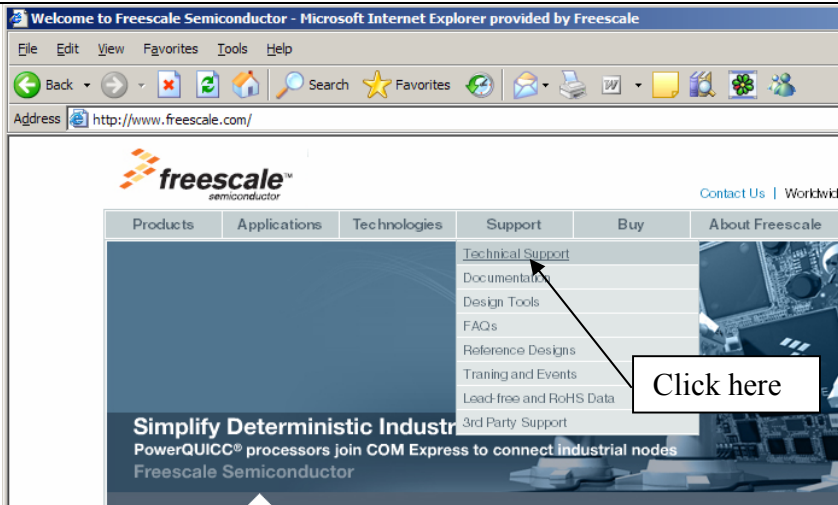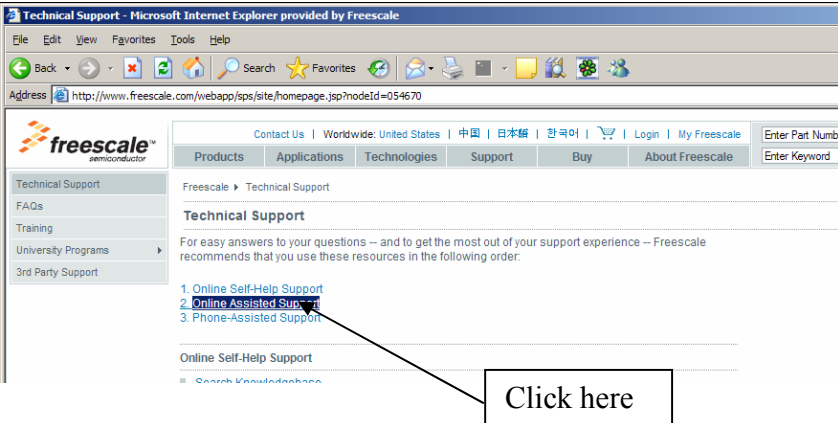# Freescale Semiconductor - Procedure for Entering Technical Service Requests
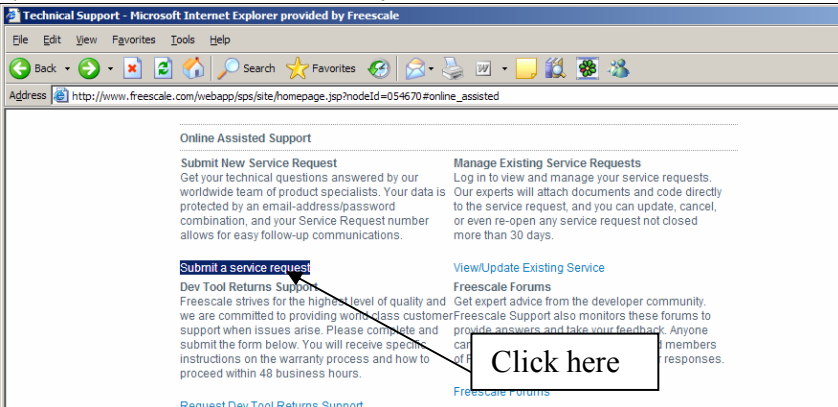
a) Open Freescale web site: www.freescale.com and select "Technical Support" section.

Click here

b) Select "Online Assisted Support"

Click here

c) Select "Submit a Service Request"

Click here

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

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.

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

Click here

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

Click here

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

Click here

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