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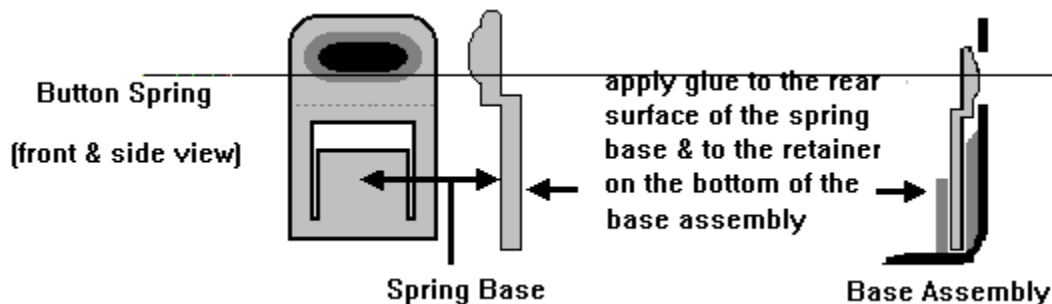
October 13, 1995

Issue Alert Letter #4

Dear Toshiba Service Providers and Customers

A number of customers who received early shipments of the 400CDT or CS have complained of problems with the power button breaking loose and pushing up into the case. Japan has indicated that on early production only a small spot of glue was used to hold these buttons in place. In mid-July this was changed and more glue is now used over a larger area of contact surface. In addition, beginning in October, the surface of the button's base, which previously had raised lettering molded into it, will be flat providing more contact surface.

When repairing one of these systems, it is important that the button be properly glued back in place. If the button is simply pulled back down into position, it is likely to fail. We recommend that a two-part, quick drying epoxy be used to reattach the button. The glue should be carefully applied to the rear surface of the flat base on the bottom of the button spring as shown in the illustration below.



The unit should be completely disassembled to give the technician unobstructed access to the surfaces to be glued. To ensure a tight, secure bond, the manufacturer's instructions for proper use and drying time should be followed.

The technician should not attempt to smooth out the raised letters which may be molded into the spring base. Attempting to do this could break or weaken the plastic spring and cause further problems with the system.

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