



# Tech Info Library

## Macintosh : External Drive Failures

Revised: 1/28/92  
Security: Everyone

Macintosh : External Drive Failures

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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.

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