

CSP Service Advisory

DVDRW Drive May Scratch Media Disks

HP Pavilion Desktop PC product numbers affected:

GN556AA, GN561AA, GN562AA, GN566AA, GN696AA, GN699AA, GN702AA, GN706AA, GN709AA, GN712AA, GV443AA, GV446AA, GV447AA, GV460AA.

HP Media Center PC product numbers affected

GN551AA, GN554AA, GN689AA, GN693AA, GQ498AA, GQ500AA, GS211AA.

HP Compaq Presario Desktop PC product numbers affected: GN571AA

Situation An issue exists on some TSST TS-H653N DVDRW SuperMulti-drives that may result in damage to media discs that have been inserted during normal operation.

Solution Units with the above product numbers that are returned to CSPs for service should be checked against the affected unit serial number list. If on the list, the drive label should then be checked to verify whether the drives have been replaced. Affected drives can be identified by the labels shown below:



Model **TS-H653**
V/M **SATS-H653N**
P/N **5188-7537**

Affected drives should be replaced with the following part:

HP Part Number: **RX881-69001**

Part Description: **16x DVD/R/RW SATA dual layer LightScribe optical drive**

More Info For additional information or help on this issue please contact your corporate head office, Service Management.