
May 2003

CSA International and IBM Canada Announce the Recall to Repair Computer Monitors Type/Model Number 6541-02N

TORONTO, ON -- In cooperation with CSA International, IBM Canada Ltd. of Markham, ON announces the voluntary recall to repair approximately 46,000 computer monitors.

IBM has determined that some G51 15-inch CRT monitors manufactured between June and September of 1997 may have been manufactured using a component on the monitor circuit board that can overheat and produce smoke, and may pose a potential fire hazard.

Since 2001, IBM has received five reports worldwide of incidents involving monitors smoking or overheating, including one report causing minor property damage. No injuries have been reported and none of the incidents were reported in Canada.

To identify affected G51 monitors, Customers should look for the IBM logo on the front of the unit, and then look for additional model and date information on the label on the back of the unit. Monitors affected by this repair action show the "**Type/Model Number**" **6541-02N**, and have a "Date of Manufacture" between June 1997 and September 1997. This information can be found in the center at the top of the label, immediately to the right of the IBM logo. G51 monitors with a manufacturing date other than June-September 1997 are not included in this action.

IBM monitors with a different product type/model number, are not included in this action. If you have any question as to whether your IBM monitor is involved in this action, you should call the Repair Center for further assistance.

A number of monitors were sold by IBM directly to customers and through IBM Business Partners.

Under the program, customers with these monitors will be sent a prepaid shipping box to return the monitor to the repair facility. A repair service facility will perform a free inspection of the monitor and determine whether it requires a safety repair. If necessary, the component that could overheat will be repaired or replaced, and the monitor returned to the customer. This program is offered only for monitors that are still in working order. No other repairs will be performed under this program.

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Customers who have one of these monitors should stop using the monitor and contact the IBM G51 Repair Center at 1-866-644-3155, Monday through Friday from 9:00 a.m. – 7:00 p.m. EST, to arrange for this no-charge service. French speaking customers may call 1-888-551-5597, Monday through Friday from 8:30 a.m. to 5:00 p.m. EST. No other IBM monitors or equipment are involved in this action.

