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Issue Alert Letter # 11

Dear Toshiba Service Providers and Customers,

We have discovered that a compatibility issue exists between the Tecra 700 system and some 32MB synchronous DRAM cards. In response, a screening process was implemented by manufacturing in late December. As a result of this screening, all 700CT and CS units produced after 12/27/95 will work with a Toshiba manufactured, 32MB synchronous DRAM card (part number - PA2037U). Any 32MB memory module other than the Toshiba card is subject to intermittent failures and considered incompatible. This limitation does not exist with 8MB or 16MB cards.

The Tecra systems produced prior to 12/27/95 did not go through the screening process. Therefore some of these systems may be subject to errors with any type of 32MB DRAM synchronous cards, including the Toshiba card. At this time these systems are limited to expansion with 8mb or 16mb cards only.

A system board change is expected in February that will provide compatibility with properly designed third-party cards. A follow-up letter will be distributed once this change is available. The change addresses a timing issue and corrects a specific problem found during previous testing of third-party 32MB cards. A representative sample of third-party memory cards is being tested with the modified system board to ensure compatibility. Although it is Toshiba's policy that compatibility between a memory card and a Toshiba product is the responsibility of the memory card developer, we have been working with a number of memory developers to improve the compatibility of their cards.

Once the change is implemented, system board replacements will be available, at no cost, to users with systems produced prior to the 12/27 change. The upgrade should be available in March and will be provided as a warranty repair through an Authorized Service Provider.

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