

Technical Bulletin

Product Model Name: 9.1G MO Media

Date: July 28, 2004

Reference ECO No: N/A

Reason for Bulletin

This bulletin identifies lot numbers of 9.1G MO 14x media that may cause drive errors. It explains what to do if this media is identified at a customer site.

An MO drive error condition indicating that the drive is defective may be caused by the media sticking to the S-pads inside the media cartridge. A manufacturer's corrective action is already in place.

Effected Lots

5 ¼ MO Media Plasmon P/N P9100W with the following Date Codes		
16xx4BAA1	10xx4BAA1	21xx4BAA1
17xx4BAA1	1Nxx4BAA1	22xx4BAA1
18xx4BAA1	1Dxx4BAA1	23xx4BAA1
19xx4BAA1		

Problem Symptoms

The following error codes indicate a drive is having spin-up problems. These may indicate the media issue described in this bulletin. However, since they may also indicate a hardware problem, the hardware should be verified as a first step.

Sense Key	Sense Code	Qualifier	Description
04	09	02	Focus Servo Failure
04	09	03	Spindle Servo Failure
04	30	00	Incompatible Cartridge
04	04	01	Logical Unit in process of becoming Ready (Not Ready)
04	40	81	Limited Laser Life

If the media is the problem, the customer should contact Plasmon Technical Support for solution information.

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
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