TOSHIBA

April 15, 1996

Issue Alert Letter #13

Dear Toshiba Service Providers and Customers,

400CDT / 400CS / 410CDT / 410CS Inspection Procedure:

The following inspection procedure should be performed prior to servicing any 400 or 410 series system.

1. Inspect the keyboard ribbon cable connection to the system board. If the connector collar is not securely pressed down on both sides, remove and reseat the cable. Press the collar down securely, making sure it is snapped in place. The collar should be pressed straight down with even pressure applied across the front of the connector. Poor seating is most likely to occur when the connector is worked down from side to side.   (Issue Alert # 06)

2. If the unit serial number date code is earlier then 046, make sure that the HDD upper plate, part number P000206020, has been removed. (Issue Alert # 12)

3. Using the TEST and DIAGNOSTICS diskette on 400CDT or 400CS systems, confirm that the PS MICOM is at least version 1.2. If the MICOM version is below 1.2, replace the system board.   (Issue Alert # 08)

4. Remove and reinsert the battery, connect A/C power and make sure the "BATTERY" indicator ICON is illuminated. Power on the system and confirm that the system boots, or resumes, properly. Wait five minutes and recheck the "BATTERY" indicator ICON to ensure that it is still illuminated. If time permits, allow the battery to recharge completely. Power off the system and remove A/C power. Power the system back on and make sure that the system reboots, or resumes, properly. If charging problems are detected, repair as appropriate.   (Issue Alerts # 07 and # 08)

5. Ensure that the system has the latest version BIOS. This should be a standard step in repairing any Toshiba product. It is particularly important on the 400 series, as early BIOS modifications were made to correct specific system performance issues. Since the BIOS level for a specific model will occasionally change, the current level is not listed in this Issue Alert.

6. On 400CS units with serial number date codes earlier then 115, make sure that the two ribbon cable connectors on the rear portion of the STN panel are securely glued in place, or that the original connector has been replaced with a snap-in version. The snap-in connector can be identified by a mylar strip attached to the top of the connector.   (Issue Alert # 10)

These steps should not add more than a few minutes to the repair process and can reduce the number of repeat failures and future problems for the customer. These steps should be completed before ordering parts, as additional parts may be required to complete the service.

The Issue Alert number attached to an individual step can be referenced for related details and specific instruction. All of the Issue Alert Letters are available through T-FAX at (714) 587-6171. Access to the Alert Letters is password protected so be sure you know your password when you call. Request the Service Engineering Index, DOC # 9901, for a list of the Issue Alert document numbers.

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