



Intel® Core™ 13th and 14th Gen Instability Customer Passthrough Statements

Intended Audience

This document is a foundational statement to assist Intel customers/partners with end user discussions regarding the RPL/RPL-R System Instability Issue.

If further clarification is requested or for answers to questions that are not covered by this statement, please contact your Intel representative.

Technical Statement

Intel is seeing increases to the minimum operating voltage (Vmin shift) in some 13/14th gen desktop processors. The increase in required operating voltage can lead to issues such as repeated crashes and/or freezes in applications.

[A BIOS update](#) has been developed to address this issue and can be found either through your motherboard vendor's website or from your system manufacturer— along with step-by-step instructions on how you can update the system BIOS. You can check for the latest version of your system's BIOS via the Intel Product Compatibility Tool here: <https://compatibleproducts.intel.com/>.

Intel stands behind its products and is committed to making sure all customers who are currently experiencing instability symptoms on their 13/ 14th Gen desktop processors are supported in the exchange process. Additionally, Intel has increased the warranty by two (2) years on potentially affected products, up to a maximum of five (5) years:

Processor Number	
13th Generation Intel® Core™	14th Generation Intel® Core™
i9-13900KS	i9-14900KS
i9-13900K	i9-14900K
i9-13900KF	i9-14900KF
i9-13900F	i9-14900F
i9-13900	i9-14900
i7-13700K	i7-14700K
i7-13700KF	i7-14700KF
i7-13790F	i7-14790F
i7-13700F	i7-14700F
i7-13700	i7-14700
i5-13600K	i5-14600K
i5-13600KF	i5-14600KF

Users wishing to overclock are still free to do so with Intel unlocked processors. However, users should approach overclocking with caution, as overclocking may void their warranty, affect system health, and reduce the useful life of the processor.

Intel is taking steps to ensure the elevated voltage issue does not impact future products, including the upcoming Arrow Lake product family. Investigation continues to ensure that scenarios of instability reported to Intel regarding its Core 13th/14th Gen desktop processors are addressed and appropriate preventative measures are implemented in current and future product families.

Retail Support Statement

Intel is addressing reports of unexpected instability issues (application/OS crashes, hangs, and errors) on some Intel Core 13th / 14th Gen desktop processors. Intel is working with its partners to address the instability issues, including recent updates that can help protect the processor from these types of issues.

An update has been developed to address this issue in the form of [a BIOS update](#) and can be found either through your motherboard vendor's website or from your system manufacturer – along with step-by-step

instructions on how you can update the system BIOS. You can check for the latest version of your system's BIOS via the Intel Product Compatibility Tool here: <https://compatibleproducts.intel.com/>.

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i7-13700K	i7-14700K
i7-13700KF	i7-14700KF
i7-13790F	i7-14790F
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