

Technical Bulletin

Date Active: 8/19/11

Subject: Dell ATG docks subjective to unsatisfactory rattle

Product(s) Affected: DS-DELL-211, DS-DELL-213

Ship Dates Affected: April 20th, 2011 – to – August 16th, 2011

Issue: The Havis quality department has identified an issue that could, in limited cases, create a small gap between the vinyl front lugs of the docking station and the laptop body. This could result in a rattle that may be considered a nuisance by some customers.

Solution: Two vinyl covers can be fit over the existing front hook vinyl covers to dampen the movement, thus terminating the noise. This excess motion does not pose a quality or safety risk, but is purely a matter of noise.

Notes:

1. Please contact a Havis Customer Service Representative to have free vinyl caps sent – Part Number: HW-CA-0003.
2. Only docking stations shipped after April 20th, 2011 may be affected by this issue.
3. No known quality or safety impacts result from this issue.

Havis continues to actively pursue the highest quality standards in the industry. This issue does not pose a safety risk at this time. Per Havis' stringent quality control standards, an active approach is used to minimize the effects that quality defects have on customers. Should you have any feedback, please do not hesitate to contact Havis at any time.

Thank you for your continued patronage.

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