

TOSHIBA AMERICA INFORMATION SYSTEMS, INC.
Computer Systems Division - Technical Service and Support
9740 Irvine Blvd., Irvine, CA 92718
(714) 583-3000

FACSIMILE MESSAGE

Page 1 of 2

To: **Authorized Service Providers and DirectCare Accounts** Date: May 13, 1996
From: Technical Service and Support

ISSUE ALERT LETTER #14

Attached is Issue Alert Letter #14 detailing a screen problem and its fix on T21XXCS systems.

Please make copies of the attached letter and distribute it to your
Service Manager and Toshiba Certified Technicians.

The pages comprising this facsimile transmission contain confidential information from the offices of Toshiba America Information Systems, Inc. This message is intended solely for the use of the individual to which it is addressed and may contain information that is privileged, confidential or exempt from disclosure under applicable law. If you are not the intended recipient, please note that any disclosure, copying, distribution or use of the contents of this transmission is strictly prohibited. If you have received this transmission in error, please notify us by telephone immediately and return the original message to us at the above address via the U.S. Postal Service. Thank you.

Computer Systems Division
9740 IRVINE BOULEVARD
P.O. BOX 19724
IRVINE, CALIFORNIA 92713-9724
TELEPHONE: (714) 583-3000
TELEX: 183-812 (Toshiba IRVN)

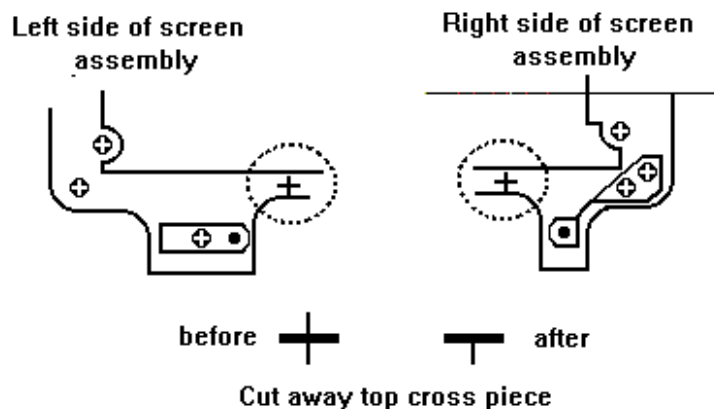
May 10, 1996

Issue Alert Letter #14

Dear Toshiba Service Providers and Customers,

During reassembly, the screen on a T21XXCS system is often positioned too low and allowed to contact the cross-shaped posts molded into the bottom edge of the top cover. If a sufficient gap is not maintained between the edge of the screen and the post, light shock or the closing action can leave small indentations on the metal frame of the screen. These indentations may cause damage to the drivers mounted along the bottom edge beneath the frame. This can result in vertical lines being displayed or dark screen failures.

To eliminate the possibility of damage, the top cross piece of both the left and right side posts should be cut away as shown in the illustration.



This piece can be shaved down using small diagonal cutters or a knife. The piece removed may have a conductive coating, so care should be taken to prevent pieces of the cut plastic from dropping down into the system. This cut should be applied anytime a T21XXCS system is brought in for service.

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