypress discovered that this phenomenon affected product assembled in QFN, SOIC, BGA, TSSOP, TQFP and TSOP packages, shipped in Tape and Reel carriers from the Cypress Philippines factory during the period October 01, 2009 – February 12, 2010. The commonality on these shipments was that they used seal cover tape material manufactured in October, 2009 by a specific cover tape vendor, Peak.

### Analysis and Findings:

Detailed engineering analysis revealed that the lots reported to be failing passed the Peel Back Force Test (PBFT) under test conditions specified by EIA-481, the industry standard. This test evaluates the successful and incident free separation of the center portion of the cover tape from the carrier tape – which is imperative to enable safe removal of component from the carrier for board assembly.

Analysis of the suspect batch of cover tape by the vendor, Peak, showed that the affected tape had more non-embedded particles than other batches of cover tape which may result in seal cover tape tearing during high speed de-taping processes. Unfortunately, this phenomenon is not detectable through the PBFT.

### Containment Measures:

As of this writing, Cypress has stopped the usage of the affected batch of cover tape and processed a return to the vendor. Furthermore, on other batches of Peak cover tape in stock, Cypress is doing a special test to simulate and qualify the high speed de-taping process on a per roll basis. In other words, every roll of unused cover tape from each batch is being certified prior to shipment to customers. This containment action was implemented on February 13<sup>th</sup>, 2010. Tape and Reel shipments from the Cypress Philippines starting February 13<sup>th</sup>, 2010 therefore should not exhibit this cover tape tear problem.

### Additional Measures:

Cypress is actively pursuing the option of converting to alternate qualified cover seal tape vendors.

### Recommendations:

Cypress recommends the following actions for Tape and Reel shipments affected by tape tearing problem at customers' de-taping process step:

1. Reduce the speed parameter of de-taping equipment by 20-30% if the problem is encountered
2. Return affected reels to Cypress via the Returned Material Authorization (RMA) channel. Cypress has commissioned a dedicated rework line to swiftly process and ship returned reels.

**Anticipated Impact:**

Based on the investigation, this problem is likely to manifest itself only in high speed de-taping environments. Customer environments using slower speed processes are not likely to encounter this problem. The issue has been isolated to Tape and Reel shipments from the Cypress Philippines factory with a ship date of October 01, 2009 – February 12, 2010. Shipments with other ship dates are not affected.

Cypress products shipped in bulk packaging (tray, tubes and sample foam packs) are not affected by this problem.

**Response Required:**

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

For additional information or questions regarding this Product Information Notification, please contact your local sales representative or Allan Lugo at [ael@cypress.com](mailto:ael@cypress.com)

Cypress apologizes for any inconvenience caused by this issue and is fully committed to supporting your product and application needs. Your continued interest in Cypress is greatly appreciated.

Sincerely,

Cypress PCN Administration