



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

Intel Technical Advisory

TA-0979-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

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The 4th Hard Disk Drive (HDD) Carrier May Have An Interference Issue On The Intel[®] Server System R1304BTLSHBN

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Products Affected

Product	Product code	MM#
Intel [®] Server System R1304BTLSHBN	R1304BTLSHBN	911688
	R1304BTLSHBNA	907658

Only Intel[®] Server System R1304BTLSHBN with the following Serial Numbers are affected by this Technical Advisory:

S/N from AZBU1160156 to AZBU1160205 (inclusive)
S/N from AZBU1190001 to AZBU1190250 (inclusive)
S/N from AZBU1200001 to AZBU1200200 (inclusive)
AZBU1210001
S/N from AZBU1210003 to AZBU1210008 (inclusive)
AZBU1210010
AZBU1210011
AZBU1210013
AZBU1210015
AZBU1210019
S/N from AZBU1210021 to AZBU1210023 (inclusive)
S/N from AZBU1210025 to AZBU1210028 (inclusive)
AZBU1210031
AZBU1210032
AZBU1210038
S/N from AZBU1210040 to AZBU1210047 (inclusive)
AZBU1210049

AZBU1210052
AZBU1210053
S/N from AZBU1210055 to AZBU1210067 (inclusive)
S/N from AZBU1210073 to AZBU1210078 (inclusive)
S/N from AZBU1210080 to AZBU1210084 (inclusive)
AZBU1210086
AZBU1210087
AZBU1210089
AZBU1210090
S/N from AZBU1210092 to AZBU1210107 (inclusive)
AZBU1210109
AZBU1210115
AZBU1210125
S/N from AZBU1210129 to AZBU1210139 (inclusive)
S/N from AZBU1210141 to AZBU1210143 (inclusive)
S/N from AZBU1210145 to AZBU1210147 (inclusive)
AZBU1210149
S/N from AZBU1210152 to AZBU1210155 (inclusive)
S/N from AZBU1210158 to AZBU1210161 (inclusive)
S/N from AZBU1210163 to AZBU1210173 (inclusive)
S/N from AZBU1210175 to AZBU1210178 (inclusive)
S/N from AZBU1210180 to AZBU1210187 (inclusive)
AZBU1210191
AZBU1210193
AZBU1210205
S/N from AZBU1210207 to AZBU1210210 (inclusive)
AZBU1210214
AZBU1210217
AZBU1210227
S/N from AZBU1210230 to AZBU1210236 (inclusive)
S/N from AZBU1210238 to AZBU1210240 (inclusive)
AZBU1210245
AZBU1210247
S/N from AZBU1210254 to AZBU1210256 (inclusive)
AZBU1210258
AZBU1210259
AZBU1210261
AZBU1210262
AZBU1210264
AZBU1210265
AZBU1210267
S/N from AZBU1210269 to AZBU1210276 (inclusive)
AZBU1210278
AZBU1210281
AZBU1210283
AZBU1210284
S/N from AZBU1210286 to AZBU1210302 (inclusive)
AZBU1210304
AZBU1210306
AZBU1210309
AZBU1210310
AZBU1210313
AZBU1210316
AZBU1210317
AZBU1210318

AZBU1210321
AZBU1210327
AZBU1210328
AZBU1210330
AZBU1210331
S/N from AZBU1210334 to AZBU1210337 (inclusive)
AZBU1210341
AZBU1210350
AZBU1210356
AZBU1210358
AZBU1210360
AZBU1210361
AZBU1210368
AZBU1210372
AZBU1210385
AZBU1210389
AZBU1210390
AZBU1210393
AZBU1210399

Description

Intel has discovered a potential HDD carrier interference issue in the Intel® Server System R1304BTLSHBN when the right rack handle is installed. The issue observed exhibits the following symptom: the 4th HDD carrier can be difficult to install and remove.

The affected product is the Intel® Server System R1304BTLSHBN.

Root Cause

The issue has been root caused to some systems being built with the incorrect rack handle screws. The incorrect rack handle screw length is 6mm while the correct screw length is 4mm. The incorrect rack handle screw causes a conflict with the 4th HDD carrier.

There was a manufacturing excursion at the Intel chassis factory and some Intel® Server System R1304BTLSHBN were built with the incorrect rack handle screws.

Corrective Action / Resolution

Intel will provide replacement rack handle screws to customers requesting them.

Intel Chassis factory has screened all the Intel® Server System R1304BTLSHBN products to ensure the new built Intel® Server System R1304BTLSHBN are shipped out with the right rack handle screws.

Please contact Intel using your normal warranty process to obtain the correct rack handle screws for the Intel® Server System R1304BTLSHBN.

Please indicate you are calling regarding TA-979-1, and have the following information when you call: serial number(s) for the system(s) needing the replacement part.

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

Enterprise Platforms & Services Division
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