

**Computer Systems Division**

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***Issue Alert Letter #12***

Dear Toshiba Service Providers and Customers,

Recently we have noticed an increase in the number of HDD failures on the 400CDT and 400CS. An evaluation of the bad drives has shown that the Toshiba 810mb HDDs (part number P000205810), when used in the 400 or 410 systems, may be subject to media damage when a significant shock or pressure is applied to the palm rest while the drive is spinning. The symptoms caused by this may include ECC errors, Address Mark errors, and/or a clanking sound while the drive is seeking. Often the sector errors can be corrected by reformatting the drive, but may reoccur. The damage may become uncorrectable and will prevent use of the drive.

It was discovered that the upper plate (part number P000206020), which is mounted above the HDD assembly, causes the transference of shock or pressure from the palm rest directly to the HDD. The removal of this plate will significantly reduce the amount of shock absorbed by the drive, thus ensuring that HDD damage will not occur as a result of normal (non-abusive) use of the system. Toshiba Japan has assured us that this plate is not essential and its removal will not create additional problems. Manufacturing ceased to install this plate in the assembly of 400 and 410 series products as of late March. The procedure for removing this plate simply requires the removal of the drive and the lifting of the plate. At this time we recommend that it be removed on any system which is brought to a service provider for service.

A new mounting bracket is expected by late April or early May that will further improve the shock absorption capability of the drive. A Supplement to this Issue Alert will be issued when the new bracket becomes available.

Toshiba America Information Systems, Inc.  
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Technical Service and Support