



This Technical Advisory describes an issue which may or may not affect the customer's product

Intel Technical Advisory

TA-1078-01

5200 NE Elam Young Parkway
Hillsboro, OR 97124

February 6, 2015

Unable to install rear mount drive bay accessory kit into Intel® Server Chassis/System R2000WT product family

Products Affected

Product Name	Intel Product Code (iPC)	MM#
Intel® Server Accessory Kit – A2UREARHSDK	A2UREARHSDK	934976

Description

Intel has determined that all rear mount drive bay accessory kits (iPC **A2UREARHSDK**) manufactured between October 2014 thru January 2015 had drive bays that were incorrectly manufactured. The top plate of the drive bay was incorrectly riveted to the drive bay base. The following illustrations identify both a “Good” and “Bad” drive bay.



Faulty drive bays cannot successfully be installed into the server chassis.

Root Cause

Intel has determined that an excursion within the drive bay manufacturing process occurred which resulted with the top plate of the drive bay assembly to be rotated 180° out of proper alignment before being riveted to the drive bay base.

Corrective Action / Resolution

Intel has implemented additional manufacturing screening processes to ensure further excursions of this nature are avoided. Intel has screened out all impacted inventory in its possession as of February 1 2015, to ensure that accessory kits shipped after this date contain drive bay assemblies with the proper top plate orientation.

Intel customers with an Intel® Accessory Kit **A2UREARHSDK** with a manufacturing Pack Date ranging between October 1, 2014 and January 31, 2015 should return the full accessory kit to Intel using the standard warranty replacement process. The Manufacturing "Pack Date" can be found on the white product label affixed to the outside of the shipping box as illustrated below.



Customers will need to provide the following information:

- Technical Advisory # - 1078
- Product MM#
- Product Code
- Serial number(s) of the affected product(s)

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

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