



This Technical Advisory describes an issue which may or may not affect the customer's product

Intel Technical Advisory

TA-1109-01

5200 NE Elam Young Parkway
Hillsboro, OR 97124

June 8, 2016

Some TPM modules AXXTPME5 were shipped to customers in an unprovisioned state.

Products Affected

| Product Name | Product Code |
|---------------------|--------------|
| TPM Module AXXTPME5 | AXXTPME5 |

Description

Intel has found that some TPM modules AXXTPME5 were not provisioned before shipment. This results in a malfunction of the TPM module.

Root Cause

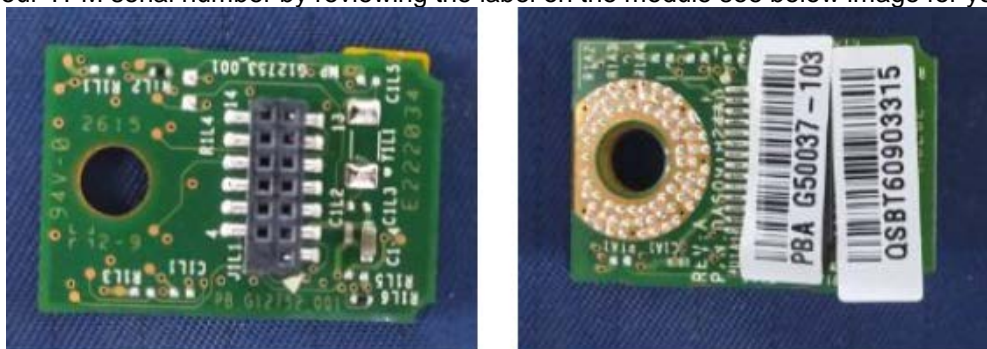
The issue has been root caused to two batches of TPM modules not being provisioned correctly during manufacturing.

Corrective Action / Resolution

Intel has decided to recall the defective TPM modules. Please contact your Intel Sales Representative or Intel Support Center for the replacement TPM modules. Please refer to the below table for Serial Numbers of the affected TPM Modules:

| Serial Number Range |
|-----------------------------------|
| From QSBT61000001 to QSBT61000385 |
| From QSBT61200881 to QSBT61200999 |
| From QSBT61201000 to QSBT61201160 |

You may obtain your TPM serial number by reviewing the label on the module see below image for your reference:



Please contact your Intel Sales Representative if you require more specific information about this issue.

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