

Subject: D22/D25 Display Connector Failures

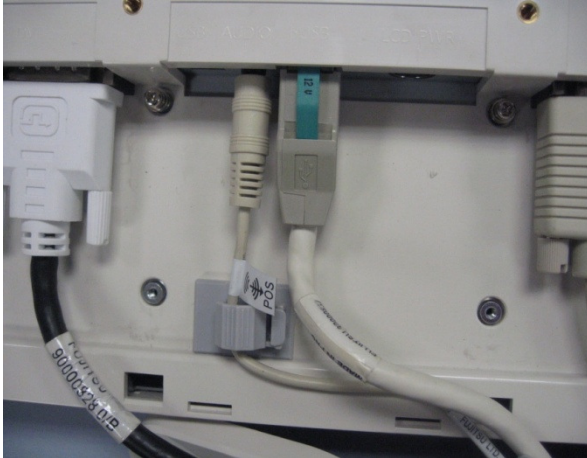
Overview

During a recent analysis of a failure trend of the D22/D25 LCD Touch Displays, it was found that a very high number of the displays are being returned for a failure of the P-USB Connector.

The damage seen to the P-USB Connector is typically that the connector has been stressed sideways and has caused one or more of the soldered connections to fail or pull loose from the PCB.

In many cases this is due to the lack of a strain relief on the P-USB cable upon installation.

Incorrect Installation



Correct Installation with Strain Relief



During Staging, Installation, or any Service Call where the display is opened, make sure the cables are all properly attached and strain relieved.

Impact

- Production
 - Ensure all staged/configured units have cables properly strain relieved before shipment.
- Installed Units
 - Upon next service call or when convenient, inspect D22/D25 cables to make sure all are properly connected and strain relieved.
- Repair Center Verify any units returned to good stock following repair, have all strain relief devices installed.
- Service Spares No Impact.

INQUIRIES TO:		DATE
Fujitsu Frontech North America	_____	_____
Exchange: Sustaining Engineering	Sustaining Engineering	_____
Mail: Fujitsu USA20, Sustaining Engineering	_____	_____
FAX: (949) 458-6257	Product Manager	_____
Internet: SustainingEngineering@us.fujitsu.com	_____	_____
FTP: ftp://ftp.ftxs.fujitsu.com/Pos/PosSustaining/	Author	_____
Original signature copies maintained by Sustaining Engineering.		