

Unique Id: 009DF9CB-111C07E0-1C02A1

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SOURCE: Compaq Computer Corporation INFORMATION BLITZ

INFORMATION BLITZ TITLE:

LA400/LA400plus/LA450/LA700 Defective Ribbons Resolution

DATE: October 14, 1999

INFORMATION BLITZ #: 2707-CR

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DEPARTMENT: CCS - Global Services Fulfillment

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PRODUCT NAME(S) IMPACTED: LA400/LA400plus/LA450/LA700 printers.

PRODUCT FAMILY(IES):

Storage _____

Systems _____

Networks _____

PC _____

Software _____

Other (specify) _x_PRINTERS

PRODUCT NUMBERS:

PRODUCT NUMBERS: LA400/LA400plus/LA450/LA700 RIBBONS.

PROBLEM STATEMENT:

During the June-August 1999 period, an increasing number of calls began coming in with respect to defective LA400/LA400plus/LA450/LA700 monochrome and color ribbons. Upon investigation, it was learned that the manufacturer had relocated its manufacturing location and introduced new tooling. These events occurred in November of 1998. The combination of these events led to the production of a high percentage of the ribbons being out of specifications. This prompted a Stop Ship order on all affected ribbons as well as a Stop Ship on relevant printers since a ribbon shipped with every printer. The Stop Ship order was issued on August 20, 1999. Fixes to the ribbon manufacturing process have been introduced and the Stop Ship order was released on September 16, 1999.

Ribbons produced between the period of Week 48 CY1998 and Week 39 of CY1999 were in the time frame of the manufacturing problems and all are considered suspect. This date can be identified on the ribbon box and ribbon cartridge by the date code. The format of the date code is "BT848" where the BT indicates the site code, the "8" indicates the calendar year and the "48" indicates the week of production within that calendar year. The date code on the ribbon cartridge can be found on the right corner on the back side.

PROBLEM SYMPTOM:

Users may experience any or all the following symptoms if they have a defective ribbon.

1. Printing will stop and an error code of "Ribbon Block Error" will appear on the front panel display.
2. Ribbon Fault errors may be indicated
3. Print Integrity errors may be indicated
4. Ribbon Jams may occur
5. Broken ribbon cartridge support due to high torque

SOLUTION:

A program of inspection and rework was introduced during Week 28 of CY99. Ribbons produced between Week 28 and Week 38 of CY99 were 100% inspected. Fixes were introduced into the ribbon manufacturing process during the week of 39 CY99 to correct the known defective issues. All ribbons manufactured during that week and after will have the fixes applied. Therefore all ribbons with date code of "BT939" and later have the fixes applied.

There is a green label or sticker affixed to the product label on the box that identifies that the ribbon has been inspected and is good. These ribbons can be used without any restrictions. The associated date codes are those between "BT928" and "BT938".

Ribbons produced during week 39 CY99 with date code "BT939" and after will also have the green label or sticker affixed to the box label. This will be the primary means of identifying good labels until there is certainty that the system has been purged. There is no need to check the "Made in xxxxxx" statement on either the packing box or the ribbon cartridge itself any longer.

If a customer calls and reports a defective ribbon, the customer should return the ribbon to the point of purchase and request a new ribbon under warranty.

ADDITIONAL COMMENTS:

Service should not attempt to resolve this problem by means of printer repair or replacement. This is a ribbon problem not a printer problem. \ There is additional information in Internal Blitz TD 2695.

*****< NOTE >*****
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