

**Computer Systems Division**

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***Issue Alert Letter # 6-A***

(Supplemental Information to Issue Alert Letter #6)

Dear Toshiba Service Providers and Customers:

The keyboard connector problem originally reported on the SP400 series has been found to occur on the 410, 420, 100, and 110 models also. We have confirmed that even when the connector is seated properly, it can pop up due to vibration or shock. At this time we believe there are four separate issues which could cause the connector retaining collar to pop up.

- \* The LCD cable and/or ferrite core may press against the connector forcing the retaining collar up.
- \* The sub battery, which has approximately 1/4 inch of travel may put pressure on the keyboard cable, which in turn may pull up on the retaining collar.
- \* The difficulty in reaching the connector during manufacture or repair assembly may prevent some connectors from being seated properly.
- \* A connector retaining collar which has previously popped up may be weakened and not hold effectively after being resealed.

Japan has implemented two changes they believe addresses the primary cause of the problem. During system assembly, the LCD cable is now routed away from the connector and held in place with glass tape. The sub battery is now secured in place with double-sided tape.

Given the severity of the problem, a correction was required which would eliminate the problem regardless of the cause. The result was the addition of a bracket which mounts to the two screws directly behind the connector position. This bracket should be placed over the back edge of the connector, thereby preventing any force from lifting the retaining collar.

As of early September these brackets have been installed on all 400, 410, 420, 100 and 110 series models in production. The brackets are available to the field for ASP installation. Service Providers should apply this part to all affected products when servicing them. The part number is P000201560-BKT.

Toshiba America Information Systems, Inc.  
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Technical Service and Support