

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

January 9, 1996

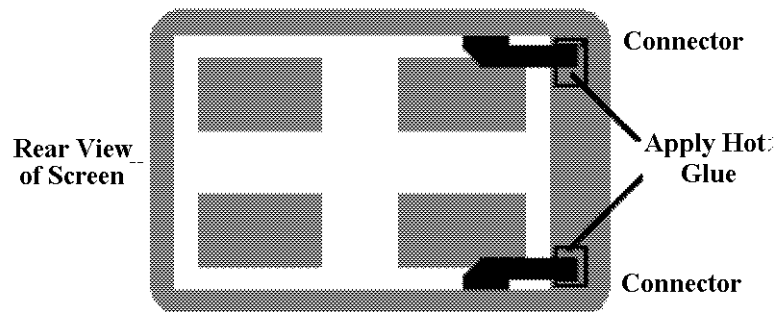
## ***Issue Alert Letter #10***

Dear Toshiba Service Providers and Customers,

A failure has been reported on the T21xxCS and SP400CS systems where either the top or bottom half of the internal screen remains blank (no display image appears). This problem occurs when one or both of the ribbon cable connectors on the rear of the screen becomes loose and lifts up from the PC board connector. This failure is unique to the Sharp screens used on the CS models of the T21xx and SP400 series products.

The problem was eliminated by Sharp in October when they replaced the push-on connectors with a snap-in version. However, prior to the connector change, Sharp attempted to resolve this problem by gluing the connectors to the PCB. Unfortunately, the type of glue used did not bond well on the PCB surface.

We have found that the LCD panels can be repaired by removing the old glue and securing each connector with a single bead from a hot glue gun.



We would prefer that Service Providers use a replacement LCD panel to repair these units so that the bad screens can be sent to Sharp for connector replacement. However, we realize that in some cases Service Providers may need to repair these units in the field. Where this is the case, care must be taken to apply glue only to the outside edge of the connector, away from the contact pins. In addition, only hot glue should be used. The use of epoxy or other permanent bonding agents will void the manufacturer's warranty on the panel.

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