



# Tech Info Library

## Macintosh : External Drive Failures

Article Created: 27 September 1985

Article Last Reviewed: 17 July 1992

Article Last Updated:

**PROBLEM DESCRIPTION:** Intermittent and/or solid failure during reading and writing to the external drive

**CAUSE:** The pins on the logic board punch holes in the mylar covering on the RFI shield on the back of the logic board. When they penetrate the covering they short to the case.

**CURE:**

1. Install the latest revision of RFI shield orderable through Apple Service.
2. If the problem persists, replace the external drive mechanism.
3. If the problem still persists, refer to the Level I Technical Procedures.

If this cure does not resolve the problem, go back to the Word Search screen and search on the product's name and HTS and GTS to obtain a General Troubleshooting procedure.

Copyright 1988 Apple Computer, Inc.

Keywords: hts

=====  
This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 1689