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***Issue Alert Letter # 9***

Dear Toshiba Service Providers and Customers,

It has been discovered that a number of the T2150 Systems with BIOS 5.0 or greater will not play WAV and AVI files under Windows 95. These systems, however, will have no problem playing MIDI and CD ROM sound files. T2150 computers using a BIOS version below 5.0, or systems using Windows 3.11 or Windows for Work Groups, do not appear to have this problem.

The cause of the problem has been identified as improper assembly on some of the sound cards when they were upgraded from version C to D. This upgrade was applied to improve the PCB's tolerance to electrostatic discharge.

Since the problem stems from the assembly and not the D version itself, the problem cannot be identified by board markings. Therefore, those systems exhibiting these symptoms should have the sound card replaced.

Toshiba has thoroughly examined and tested all of the sound cards currently in our inventory and has confirmed that they have been properly upgraded and will play WAV and AVI files under Windows 95.

Toshiba America Information Systems, Inc.  
Computer Systems Division  
Technical Service and Support