

FIELD SUPPORT BULLETIN

Number: FSB-96006

Date : 96-05-15

Subject: Return Only the Part That the RA Is Issued To

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Toshiba would like to remind its Authorized Service Providers (ASPs) that when they return failing parts to Toshiba, they should take care to return only the part that the Return Authorization (RA) number is issued to. If the ASP fails in this, the repair to the customer's machine may be delayed.

A specific example of this is the PCB SETs (System Board and Video Board) for the 400CS, 400CDT, 410CS, and 410CDT computers. Toshiba has seen a number of these returned with other parts attached to them. Referring to the Toshfax Service Parts Listing diagrams for these machines, item 25 (P000205930 DC FAN), and item 69 (P000206100 RESET SW SPRING), are not part of the PCB SET (item 1 - includes 1A; System Board, and 1B; Video Board). The ASP should take care to remove these items from the System Board, before returning the failing PCB SET to Toshiba. The repair can not be completed, until these parts are re-installed into the machine.

The ASP should also take care to check for options, installed in the machine, such as memory modules. Some models' memory expansion module form factor is a proprietary SIMM, which clips flush onto the System Board.

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For Further Information:

Contact Toshiba Canada Technical Support at 1-800-663-0378