



Product Change Notification

104086 - 00

Information in this document is provided in connection with Intel® products. No license, express or implied, by estoppel or otherwise, to any intellectual property rights is granted by this document. Except as provided in Intel's Terms and Conditions of Sale for such products, Intel assumes no liability whatsoever, and Intel disclaims any express or implied warranty, relating to sale and/or use of Intel® products including liability or warranties relating to fitness for a particular purpose, merchantability, or infringement of any patent, copyright or other intellectual property right. Intel® products are not intended for use in medical, life saving, or life sustaining applications. Intel may make changes to specifications and product descriptions at any time, without notice.

Should you have any issues with the timeline or content of this change, please contact the Intel Representative(s) for your geography location listed below. No response from customers will be deemed as acceptance of the change and the change will be implemented pursuant to the key milestones set forth in this attached PCN.

Americas Contact: asmo.pcn@intel.com

Asia Pacific Contact: apacgccb@intel.com

Europe Email: eccb@intel.com

Japan Email: jccb.ijkk@intel.com

Copyright © Intel Corporation 2004. Other names and brands may be claimed as the property of others.

AlertVIEW, AnyPoint, AppChoice, EtherExpress, FlashFile, i386, i486, i960, Intel, Celeron, Intel486, Intel740, IntelDX2, IntelDX4, IntelSX2, Itanium, LANDesk, LanRover, Pentium, Xeon, Intel Xeon, NetMerge, NetStructure, OverDrive, Paragon, PDCharm, StrataFlash is a trademark or registered trademarks of Intel corporation or its subsidiaries in the United States and other countries.

Learn how to use Intel Trade Marks and Brands correctly at <http://www.intel.com/intel/legal/tmusage2.htm>.



Product Change Notification

Change Notification #: 104086 - 00
Change Title: DI0408LSAR2, DI0408AR2JP,
DI0408LSAR2EU, DI0408LSAR2I,
DI0408LSAR2EUI,DI0408LSAR2JPI, PCN
104086-00, FYI, Correct DSP timing violation
that may result in firmware download
failures
Date of Publication: May 11, 2004

Type of Change Notification:

FYI - (For Your Information)

Key Characteristics of the Change:

Product Design

Forecasted Key Milestones:

Date Customer Must be Ready to Receive Post-Conversion Material:	May 13, 2004
Date of First Availability of Post-Conversion Material:	May 13, 2004

The date of "First Availability of Post-Conversion Material" is the projected date that a customer may expect to receive the Post-Conversion Materials. This date is determined by the projected depletion of inventory at the time of the PCN publication. The depletion of inventory may be impacted by fluctuating supply and demand, therefore, although customers should be prepared to receive the Post-Converted Materials on this date, Intel will continue to ship and customers may continue to receive the pre-converted materials until the inventory has been depleted.

Description of Change to the Customer:

It has been determined that some DI0408LSAR2 series boards may exhibit download failures resulting from DSP Data Read setup timing violation found between the control ASIC and one of three DSPs on the affected boards.

The failure occurs during firmware download with DCM reporting a general download failure. Failures have also been observed less frequently at runtime, and within the first week of continuous operation.

Therefore, available evidence relating to this issue suggests that affected boards already in operation beyond a one week burn-in period will continue to function normally, and are at low risk of runtime failure.

The solution requires adding two components to the boards, which resolves the timing conflict and eliminates the possibility of this failure. This corrective action has proven fully effective in eliminating the issue.

All boards in house are being reworked and returned to stock. Product shipments of reworked boards should resume on or before May 13, 2004. New product shipments with serial numbers above IX006000 for the DI0408LSAR2, DI0408LSAR2JP, DI0408LSAR2I, DI0408LSAR2JPI, and above IZ006000 for the DI0408LSAR2EU and DI0408LSAR2EUI have been re-worked at the factory and are free from defect.

Customer Impact of Change and Recommended Action:

This change has been thoroughly evaluated to ensure that it does not have any negative functional implications to our customer.

Intel is recalling all boards from the distribution channel and on customer's shelves for re-work.

Intel is recommending customers return deployed boards for re-work, although boards past a one week burn-in period without DSP failures are considered at low-risk for this issue.

Please review the TA/CA numbers of the affected DI0408LSAR2 boards listed in the table below.

DI0408LSAR2 series boards within the following serial number ranges are affected by this issue:

IX005115 to IX005222

IZ005028 to IZ005080

If you have these boards in stock, return them to Intel via the Direct Return Authorization (DRA) Warranty Repair process.

To return a board for a repair:

US Distributors: Please fill out the online DRA form, mentioning "DI0408LSAR2 Product Alert" in the problem description field, at: <http://www.intel.com/support/motherboards/draform.htm>

Non-US Distributors: Please contact your RMA Call Center to arrange for return and repair.

To avoid shipping expenses, please request the "Intel FedEx account number" when completing the DRA (include this in the problem description section), or when speaking to a representative in the RMA Call Center.

Effective immediately, all products returned to Intel for repair will be modified free of charge to correct this situation.

Intel's standard policy to rework boards is 5 business days from the time Intel receives the boards until the time Intel ships the boards back to the customer. If you require a shorter return time, please indicate this on the DRA form under the "Comments" field.

Intel requires that customers who have resold any of the affected board(s) listed provide this Product Change Notification (or the details contained herein) to the purchaser of such boards.

Customers should modify their databases in order to place orders against the new order codes. See details below.

Products Affected / Intel Ordering Codes:

Board Products Table

Affected Product Code	Affected MM#	Pre-Change TA#	Post-Change TA#	Pre-Change CA#	Post-Change CA#
DI0408LSAR2	858167	99-8091-004	C75441-001	96-1069-004	96-1069-004
DI0408LSAR2JP	858168	99-8091-602	C75530-001	96-1069-004	96-1069-004
DI0408LSAR2EU	858169	C48696-002	C48696-003	C48697-002	C48697-002
DI0408LSAR2I	858547	C61024-001	C61024-002	C61207-001	C61207-001
DI0408LSAR2JPI	858548	C61025-001	C61025-002	C61207-001	C61207-001
DI0408LSAR2EUI	858549	C61027-001	C61027-002	C61381-001	C61381-001

Reference Documents / Attachments:

Document:

Location #:

DRA Form

<http://www.intel.com/support/motherboards/draform.htm>

PCN Revision History:

Date of Revision:

Revision Number:

Reason:

May 11, 2004

00

Originally Published PCN