



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

Intel Technical Advisory

TA-1110

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Missing bracket on RS3UC080.

Products Affected

Intel® RAID controller RS3UC080.

Description

Intel has identified the low profile PCI bracket missing on some RS3UC080 units. This additional bracket is used to hold the RAID controller in the PCI slot of the low profile chassis. Only the products marked “Made in Thailand” are impacted.

Root Cause

Recently the manufacturing of this RAID controller was moved to the factory in Thailand. During this transition the PCI bracket was inadvertently dropped from the Bill of Materials and therefore not included in the initial builds.

Corrective Actions

Intel is implementing changes to the Bill of Materials to include PCI bracket. All finished products in the warehouse will be screened and PCI bracket will be added where missing. Intel will review all other products moved to ensure accuracy as well as reviewing processes to prevent recurrence.

Recommendation to Customers

The customers who have received the RAID controller without PCI bracket should use standard replacement method. If customers have critical situation where missing PCI brackets impacting shipment, they should contact Intel Sales Representative for expedited shipment of the missing PCI brackets.

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

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