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Issue Alert Letter #24

Dear Toshiba Service Providers and Dealers,

As a result of physical shock being applied to the front of the 500CDT, the CD-ROM drive mounted in the Select Bay may become dislodged causing system or application hangs. When this occurs the drive becomes partially disconnected from the Select Bay connector, despite the fact that it remains physically locked within the system. Generally, pressing on the front of the CD ROM drive will reseal the connector and allow the user to continue with the application.

Improvements were made to the Select Bay and CD-ROM assembly in November correcting the problem on systems with serial numbers greater than 116xxxxx.

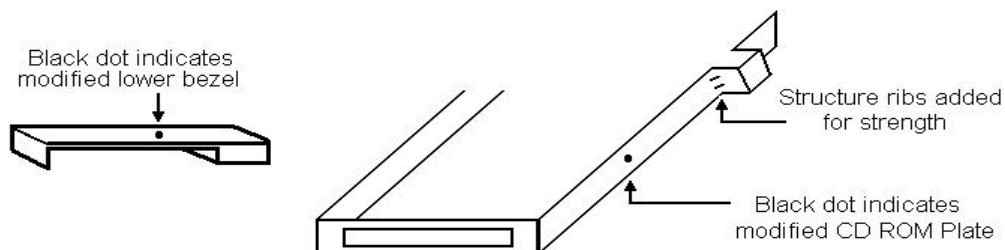
A retrofit for systems produced prior to November can be applied by an Authorized Service Provider. **However, a complete disassembly of the system is required. For this reason we do not recommend a retrofit except where the customer has experienced a significant amount of trouble with Select Bay seating.**

The following parts are used to upgrade existing hardware:

<u>Old part number</u>	<u>New part number</u>	<u>Description</u>
P000219280	P000224860	MB Lock Hook
P000216800	P000224880	CD-ROM Pack Plate
P000216760	P000224870	Lower Bezel
None	P000224900	MB Spacer

CD-ROM Assembly

To see if the CD-ROM drive has been modified, look for the structure ribs which have been added to the cam bend in the new version of the CD-ROM Plate as shown in the illustration below. Additionally, the black dots, also shown in the illustration, should be added in indelible ink whenever a CD-ROM drive assembly is modified by a Service Provider.



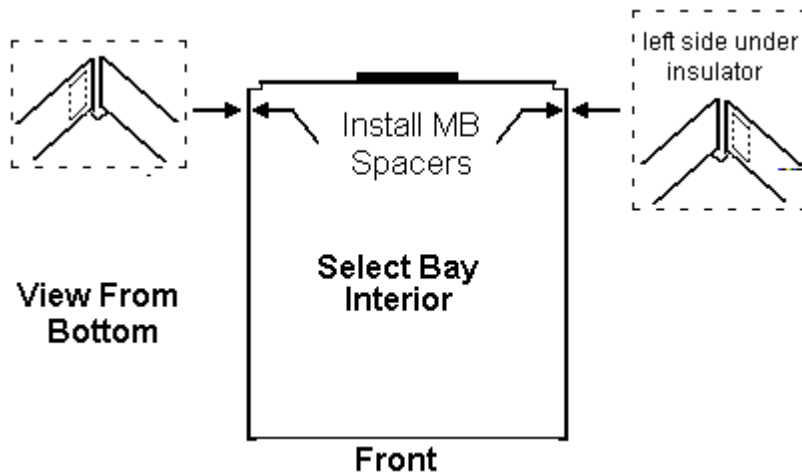
Field Modification Procedure for the CD-ROM Assembly:

Remove the lower bezel by pulling the upper bezel slightly away from the assembly, thus releasing the lower bezel. Once removed be sure that any remaining adhesive tape is removed from the base of the CD-ROM drive. Remove the paper strip exposing the adhesive tape provided on the inside of the new lower bezel and install it on the assembly. Remove the original CD-ROM plate and replace it with the modified part. Mark the new components as shown above.

Field Modification Procedure for the Select Bay Assembly:

Push the Select Bay Lock Lever into the release position and remove the Lever from the Select Bay Frame. Disassemble the system leaving only the base assembly. Remove the Lock Hook from the base assembly, being careful not to lose the spring positioned between the Lock Hook and the base.

Attach the two new mylar spacers along the back corner of each side in the Select Bay Frame as illustrated below. The long side of the rectangular spacers should be positioned vertically from the top of the Select Bay to about 1/4" from the bottom edge. Keep in mind that access to the inside of the Select Bay is from the bottom.



Replace the original Lock Hook with the modified part, carefully replacing the spring between the Lock Hook and base. Replace the System board and Select Bay Frame into the base ensuring that the Lock Hook is fitted up through the appropriate slot in the Frame. Be sure that the Lock Hook slides freely and is spring loaded into the locked position. Reassemble the system and test. Make sure that the CD-ROM drive will seat and latch properly into the Select Bay.

Whole Assembly parts are used to replace existing hardware:

The part numbers mentioned on the previous page should be used to modify systems in the field. The following assemblies include the modifications and should be ordered when required for repairs.

<u>Old part number</u>	<u>New part number</u>	<u>Description</u>
P000219650	P000224890	MB Guide Frame Assembly w/ Mylar Spacers
P000219040	P000228200	Base Assembly w/ new Lock Hook

Toshiba America Information Systems, Inc.
Computer Systems Division
Technical Service and Support