



TOSHIBA AMERICA INFORMATION SYSTEMS, INC.

COMPUTER SYSTEMS DIVISION
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IRVINE, CALIFORNIA 92618-1697
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Product Update: Toshiba Pocket PC e740

Dear Pocket PC e740 Owner:

The Computer Systems Group of Toshiba America Information Systems, Inc. has initiated a voluntary recall for Pocket PC e740 units bearing serial numbers 72014641L through 92041620L*. We have learned that a loss of data can occur if the battery is allowed to fully discharge or if the battery is disconnected from the product for any reason. Our primary concerns are with the quality of the product and your overall customer satisfaction.

If the serial number of your Pocket PC falls outside this range, your device is not impacted and there is no action required on your part.

To determine if your Pocket PC e740 needs to be returned to us for repair, check the serial number located on the back of the product. If the serial number is between 72014641L and 92041620L*, you can return your product to us for repair. To do so, please call 800 949-7993 and a Customer Care Specialist will send you pre-paid postage packaging along with instructions on where to ship the unit for repair. Customers are urged only to return the Pocket PC e740 and NOT to include any accessories with the product such as the power supply or cradle.

Prior to sending the product back to us, and to avoid losing data, we recommend that you back up your stored data by downloading your information to your computer or a Compact Flash memory card. For [instructions](#) on how to do this, see the User's Guide for your product or visit our web site at <http://pcsupport.toshiba.com> for assistance.

Although you are urged to immediately return your product for repair, you may continue to use the product without loss of data if you: (1) never let the battery fully discharge; (2) never disconnect the battery from the product; (3) regularly back-up stored data; and (4) always connect the product to an external power supply before changing the battery.

If you have any questions regarding this matter, please contact Toshiba at 800 949-7993 or visit us online at <http://www.csd.toshiba.com>. We apologize for any inconvenience caused by this issue and thank you for your continued loyalty. Our goal in this and every endeavor we undertake is to supply the best product available.

Sincerely,

Toshiba America Information Systems Inc.
Computer Systems Group

* Any serial number beginning with an alpha character, is not impacted by this voluntary recall.