PRODUCT NAME(S) IMPACTED: LN16 and LN32 Printers

PRODUCT FAMILY(IES): Storage ___ Systems ___ Networks ___ PC ___ Software ___ Other (specify) _X_ Printers ___

PROBLEM STATEMENT:
The initial LN16 and LN32 printers manufactured in the United States up to the end of June 1999 have an extra character appended to the beginning of the product's serial number resulting in the inability to correctly decode the serial numbers for configuration codes and warranty eligibility.

PROBLEM SYMPTOM:
A Customer may report a 13-digit serial number of S6N93CN65Z004. The correct Compaq LN32 serial number would be: 6N93CN65Z004.

PROBLEM SOLUTION:
Disregard the letter "S" of any Compaq LN16 or LN32 printer with a serial number beginning with the letter "S". LN16 and LN32 printers manufactured in the United States start have serial numbers that start with a manufacturing site code of "6N".

This problem was corrected in manufacturing around July 1, 1999.

ADDITIONAL INFORMATION:
Listed below is useful printer’s maintenance WEB pointers:

TIMA STARS http://ticap.cxo.dec.com/tools/index.htm
Digital Printer Page http://www.printers.digital.com
Printer Information http://ticap.cxo.dec.com:83
Maintenance Repository
Product Support http://prosic.cxo.dec.com/
Information Collection
PSIA PSP Browser http://www-mcslu.das.dec.com/psia/otherInfocenters.htm

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