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# Customer Bulletin

**Product Model Name: UDO G Series**

**Date: 05/ 28 /04**

**Reference ECO No: 16378**

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## Reason For Change

UDO enabled G Series libraries may experience SCSI failures due to an incorrect chip installed on some SCSI Isolation circuit boards. This Customer Bulletin explains the identification of libraries that might contain the suspect SCSI Isolation circuit boards. A field repair is available from Plasmon.

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## Which G Series Libraries Might be Affected

UDO Ready G Enterprise Libraries with serial numbers in the following ranges may be affected.

G104A02380001 – G104A04140008, or

G238A02490005 – G238A04190004, or

SCSI Isolation circuit boards from UDO Upgrade Kits shipped between 12-5-03 and 5-24-04

## How to Get a Suspect Circuit Board Replaced

If you think you have a library that contains a suspect SCSI Isolation circuit board, contact Plasmon Technical Support at 1-877-585-6793. There is no charge for this field repair.

### Contact Information for Technical Questions:

#### **Americas and Asia Pacific**

Plasmon Technical Support Team  
United States Calls: 1-877-585-6793  
International Calls: 1-719-593-4437  
Fax: 1-719-593-4192  
Email: [tech.support@plasmon.com](mailto:tech.support@plasmon.com)  
Internet: [www.plasmon.com](http://www.plasmon.com)

#### **Europe, Africa, and Middle East**

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