

# intel® Technical Advisory

TA-0416-1

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## Intel® SBT2 Server Board: Mounting screws for chassis fan brackets are of the wrong pitch (thread count) causing the plastic screw bosses on the plastic fan brackets to split or break off during assembly.

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Products Affected	MM#	Description
SBT2	830469	SBT2 Boxed Server Board

### Description

The Intel SBT2 Server board integrated with the Intel SC5000 server chassis requires two additional fan brackets to be mounted to the rear of the SC5000 server chassis. These two fan brackets and mounting screws are supplied with the boxed SBT2 board product. A screw with a larger thread count (higher thread pitch) was included with the server board. This incorrect screw thread causes the plastic screw bosses (mounting holes) located at the corners of the plastic brackets to split or break off during assembly. Excessive torque is required to turn the screws into the plastic.

### Scope of Problem

This issue may occur with boxed server boards shipped between dates March 1, 2001 and dates June 25, 2001. All STB2 product shipped after June 25, 2001 will have the correct screw.

### Root Cause

The screw with the wrong pitch (larger thread count) increases the pressure on the plastic screw bosses (mounting holes). The screw bosses will either split or break off completely from the fan bracket when the screws are turned into the plastic fan brackets while mounting the fan brackets onto the rear of the SC5000 chassis.

### Corrective Action / Resolution

Replace broken fan bracket kits with kit part number A27147-001. This kit contains two plastic fan brackets and eight mounting screws in a heat-sealed bag. Defective kits may be replaced through the standard warranty replacement procedures.

To obtain replacement parts, contact Intel using your normal warranty process. Please indicate you are calling regarding TA 0416-1. Please have the following information ready when you call: kit part number, A27147-001, and serial numbers of boxed server boards requiring the replacement parts.

Please contact your Intel Sales Representative if you require more specific information about this issue.

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