

intel® Technical Advisory

TA-0739-01

5200 NE Elam Young Parkway
Hillsboro, OR 97124

November 23, 2004

Slim-line CDROM Drive Trays Stick when Opened

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Products Affected

Product Code	Top Assembly #	MM#	Product Code	Top Assembly #	MM#
SR1400SYS	C50219-001	865571	SR1425BK1	C79705-003	864466
SR1400SYSNA	N/A	865595	SR1425BK1NA	N/A	866318
SR1400SYSD2	C75258-001	865603	AFIXDRVKIT	C56016-001	857208
SR2400SYS	C51956-001	865593	A1400SCSIKIT	C50058-001	866091
SR2400SYSNA	N/A	866080	A1400SATAKIT	C50061-001	857010
SR2400SYSD2	C75704-001	865605	A2400SCSIKIT	C55969-001	857012
SR2400SYSD2NA	N/A	865594	A2400SATAKIT	C55985-001	857013
SR1435VP2	C83187-002	867859	ADW1UEESPRKIT	C50102-001	856363
SR1435VP2	C83187-001	865239	ADR2UEESPRKIT	C56066-001	857585
SR1435VP2NA	N/A	866317			
SR1435VP2NA	N/A	867860			

Description

Intel has identified an issue where drive trays for some slim-line CDROM drives may stick when opened. Pressing the drive tray eject button causes the drive tray to rattle in place without ejecting.

Root Cause

A design issue has been identified with the spacer used between the slim-line CDROM drive and the Interposer card which plugs into it. With the current spacer design, it is possible to insert one of the two screws too far into the drive causing the interposer card to twist and consequently lift the 50-pin connector to a point that it pinches and holds the drive tray in place. Not all CDROM drives will be affected by this issue.

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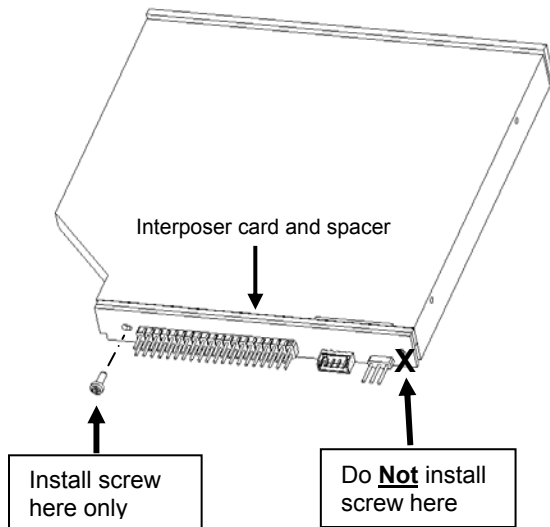
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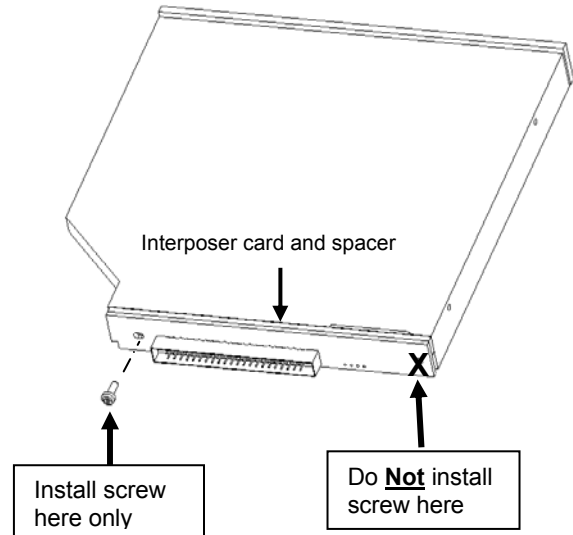
Workarounds

From shock and vibration test results, Intel has determined that the use of a single screw can be used to attach the interposer card and spacer to the slim-line CDROM drive. See Diagrams below.

Slim-line CDROM assembly for fixed drive configurations



Slim-line CDROM assembly for SCSI and SATA backplane drive configurations



Corrective Action / Resolution

Short Term Corrective action plan:

Intel has included modified assembly instructions with each of the product revisions listed above that have a build date after November 24, 2004. Build dates can be found on the White Product Label affixed to the product's outer packaging. The modified assembly instructions will advise customers to use one screw to attach the interposer card and spacer to the slim-line CDROM drive.

Long Term Corrective action plan:

The spacer is being redesigned to correct this issue by preventing the screw from driving too far into the CDROM drive. The new spacer will be added to all affected products in an ECO to be implemented in Mid to Late December 2004.

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

Enterprise Platforms & Services Division
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