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Issue Alert Letter #7

Dear Toshiba Service Providers and Customers,

It has been discovered that in a few cases the SP400CDT or SP400CS batteries have failed in a manner that causes what appears to be a boot failure or defective internal display.

The bad battery will not be recognized by the system and will not hold a charge. Additionally, with AC power connected and the bad battery installed, the internal display will stay dark after initial power up. When this occurs the system will pause during POST but will eventually time out and complete the boot. The screen will remain dark, with no data being displayed. As soon as the battery is removed the screen will come up with a display consistent with the current system status (boot messages, DOS prompt, Windows menu, etc.).

The bad battery can also leave a residual effect on the system which will cause symptoms to continue to occur even after the battery has been replaced with a good one. In these cases the removal and reconnection of the sub battery will clear the problem and should allow the system to operate normally.

Before ordering parts for systems exhibiting these boot or dark screen symptoms, remove the main battery and test to see if the problem persists. If the symptoms disappear with the battery removed, replace it with a good battery, then remove and reinstall the sub battery. These steps should help prevent the unnecessary replacement of parts and provide the quickest possible turnaround for your customers.

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