

Computer Systems Division

9740 IRVINE BOULEVARD

P.O. BOX 19724

IRVINE, CALIFORNIA 92713-9724

TELEPHONE: (714) 583-3000

TELEX: 183-812 (Toshiba IRVN)

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Issue Alert Letter #15

Dear Toshiba Service Providers and Customers,

Recently it was discovered that on Toshiba 520 and 810 MB hard disk drives, long periods of inactivity with the drive spinning can cause a gradual contamination of the read/write heads. Over time this may result in various read related errors. The contamination occurs when the drive continues to spin for hours with the read/write heads over the same area of the media. To eliminate the potential for these errors and prolong the life of the drive, a new BIOS has been released for each of the products using the 520 and 810 MB drives. The change eliminates "HDD Auto Spin Down Disabled" as a power management option. With the new BIOS, the drive will spin down after a user-selected period of inactivity. The default setting is 30 minutes. The drive will spin up again when it is accessed by the system.

The MaxTime menu will still show "Disabled" as a user-selectable option. If this option is selected, an error message will display and *Setup will revert to its original settings*. Since there is no functional problem caused by this issue, currently there are no plans to modify MaxTime for these products.

The BIOS release versions are listed below. These upgrades affect the flash image only and are available from the Toshiba BBS [(714) 837-4408].

T2110, T2130 Series	BIOS V5.30
T2150 Series	BIOS V5.10
400 Series	BIOS V5.50
410 Series	BIOS V5.40

NOTE: The 810 MB IBM drive, which is used in the T4900, does not require this modification since the drive automatically spins down after a specific period of inactivity.

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