



| Integrated Supply Chain

AP Procurement Engineering Storage - ODD

HLDS GSA-T50N, UltraSlim Enhanced SATA
Multi-Burner (Rambo) (P/N:43W4636)

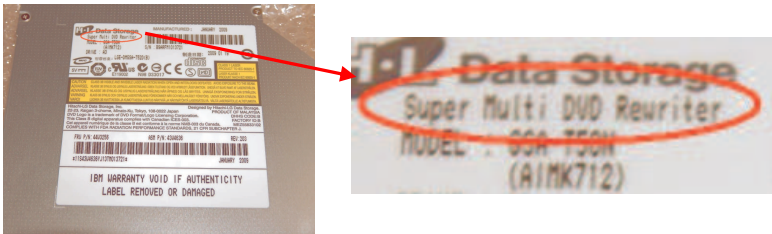
Misleading Bezel icon

Details for Red or Yellow issues/concerns


| | | | | | |
|--------------------|-----------------------|--------------------------|---------------|---------------------|------------|
| Issue Name: | Misleading Bezel icon | | | | |
| Country : | ISTC/HGY | Supplier / Dept : | HLDS | Brand : | X server |
| Severity : | Y | Problem Owner: | Liock Sze Hui | Status : | Open |
| | | | | Commodity : | ODD |
| | | | | Issue Date : | 9 Feb 2009 |

FAILURE SYMPTOMS:


Description of ODD says "Super Multi DVD Rewriter", but icon on the front bezel shows "CD Rewrite" and DVD Multi player" function indicating that the drive can only read DVD, but cannot write. This could be misleading to the customer, because the ODD actually can write/rewrite DVD media, so the ODDs are functionally OK. Find pictures below.



DRIVE LABEL shows "Super Multi DVD Rewriter" which is correct.



DRIVE Bezel shows "CD ReWritable" & "DVD Multi player", these indicate drive has only read DVD function, but cannot write which is **INCORRECT**. The drive indeed has a DVD write function.



Expected icon look like this

Risk for customer: There is **NO** functionality issue, but end user may get confused if they realize the icon does not tally with the drive feature. Having a glance on the icons on ODD bezels customers may think that they received downgrade ODD, but it is not true. This can lead to invalid customer claims.

SITES AFFECTED: ISTC & HGY

ROOT CAUSE: Pending supplier full report.

Primarily root cause: The bezel design of GSA-T50N (RAMBO drive) was not finalized at the beginning of the qualification. Supplier temporarily listed to use the bezel design of GCC-T20N (COMBO drive) for EVT sample of GSA-T50N till mass production since the dimension for both are the same.

CONTAINMENT ACTIONS:

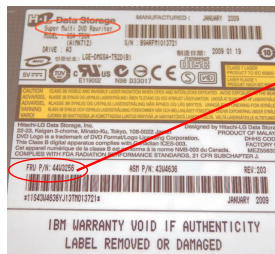
- Q Hold inventory at integration sites – Done
- Pending rework of the bezel for integration inventory. – Target 13 Feb (ISTC), 16 Feb (HGY)

| Sites | Inv Qty (pcs) |
|-------|---------------|
| ISTC | 29 |
| HGY | 30 |

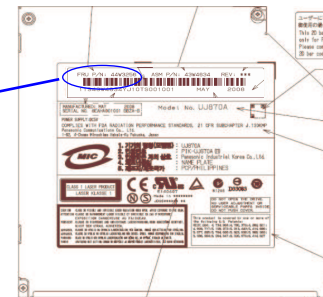
FRUs stock replacement plan: pending

- FRU PN: 44W3256

HLDS drive (IBM PN: 43W4636) which has the misleading bezel icon



Panasonic drive (IBM PN: 43W4634) which has no bezel issue



Share same
FRU
PN:44W3256

- Hence we need to find out the qty, location of the FRU PN: 44W3256 WITH ASM PN: 43W4636



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Additional information



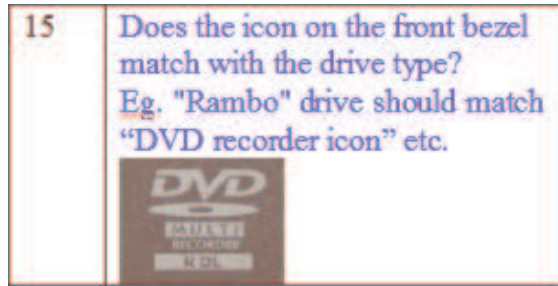
Additional Information

- 1) Prod qty from start date till now
 - **Qty : 3840 units**
- 2) Shipment date, qty & destination of GSA T50N AIMK712
(Refer below table)

| — Date | Qty | Destination |
|-----------------|--------------|--------------------|
| — 22-Nov | 100 | SHENZHEN |
| — 25-Nov | 1,100 | SEATTLE |
| — 5-Dec | 200 | SHENZHEN |
| — 27-Dec | 180 | SHENZHEN |
| — 22-Jan | 30 | SHENZHEN |
| — 23-Jan | 30 | PATY |
| — 23-Jan | 360 | PATY |
| — 24-Jan | 90 | SHENZHEN |
| — 25-Jan | 1,000 | LOS ANGELES |
| — TOTAL | 3,090 | |

CORRECTIVE ACTIONS: - pending supplier full report**IMPROVEMENT ACTIONS from IBM:**

- Improve First Article Inspection report to check the accuracy of bezel icon.



FAI template