Electronically Induced Physical Damage on Industry-Standard DDR5 Modules

Customer Service Note

Micron is aware of an industry-wide Electrically Induced Physical Damage (EIPD) issue that may cause damage on industry-standard DDR5 modules. In rare instances, damaged or improperly installed modules have resulted in signs of overheating on the module. This issue is not unique to Micron.

Micron is investigating potential improvements related to protecting against EIPD events on industry-standard DDR5 modules, while collaborating with industry partners to drive EIPD-related improvements across the industry.

In the meantime, customers are encouraged to review and implement updated proper handling procedures for Micron DRAM modules, as well as factory guidance on how to mitigate risk related to electrostatic discharge.

We are committed to our customers and stand behind our products. If you have questions or concerns about Micron's DDR5 modules, please contact your Micron sales representative.

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8000 S. Federal Way, P.O. Box 6, Boise, ID 83707-0006, Tel: 208-368-4000
www.micron.com/products/support Sales Inquiries: 800-932-4992
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