

Customer Service Note

Product Change Notification/End-of-Life Systems

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 (per EIA/JESD46-C), or of the planned discontinuation of a product (per JESD48-A). The EOL system follows the same process as the PCN system, except that customers have a minimum of 6 months from notification to place final orders and 12 months from notification for final shipments to be sent.

Identifying/Evaluating Changes

The various manufacturing areas, engineering groups, and/or marketing groups alert the QA PCN coordinator of any changes being made that may affect the form, fit, function, or reliability of a product. Per the JEDEC references, form, fit, function, 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.
- **Reliability:** The ability of a product to perform a required function over time.

PCN Review Board

The QA PCN coordinator gathers all information needed to review the change and presents it to the PCN review board for approval. The PCN review board meets weekly, as needed, to discuss all proposed changes for customer notification. The review board is made up of representatives from corporate QA, product engineering, and marketing. Experts from other affected manufacturing areas may be invited based on the agenda items for the week. This group reviews the changes and assigns classification levels. The classification levels are:

- **Class I:** A change that may require system-level testing by the end customer (for example, changing manufacturing sites, substrates, designs, or electrical specifications). 180-day notice is given.
- **Class II:** A change that may require component-level testing at the manufacturer/integrator level (for example, changes to wafer thickness, topside materials, box dimensions, or tray orientations). 90-day notice is given.
- **Class III:** A fit or form change only; function, quality, or reliability are not affected (for example, changes to appearance, marking, or label). 30-day notice is given.

PCN/EOL Notification

If the change is recommended for customer notification by the PCN review board, the QA PCN coordinator 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, according to the JESD46-C standard, 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.

As stated previously, after an EOL notification customers have a minimum of 6 months from notification to place final orders and 12 months from notification for final shipments to be sent, per JESD48-A.

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.

8000 S. Federal Way, P.O. Box 6, Boise, ID 83707-0006, Tel: 208-368-3900
www.micron.com/productsupport Customer Comment Line: 800-932-4992

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Revision History

Rev. F	8/09
<ul style="list-style-type: none">• Changed JEDEC reference standard to JESD46-C• Updated template	
Rev. E	10/08
<ul style="list-style-type: none">• Updated with EOL information• Updated template	
Rev. D	7/05
<ul style="list-style-type: none">• Changed JEDEC reference standard to EIA/JESD46-B	