TOSHIBA

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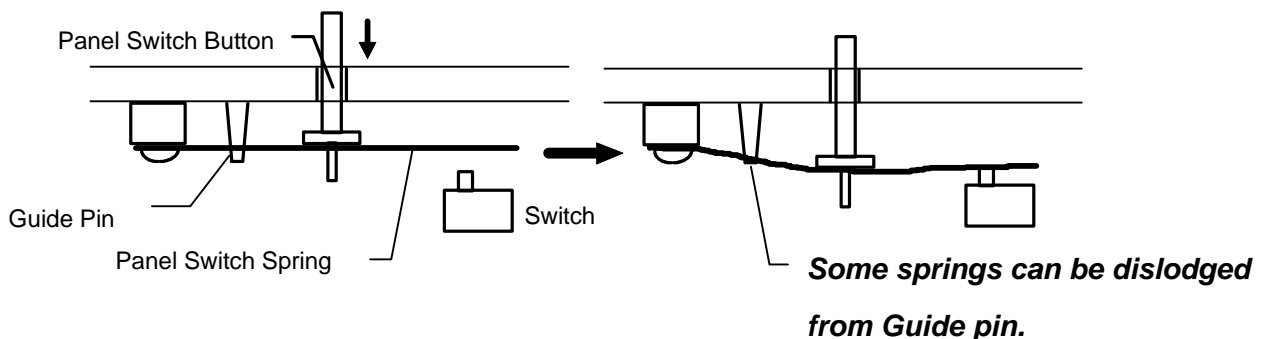TELEX: 183-812 (Toshiba IRVN)

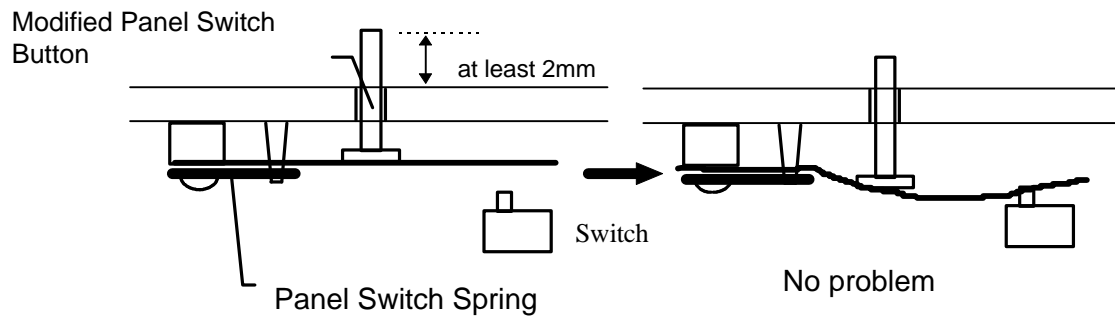February 28, 1997

Issue Alert Letter #26

Dear Toshiba Service Providers and Dealers,

A small number of Portégé 650CT users have reported what would appear to be a display-related problem. When the unit is powered on, a long beep (approximately 2 seconds) is sounded by the system. The unit will appear to be booting properly, but the display will remain dark. Closer inspection of the screen reveals that characters or Windows screens are actually being displayed, but they remain dark.

This symptom is caused by the Panel Switch Button getting stuck in the down position. The computer thinks that the display assembly is closed, so power is saved by not turning on the fluorescent tube on the display. The Panel Switch Button is the small plunger located just above the "F3" key.

Two changes have been made to the panel switch assembly to prevent the button from binding.   A Panel Switch Spring Plate was added to the assembly to prevent the switch spring from becoming dislodged from a guide pin. The Panel Switch Button was also modified. A pin at the bottom of the button was removed to eliminate binding with the switch spring. Refer to the drawings below.

Panel Switch Button

Guide Pin

Panel Switch Spring

Switch

Some springs can be dislodged from Guide pin.

Modified Panel Switch Button
at least 2mm
Switch
No problem
Panel Switch Spring

The part number for the new Panel Switch Spring Plate is P000227690. The part number for the modified Panel Switch Button is P000227080; however, the current button can be modified by simply removing the pin at the bottom of the button.   The new parts will not be available for a few weeks.

Computers manufactured since the end of October have been modified. Modified units manufactured during October will have a 1/4" black dot placed on the upper right corner of the serial number/ shipping label. All computers with a serial number starting with 116 (November, 1996) and later will be modified.

Due to the small number of reported incidences, a proactive rework of units already in the channel or deployed into the field should not be necessary. Repairs should be done on an "as needed basis" only.

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