



Dolby Laboratories Inc

Field Bulletin 219

Models CP500 and DA20

Intermittent Cat. No. 671 Failure

- Modification Urgent
- Modification Recommended
- Modification Required if Problem is Present
- Modification Required on Early Units
- Information Bulletin

Symptoms

The processor will revert to analogue film sound because the Dolby Digital section is unexpectedly rebooting. A red fault LED will be seen on one or more of the Cat. No. 671 boards before the reboot. The reboot may temporarily solve the problem and the processor will return to playing Dolby Digital film sound but the symptoms may reappear at any time. Failure of the Dolby Digital section will also be noted in the Event Log of the CP500.

Background

A number of Cat. No. 671 boards manufactured since Summer 1997 have been returned to us because of intermittent failure. Investigation on these returned boards has pointed to a potential problem with one particular batch of SRAM parts used. The manufacturer of these parts has since confirmed that there was a manufacturing problem with these specific parts which may result in intermittent failure of the component.

Potentially Affected Boards

Cat. No. 671 boards in the approximate range of serial numbers from 10000 to 12000 have included parts from this manufacturer and have the potential to show this problem. These boards were used in units shipped between August 1997 and May 1998. Boards passing through the repair system during this same period may also be affected if any of the SRAM parts were replaced.



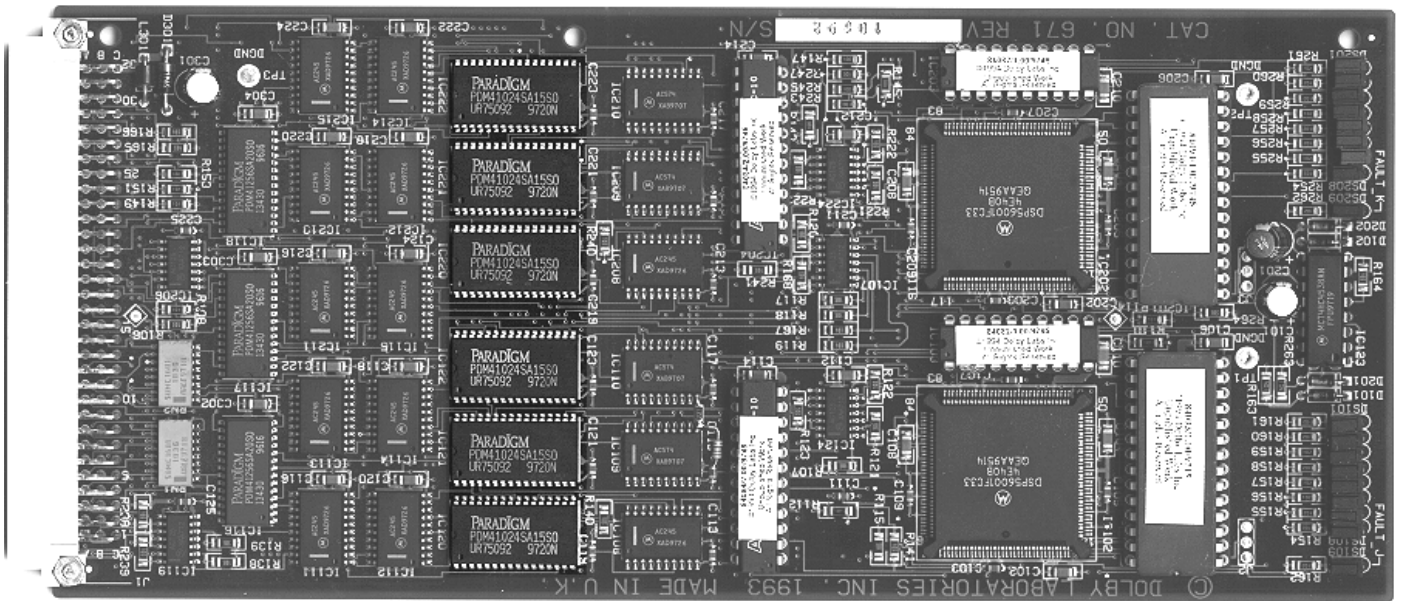
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Any Cat. No. 671 board which shows this specific problem and which uses SRAM parts manufactured by PARADIGM with batch code UR75092 and date code 9720N in any of the six locations IC120, IC121, IC122, IC220, IC221 or IC222 should be returned to Dolby Laboratories for replacement.



Warning

It is essential to remove power from the unit before changing boards.

Take care to avoid electrostatic damage by wearing an earthing strap.