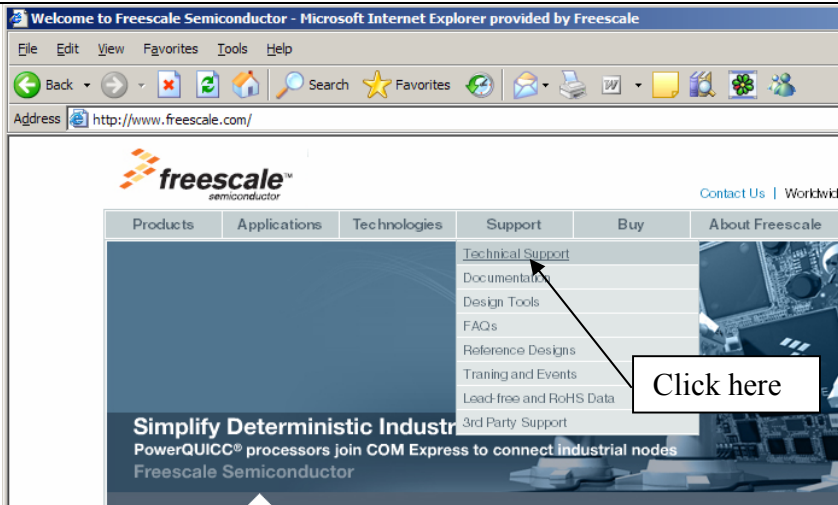
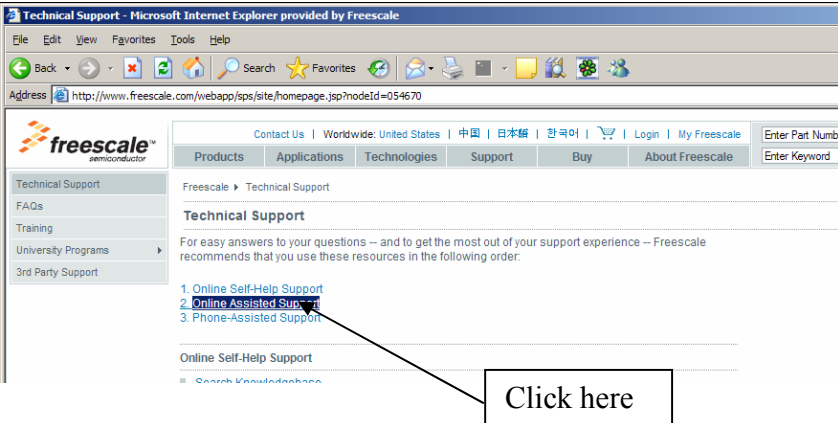


# Freescale Semiconductor - Procedure for Entering Technical Service Requests

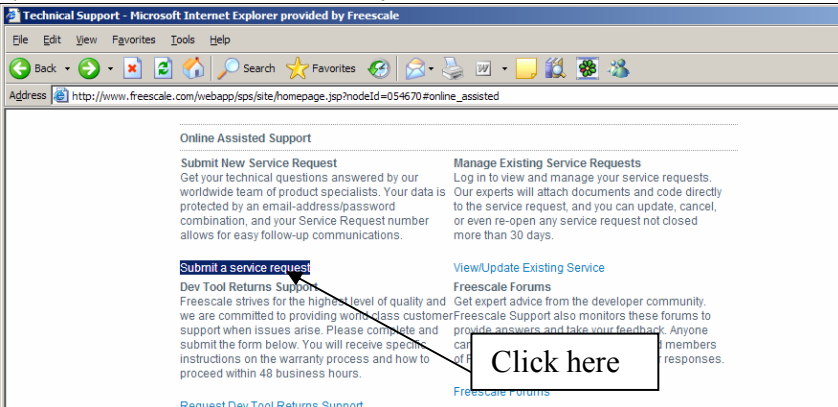
a) Open Freescale web site: [www.freescale.com](http://www.freescale.com) and select “Technical Support” section.



b) Select “Online Assisted Support”



c) Select “Submit a Service Request”



## Freescale Semiconductor - Procedure for Entering Technical Service Requests

d) Select request “Category” and question “Topic” – click <<next>> button afterwards:

The screenshot shows the 'New Service Request' form in a Microsoft Internet Explorer browser. The address bar shows the URL: [https://www.freescale.com/webapp/servicerequest.create\\_SR.framework](https://www.freescale.com/webapp/servicerequest.create_SR.framework). The page header includes the Freescale logo and navigation links for Products, Applications, Technologies, Support, Buy, and About Freescale. The main content area is titled 'New Service Request' and features a progress bar with four steps: 'Category/Topic', 'SR Details', 'Contact Info', and 'Submit'. Below the progress bar, there is a prompt: 'Please enter the following required fields to open a New Service Request.' Underneath, there are two steps: 'Step 1: Category:' with a dropdown menu set to 'Technical Request', and 'Step 2: Topic:' with a dropdown menu set to 'Design Question'. At the bottom of the form, there are 'Cancel' and 'Next' buttons. A red box highlights the 'Next' button, with an arrow pointing to it and the text 'Click here'.

Freescale offers responses on the following “Topics”:

Topic	When to use this Topic
CodeWarrior	Questions regarding usage/features/problems concerning CodeWarrior Software Development Environment
Design Question	Questions during design phase related to device usage or clarification question
Device Evaluation	Evaluation of possible device usage in future application/project; product information gathering - which is not content of the datasheet; Replacement parts; Packaging and Solderability; Reliability interest (MTBF, FIT);
Device Quality	Part behavior related to DC/AC-parameters changed or is out of specification according to the datasheet; EMC-behavioral issues like EME, EMS; part functional failure;
Documentation	Documentation unclear, wrong, missing important data
Games Development Tools	Questions regarding usage/features/problems concerning Games Development Tools
HW/SW Tools (not CodeWarrior)	Questions regarding usage/features/problems concerning Freescale Hardware & Software tools/utilities, 3rd party issues
License Issues	Select this topic to request a license when web-based license fulfillment does not work, or if an existing license is not working properly.
Linux BSP	Questions regarding installation and use of Freescale's Platform Creation Suite, LTIB, or Linux board support packages.

## Freescale Semiconductor - Procedure for Entering Technical Service Requests

- e) Select “Product Type” and potentially also “Topic” of the technical issue – click <<next>> button afterwards:

Address: [https://www.freescale.com/webapp/servicerequest\\_pre\\_dr\\_AddDetails.framework](https://www.freescale.com/webapp/servicerequest_pre_dr_AddDetails.framework)

Navigation: Products | Applications | Technologies | Support | Buy | About Freescale

Progress: Category/Topic | **Product Issue** | SR Details | Submit

Select Product

Please select one Product below that relates to your Technical Question

Product Type

- ASIC
- Analog and Mixed Signal
- Cellular Platforms
- CodeWarrior™ Development Tools

Please enter keywords that describe your inquiry. The system will check the knowledgebase for similar topics.

Would you like to search our Knowledge base? We will be maintaining your Service Request

Buttons: Cancel | Previous | **Next**

Click here

- f) Describe technical problem – “Subject” and “Description” fields are mandatory and must be completed. Click <<Submit>> button afterwards:

Address: [scale.com/webapp/servicerequest\\_pre\\_dr\\_AddDetails.framework](scale.com/webapp/servicerequest_pre_dr_AddDetails.framework)

Navigation: Products | Applications | Technologies | Support | Buy | About Freescale

Progress: Category/Topic | Product Issue | **SR Details** | Submit

Please enter the following required fields to open a New Service Request.

Category: Technical Request

Topic: Design Question

Product Hierarchy: Microcontrollers and Processors > 32-Bit Microcontrollers & Processors > 68K/ColdFire

Package Type: [ ] Package, soldering, mechanical question? Tell us the package type!

Temperature Range: [ ] Temperature effects or requirements?

Operating Frequency: [ ] Used or needed max. frequency of the part?

Maskset: [ ] Related to a specific version of the part? We may need to know the maskset!

Datasheet or Document Name and Version: [ ] Referring to a document? Document Name and Version please!

Application: [ ] Understanding the context of the part usage helps. Tell us please!

Severity: Medium

Subject: Test Request

Description: No action needed.

Character Count: 17 (limited to 2000 characters)

Buttons: Attach Files | Cancel | **Submit**

Click here

## Freescale Semiconductor - Procedure for Entering Technical Service Requests

- g) Provide your contact information or alternatively, if you're registered member, enter your e-mail address and password.

The screenshot shows the 'Freescale Login' page. It has a navigation bar with 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. The address bar shows 'https://www.freescale.com/webapp/ruhp.login.framework'. The main content area is divided into 'Existing Members' and 'New Members' sections. The 'Existing Members' section has fields for 'Enter Email Address' and 'Enter Password', with a 'Log in' button. The 'New Members' section has a 'Register Now' button. Below these is a registration form titled 'I do not want to register - Provide contact information'. The form has several fields marked with an asterisk as required: Email Address, First name, Last name, Company, Company's Primary Business (a dropdown menu), Other Primary Business, Job Description (a dropdown menu), Phone number, Street Address, City, State (a dropdown menu), and Country (a dropdown menu). A callout box with the text 'Click here' has an arrow pointing to the 'Submit' button at the bottom of the form.

- h) After successful submitting your request, you will be provided with unique request number, which will give you possibility to track activity with your request. The number will also give you a chance to reinitiate a request if not receiving proper answer and it will be guaranteed that the same engineer will dig into the subject and provide more details on the subject.

The screenshot shows the 'Request Confirmation' page. It has a navigation bar with 'Products', 'Applications', 'Technologies', 'Support', 'Buy', and 'About Freescale'. The main content area is titled 'Service Request Confirmation' and shows a progress bar with three steps: 'Category/Topic', 'Product/Issue', and 'SR Details'. Below the progress bar, it says 'Thank you for your interest in Freescale Semiconductor Products. Your question has been logged with number' followed by the number '1-367471211' which is circled in red. Below the number, it says 'Please click here in order to:'.

The other optional way of entering service request is simply sending e-mail with the description of your problem to [support@freescale.com](mailto:support@freescale.com). This optional way, however, doesn't allow customer to track activity with his/her request on-line.