

intel® Action Alert

AA-0728-1

5200 NE Elam Young Parkway
Hillsboro, OR 97124

October 28, 2004

Intel® Server Chassis SR2400 Fan Failure

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Products Affected

ADRREDFANS - Spare Fan Kit for Intel Server Chassis SR2400
ADR2UEESPRKIT - Electrical Spares Kit for Intel Server Chassis SR2400

Description

A system fan quality issue was discovered in Intel's factory. Some spare fan kits and electrical spare kits for the Intel Server Chassis SR2400 were assembled with defective fans. If used, they may cause a fan failure in addition to possible fan circuit component damage on the baseboard, or SATA or SCSI Backplanes (If installed).

If a defective fan is used, running it at sustained high speeds will overstress a diode inside the fan causing it to overheat and eventually short out. Depending on the location of the failed fan, the fan short may also cause a component in the fan control circuit of either the baseboard or backplane to fail and cause a short. Should this occur, over current protection circuitry in the power supply will turn off the power supply and will prevent it from turning on again as long as the short circuit on the baseboard or backplane is present.

Root Cause

The defective fans have a manufacturing quality issue associated with a faulty diode on the "H" bridge circuit. The diode material does not meet the minimum standards needed for this application. When current is flowing through the fan circuit, the diode allows increasing amounts of leakage current causing the component to eventually fail and cause a short.

Corrective Action / Resolution

All Spare Fan Kits and Electrical Spare Kits for the Server Chassis SR2400 built and shipped from Intel's factory after October 18, 2004 have been screened for bad parts or have been assembled with new fans.

In addition, Intel has taken steps to ensure that all production level factory installed fans for the SR2400 chassis and SR2400 integrated systems, as shipped from Intel, are not affected by this issue.

Recommended Customer Action

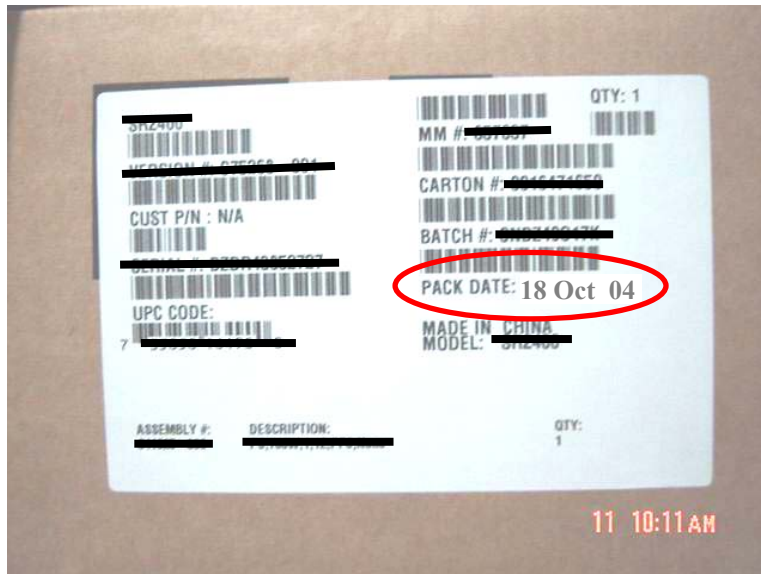
Intel is requesting all owners/users of the Spare Fan Kit or Electrical Spares Kit for the Intel Server Chassis SR2400 to screen and return (using the standard RMA process) all in house inventories that have a manufacturing "Pack Date" of October 18 2004 or earlier. Pack Dates can be found on the white outer packaging product label, as shown in the following sample diagram:

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If suspect fans from either of the two spare kits have already been integrated into systems, the systems should be screened for fans that have the following date codes.

The following date codes will identify faulty fans:

4626L, 4621L, 4616L, 4608L, 4518L, 4516L, 4512L, 4505L

Date Codes for the system fan can be found on a sticker on the center of the fan as shown in the following diagram:



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Any production level SR2400 system fans, with part number TFB0612GHE, found with the date codes specified above should be returned to Intel for replacement. Please reference Action Alert # AA-0728 when contacting Intel for replacement hardware.

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

Enterprise Platforms & Services Division
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