

intel® Action Alert

AA-0759-01

5200 NE Elam Young Parkway
Hillsboro, OR 97124

March 16, 2005

Intel® Server Chassis SR1400 & SR2400 – Incorrect Brackets Shipped in Some Fixed Mount Bracket Option Kits

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Products Affected

Product Code:	MM#:	Description:
AXXBRACKETS	863262	Fixed Mount Bracket Kit for Intel Server Chassis SR1400 and SR2400

Description

Approximately 400 fixed mount bracket kits, used as an optional accessory for either the Intel Server Chassis SR1400 or SR2400, were assembled and shipped with the incorrect brackets. See picture below.

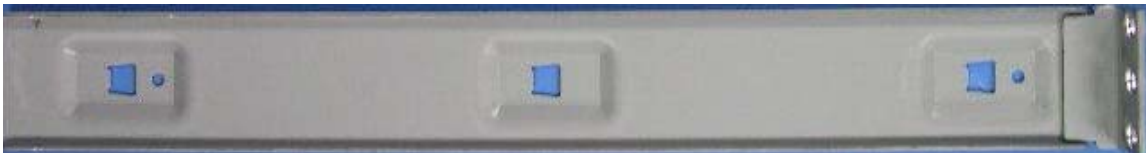


Figure 1: Incorrect Fixed Mount Bracket

The correct brackets should have “Key Hole” slots to match the mounting studs of the 1U and 2U chassis. The following picture shows the correct bracket to use with the Intel Server Chassis SR1400 or SR2400.



Figure 2: Correct Fixed Mount Bracket

For reference, the following Intel Server products use the AXXBRACKETS option kit:

Intel® Server Chassis SR1400
Intel® Server Chassis SR2400
Intel® Server Platform SR1400JR2
Intel® Server Platform SR2400JR2

Intel® Server Platform SR2400JR2D2
Intel® Server Platform SR1435VP2
Intel® Server Platform SR1425BK1

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Root Cause

A deviation on the manufacturing assembly line caused the incorrect brackets to be used in the accessory kit specified.

Corrective Action / Resolution

Intel has taken the necessary actions with its vendor to assure this issue is not repeated.

Recommended Customer Action

Intel has identified a means to determine which AXXBRACKETS kits are affected by this issue. All kits affected by this issue can be identified as having a **“Pack Date”** of either

“07 SEP 04” or “08 SEP 04”.

Pack date information can be found on the outside of the shipping box on the white product label.

Note: Not all AXXBRACKETS kits with the specified pack date have the incorrect brackets. Some kits were assembled with the correct brackets.

Customers with kits that have the bad brackets should return them to the original point of purchase.

Please contact your Intel Sales Representative if you require more specific information about this issue.

Enterprise Platforms & Services Division
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