



Date: June 21, 2006

To: Toshiba Customer Service

Re: Repair of Tecra M4 Tablet PC with multiple motherboard and display problems

Case Number: 1-39XXXXXX2

Service Order #: T1-XXXXXN

To whom it may concern,

I am submitting this Tecra M4 Tablet PC for repair or replacement under the terms of my SystemGuard and Service express warranty.

I purchased this Tablet PC a year ago in order to evaluate it so that I could recommend it to my corporate customers. For this reason, I recorded my experiences in a journal.

To assist you in your diagnosis and repair, I've included a summary of the problems that I have encountered with my new Tecra M4 Tablet PC, since I first received it. I have also included some photos of the screen.

At the insistence the level one Toshiba support technician I spoke with (Miss Dawn), I have included my hard drive. As I explained to the Toshiba technician, I cannot send Toshiba my laptop with sensitive corporate data on it. I was told that it would be OK for me to fully erase the hard drive before shipping you the unit and that you would put a new image on the hard drive prior to sending it back to me.

Please re-image my hard drive before returning the Tablet PC to me. Thank you.

If you have any questions or if you will be unable to return this unit to me within 5-7 business days, please contact me immediately. E-Mail: [emack@ica.com](mailto:emack@ica.com) Phone: 661-242-8410 x101 or Fax: 661-242-0171

I look forward to a prompt and successful repair or replacement of this system so that I can get back to work and share my experiences with Toshiba support with my corporate clients.

Sincerely,

Eric Mack,  
President, ICA.COM, Inc.



## **PROBLEM REPORT FOR TECRA M4 TABLET PC AS OF JUNE 21, 2006**

Owner: Eric Mack, ICA.COM, Inc.

Model: PTM40U-0FZ01C      Serial # 55XXXXXXXXH

Case Number:            1-3951XXXXXX2      **Service Order #:**      **T1-XXXXXXKN**

I purchased this Tecra M4 Tablet PC from Toshiba Direct on 4/23/05. I received the unit mid-May, 2005

Here is a summary of my experience with the Tablet PC:

### **Day 1: Fan Noise Grinding**

This is more than just a noisy fan. I get a loud fan noise, sometimes accompanied by a grinding sound. This makes the tablet unusable in quiet rooms, classroom, conference rooms, or libraries.

### **Day 15~ Specs of dust begin appear under screen**

8/26/2005 Toshiba Support 800-457-777, 1 (English), 3 (Tech Support) Spoke with Amir. Assigned repair ticket 1-2XXXXXX8 to have dust problem fixed. I need to call back to schedule

I was told that this repair was not something I could do myself and that I would have to send it in for repair.

I did not have this repaired at this time, because I could not give up the Tablet PC and risk losing all of my data.

### **Day 30: Memory Stick Error**

I now receive an "IO device Error" whenever I attempt to read or write to an SD card; I've tried various cards from various manufacturers. They work fine on other computers, however, they no longer work in the Tecra M4. Toshiba Support indicated that this may be a motherboard problem.

### **Day 60: High pitch electronic squeal**

I noticed a high-pitch electronic squeal; this squeal very noticeable is only present when the AC adapter plugged in. If I turn off AC, the squeal goes away. I have tried multiple AC adapters. Squeal comes from the front of the computer. My only solution to-date, has been to keep the CPU set to high so that the fan noise will drown out the squeal. This creates a problem in class or in conference rooms. if I run the CPU on high, people in the room complain about fan noise. if I run the CPU on low, the squeal makes it impossible to work.

### **Day 250: Occasional video problems on LCD display. Changing colors, or random characters appear.**

Power off seems to resolve the problem for a while. This happens about one out of every 8 times.

### **May 20, 2006; Entire screen dead, with stripes.**

Multiple power cycles seem to eventually resolve, but everything that's supposed to be black or dark blue is now red.

Repeated reboots leave me with a system where everything that is supposed to be black is now red.

### **Day 340: Ongoing problems with video card. Everything that's supposed to be black or dark blue is now red.**

This appears to be a problem with the internal video display circuitry, perhaps the LCD panel itself. I can use an external monitor, however doing so defeats the purpose of a portable pen-enabled Tablet PC.

It appears that there is a problem with the motherboard and video display system; this may require replacement of the system board, LCD board and/or replacement of the entire unit. Toshiba support said that I would need to send this in.