

### **Note 20 Ultra TSP Test Failure**

Do **NOT** unplug the device until you create the dump log

1. Click [here](#) to submit a ZenDesk ticket
2. Issue Type: Exception request. Exception type: Galaxy Diagnostic Tool
3. Subject: *Copy below exactly*

Note 20 Ultra presenting with "TSP Fail" in GD regardless of screen assembly used.

4. Description: *Copy below exactly*

Tested across 2 OCTA's both producing same fail error. Numerous stores reporting same issues.

Troubleshooting steps done:

Reset phone with both Fenrir A and H on separate tests and reproduced TSP Fail.

Clean install of GD with .apk of 3.0.155

Device is an Asurion order with no actual touch issues (verified on other GD tests as well as UX)

5. File Attached: Check the box.
6. Attach a dump log (top left corner of GD with the phone still connected) and attach those logs as files when submitting the exception.