

# Customer Service Note

## Product Change Notification/End-of-Life Systems

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### Introduction

Micron's automated product change notification (PCN)/end-of-life (EOL) systems inform our customers of changes that will affect the form, fit, or function of Micron products or processes or of the planned discontinuation of a product. The EOL system follows the same process as the PCN system.

### Identifying/Evaluating Changes

The various manufacturing areas, engineering groups, and/or marketing groups alert the QA PCN administrator of any changes being made that may affect the form, fit, function, quality, or reliability of a product. Per the JEDEC references, form, fit, function, quality, and reliability are defined as:

- **Form:** The visual appearance, including shape, color, marking, and surface finish of the product, as specified by the supplier and/or customer.
- **Fit:** The external dimensions and associated tolerances of the product, as specified by the supplier and/or customer.
- **Function:** The electrical, mechanical, thermal, and performance characteristics of the product, as specified by the supplier and/or customer.
- **Quality:** The conformance of a product to requirements or perceived fitness for its intended use(s).
- **Reliability:** The ability of a product to perform a required function over time.

### Change Review Board (CRB)

The QA PCN administrator gathers all information needed to review the change and presents it to the change review board (CRB) for approval. The CRB meets weekly, as needed, to discuss all proposed changes for customer notification.

The CRB is a cross-functional team with representation from corporate engineering, product engineering, supply chain, and the business units. Experts from the affected manufacturing areas may be invited based on the agenda items for the week. This group is responsible for reviewing the change, validating the final classification, and providing a recommendation for customer notification. Key issues that are taken into consideration during this review are:

- The life-cycle status of the affected product
- Original change classification and recommendation as provided by the PORRB/CCB/Pre-CRB
- Data taken to confirm the change
- Effect on existing inventory and current marketing roadmaps
- Known customer sensitivities
- Contractual requirements with customers

- Historical decisions on similar changes

Effect on the regulatory certification status of a product (if affected, the certifying agency must be included in the notification to determine if further testing or certification is required for maintaining certification status).

## PCN/EOL Notification

If the change is recommended for customer notification by the CRB, the QA PCN administrator completes the standard templates and coordinates reviews by marketing, engineering, sales, planning, legal, and executive management. After the reviews are completed, the PCN/EOL system automatically sends the information, in the standard format, to all customers that have received the affected product within the previous 24-month period. Notifications are also sent to local distributors for disbursement to those customers who have made purchases solely through distribution.

Notifications include the following information:

- Type of change
- Description of change
- Reason for change
- Affected part numbers (the complete list of Micron part numbers that are affected by the change)
- Implementation date (date the change will take place)
- Method of identification (how to tell the old devices from the new ones)
- Marketing contact
- Engineering contact

## Follow Up and Closure of the PCN/EOL Notification

Micron’s planning group implements customer restrictions in the manufacturing tracking system to prevent any new material from shipping to customers prior to approval; however, customers should acknowledge receipt of a PCN within 30 days of delivery of the PCN. Final approval of the change is expected from the customer no later than 90 days after the notification. A lack of response during these time frames constitutes acceptance of the change.

In cases where a faster response is necessary, marketing, field applications engineering, and/or sales pursues the confirmation of receipt and approval of the change directly with each customer.

Manufacturing will not completely convert to the new process/material until approvals have been received from customers, or unless approved from QA, product engineering and manufacturing management. Partial conversions are allowed.

**Table 1: PCN/EOL Timelines**

Type of Notification	Last Order Date	Last Ship Date	Total Duration	Standard
PCN	Reference J-STD-046	Reference J-STD-046	Reference J-STD-046	J-STD-046
EOL – Non SSD	Minimum of 6 months from notification	Minimum of 12 months from notification	12 months	J-STD-048
EOL – SSD	Minimum of 6 months from notification	Minimum of 12 months from notification	12 months	J-STD-048



## Revision History

Rev. I .....	1/23
• Updated Table 1	
Rev. H.....	12/15
• Updated to include SSD PCN/EOL information	
Rev. G.....	4/12
• Updated information about review methods	
• Changed JEDEC reference standards to JESD46-D and JESD48-B	
Rev. F .....	8/09
• Changed JEDEC reference standard to JESD46-C	
• Updated template	
Rev. E.....	10/08
• Updated with EOL information	
• Updated template	
Rev. D.....	7/05
• Changed JEDEC reference standard to EIA/JESD46-B	

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