

CORRECTIVE ACTION REPORT / STATEMENT			QAR/143175	
			DATE 07.02.2019	
Customer All	Department	Phone	Email	
Source (Source of deficiency and supporting documentation) Reported by customer				
Problem Affecting HT B30 Symptom: random freeze, random reboot or random blue screen 1. Watch Dog timer triggered was found on the failed unit 2. Global reset was asserted was found on the failed unit 3. Power cycle event triggered was found on the failed unit				
ACTION				
Responsible Joakim Emanuelsson	Phone Customer Support Direct: +47 4820 5676	Email helpdesk@hatteland- display.com	Est. CAR Close Date 31.03.2019	
Immediate Action Update of BIOS Updated BIOS disable affected functionality, i.e. prevent the symptom. BIOS modification - Disable turbo mode - Disable SpeedStep BIOS solution: successfully verified for more than 10 000 test hours. Note: Disabling turbo mode will reduce the peak CPU performance with 15-20%; average CPU performance is not significantly affected, GPU performance is not affected. After the BIOS update all units will have TPM module enabled. BIOS version for Intel® i5/i7 CPU: HT B30xJ xxx-xxx-xxxxxx: B191.18A HT B30xH xxx-xxx-xxxxxx: B191.18A BIOS version for Intel® Celeron CPU: HT B30xI xxx-xxx-xxxxxx : B191.18B				
Root Cause (or Analysis for Preventative Action) The root cause for the issue has been identified and is related to the signal quality of SVID signals, affecting the transition of SVID communication for CPU frequency/voltage.				
Corrective/Preventive Action Plan (if required) Final solution: update of motherboard, add HW filter to SVID signal. (handled in the scope of PR103105) Estimated introduction end Q2-2019.				
Approval by Quality Department Thor Østrem			Plan Due Date 31.03.2019	

VERIFICATION	
Action Taken Solution for unit in field : update of BIOS Instructions created and BIOS installation package uploaded to FTP BOM updated with new BIOS.	
CLOSE OUT	
Responsible Organization Signature Joakim Emanuelsson	Date 01.02.2019
Quality Department Signature Thor Østrem	Date 01.02.2019