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Issue Alert Letter #5

Dear Toshiba Service Providers and Customers,

The purpose of this Issue Alert is to clear up some confusion which appears to exist with a T4900. Earlier this year a Service Bulletin was released discussing a problem with flux contamination in the HDD cable connector. This contamination created problems which would generally be identified as HDD failures. The most common symptoms were boot - system POST failures. This occurred in approximately 5% of units in the 025 and 035 serial number ranges. It was also detected, in a smaller percentage of systems, in the 124 and 045 serial ranges.

As described in the Service Bulletin, cleaning the connectors in the field will not always fix this problem. Systems which exhibit this symptom should have the lower system board and the HDD flex cable replaced. Special cleaning and inspection procedures have been put in place in our Repair Center to ensure complete elimination of the flux.

*** If this problem exists on a system, the symptoms will occur within 30 to 45 days of normal use. ***

Although this is an issue covered by the warranty, and a service provider will replace these parts at the customer's request, we do not recommend reworking a T4900 which has been in use for more than 45 days without a problem. It is our concern that working on non-failing systems is an unnecessary inconvenience for the user and creates the opportunity for problems to occur due to the disassembly and reassembly of the unit.

Finally, we apologize for any delays you may have experienced in getting these parts. Several months ago we increased our inventory and put procedures in place to turn these parts as quickly as possible. To assist us in reducing the back order situation, we need to ask Service Providers to return the bad or unused parts as quickly as possible.

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