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Issue Alert Letter #6

Dear Toshiba Service Providers and Customers,

A number of the SP400CS and SP400CDT computers appear to have problems due to poor seating of the internal keyboard cable. Symptoms related to this issue include **individual key failures, mouse failures, drifting mouse cursor, and boot failures** where the system boots to the BIOS loader (also referred to as the F12 boot utility). This problem can usually be identified by visual inspection of the connector. You may find that the top of the connector is not snapped down securely. The problem will generally be corrected by reseating this cable connection.



Care should be taken when inserting the cable to ensure that the ferrite core, which is mounted on the internal LCD cable, does not press against the keyboard cable or system board connector. Although the ferrite core is not necessarily the cause of the problem, it could be a contributing factor in some of the occurrences.

We believe that many of the replacement keyboards and system boards currently being ordered are related to this problem, thereby creating an unexpected demand for these parts and contributing to the back order situation. If you have a customer who is experiencing any of these symptoms, please check the cable seating before ordering replacement parts. This will allow you to fix the problem quickly and help ensure that the parts will be available for those customers who need them.

As always your assistance in this area is appreciated.

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