

RE: Your Dell Case ID: 160497383

Samiran.Dey@dell.com | THU JAN 19 11:07 AM | 23 min read

Dell Customer Communication - Confidential

Dear Randal,

Thank you for your e-mail.

We regret to inform you that Dell does not offer support on Unix/Linux Operating Systems and we cannot assure the compatibility of this computer with other Operating Systems.

Also, we are not aware of any known issues with the XPS 7590 overheating on Windows and the link that you have shared is about other XPS models.

Please be advised that modifying the operating system on the computer voids the warranty.

You can click on the link below to go through the warranty terms and conditions:

https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/dell-premium-support-cons-sd-US.pdf

The thermal paste was replaced at the depot as a part of the heatsink assembly. Dell does not install a new heatsink without applying thermal paste.

Kindly get in touch with a local technician/computer repair company for further assistance with the thermal error that you are facing on Unix/Linux.

Note: Please 'reply all' on your response.

Regards,

Samiran Dey

Dell Technologies | Advanced Resolution Services

Phone +1 800 624 9897 (say "connect to extension" in the IVR) Ext.: 7283898

My work schedule is from **9:00 am - 5:00 pm CST Monday to Friday**

If you don't receive an email response within 2 Business days, please contact

AdvancedResolutions@Dell.com



Please consider the environment before printing this email.

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-----Original Message-----

From: Trusty1 <trusty1@zoho.com>
Sent: Thursday, January 19, 2023 10:53 AM
To: Dey, Samiran
Cc: AdvancedResolutions; Clarke, Jeff; Dell, Michael
Subject: RE: Your Dell Case ID: 160497383
Importance: High

[EXTERNAL EMAIL]

Hello Samiran:

Running Windows is much worse when it comes to overheating the XPS 15 7590
https://urldefense.com/v3/__https://news.ycombinator.com/item?id=28639952&p=2_;
[news[.lycombinator[.]com] The advantage with running Linux is that you can easily cut the processor speed down so that overheating isn't an issue. The real question is why is your default processor speed higher than what the laptop is capable of supporting?

Randal South

---- On Wed, 18 Jan 2023 21:10:24 -0800 Trusty1 wrote --- > Hello Samiran:
>
> For your information, the overheating is a lot worse when running windows, and while Dell may not support other Operating Systems, the fact of the matter is that all of the Dell sales agents we spoke with did indicate the laptop was Linux compatible. One of the more likely reasons the laptop still overheats is that your tech staff failed to change the thermal paste which is a known problem with 100% of all Dell XPS 15 7590. I'm looking at the summary of repairs, and it indicates the fan was replaced, heat sink replaced, hard drive replaced, OS reinstalled, but the most important

repair of all was changing the thermal paste, and you didn't do it. As a result, the laptop overheats when you run windows.

>

> You need to offer another option since you are either unwilling to do the repairs, or unwilling. The fact that you failed to change the thermal paste raises the issue that you don't have anyone in Texas who knows how to do this. I wouldn't be making this comment if it weren't for the fact that this, and virtually all of Dell's electronics are made overseas.

>

> What do you plan on doing about your thermal paste problem? All of the components you installed will burn out again if you don't rectify the problem ASAP.

>

> Randal South

> 650-479-5740

> trusty1@zoho.com>

>

>

> --- On Wed, 18 Jan 2023 15:47:29 -0800 Dey, Samiran wrote --- > > > > Dell Customer Communication - Confidential > > > > Dear Randal, > > > > Thank you for your e-mail.

> >

> > We apologize for the inconvenience caused and have passed on your feedback to the concerned teams.

> >

> > We regret to inform you that Dell does not offer support on Unix/Linux Operating Systems and we cannot assure the compatibility of this computer with other Operating Systems.

> >

> > You can click on the link below to go through the warranty terms and conditions:

> >

> > https://i.dell.com/sites/csdocuments/Legal_Docs/en/us/dell-premium-support-cons-sd-US.pdf

> >

> > The computer was shipped with Microsoft Windows and our repair center tested the computer with the same operating system and confirmed that it is working as per design after the repair.

> >

> > Kindly get in touch with a local technician/computer repair company for further assistance with the thermal error that you are facing on Unix/Linux.

> >

> > Feel free to get back to me if you have any questions or concerns.

> >

> > Note: Please 'reply all' on your response.

> >

> >
> > Regards,
> >
> > Samiran Dey
> > Dell Technologies | AdvancedResolutionServices > > Phone+1 800 624 9897
(say "connect to extension" in the IVR) Ext.:7283898 > > My work schedule is
from 9:00 am - 5:00 pm CST Monday to Friday > > If you don't receive an email
response within 2 Business days, please contactAdvancedResolutions@Dell.com
> >
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information. Any unauthorized review, use, disclosure or distribution is prohibited. If
you are not the intended recipient, immediately contact the sender by reply e-mail
and destroy all copies of the original message.
> >
> > -----Original Message-----
> > From: Trusty1 trusty1@zoho.com>
> > Sent: Thursday, January 19, 2023 3:31 AM > > To: Dey, Samiran > > Cc:
AdvancedResolutions > > Subject: Re: Your Dell Case ID: 160497383 > >
Importance: High > > > > > [EXTERNAL EMAIL] > > > > Good Afternoon
Samiran:
> >
> > I was able to run dmesg on the Dell XPS 15 7590 that arrived this morning, and
it still has thermal problems. The two messages I received are:
> >
> > 1) Package temperature above threshold, cpu clock throttled.
> > 2) Broken Atomic Mode Set running (shutting off Atomic).
> >
> > I have shut down the laptop to avoid damaging the hardware that you just
installed. Doesn't look like your technicians bothered to check whether or not their
fixes remedied the problem, and they just threw in some components hoping that
magically everything would work. What diagnostic tools did they run?
> >
> > I don't have my internet gongle with me, and left it at the office in the bay area
400 miles away. As a result, i can't run updates which limits me to running
additional diagnostic tools, but the message from dmesg is sufficient evidence that
the thermal issue is not resolved. Who is your thermal engineer? Do you have a US
based thermal engineer in the states? If not, you are probably not going to be able
to fix it. However, there is a really good one I used to work with in Tuscon, AZ.
> >
> > As someone who has worked extensively with asia in electronic manufacturing,
there isn't a lot of loyalty to the US these days when working with most of the
countries, particularly in east Asia. The further west you go in Asia, the better the

loyalty is, but at the end of the day you should be questioning whether or not this makes economic sense. Right now it is very difficult to get stuff out of Asia due to a shipping embargo caused by Covid, and the long backlog. Additionally China makes the containers these days, and hasn't been producing a sufficient number of containers to accommodate other Asian countries shipping needs, particularly if going to the US. This is what I hear from the US rep for Nichiha, a manufacturer of quality fiber cement board.

> >

> > What is the next step? Can you fix this thermal problem? Do you have a US based thermal engineer? There is a really good one I used to work with in Tuscon if you don't already have one, and he wasn't over-priced and well versed. > > > > Randal South > > 650-479-5740 > > trusty1@zoho.com> > > > > > ---- On Wed, 18 Jan 2023 09:26:49 -0800 Dey, Samiran wrote --- > > Dell Customer Communication - Confidential > > Dear Randal, > > This e-mail is in regards to the conversation that we had earlier today about your Dell Computer.

> > >

> > > As per our conversation, Dell only offers the first 30 days of purchase to return a product beyond which the warranty comes into effect.

> > >

> > > You can click on the link below to go through Dell's Return Policy:

> > >

> > > <https://www.dell.com/en-us/lp/return-policy>

> > >

> > > Having said that, the computer was successfully repaired and has shipped videFedEx tracking #621409989701 and is expected to be delivered today at your Crescent City address.

> > >

> > > You can click on the link below to track the package:

> > >

> > > [https://urldefense.com/v3/_https://www.fedex.com/fedextrack/?trknbr=621409989701&trkqual=2459962000*621409989701*FX__;fn4!!LpKI!isNLKcJjx95SSYB7XGX9kwtig6uavlfdfF5Cc0fllqgB1grWOXUB344AGjpBocFm-Ml-2poYYTQSMjk\\$ \[fedex\[.\]com\]](https://urldefense.com/v3/_https://www.fedex.com/fedextrack/?trknbr=621409989701&trkqual=2459962000*621409989701*FX__;fn4!!LpKI!isNLKcJjx95SSYB7XGX9kwtig6uavlfdfF5Cc0fllqgB1grWOXUB344AGjpBocFm-Ml-2poYYTQSMjk$ [fedex[.]com]) > > The repair center has replaced the Solid State Drive and heatsink assembly to resolve the overheating and intermittent boot issues that were diagnosed by our technicians.

> > >

> > > The replacement Solid State Drive is manufactured by Liteon while the original Solid State Drive was manufactured by Micron.

> > >

> > > A newDPS #437238565 was created on 12th January 2023 and was used to complete the repair on your Dell Computer as the previousDPS #437238565 was cancelled.

> > >

> > > Since this newDPS #437238565 was setup on your Crescent City address, another service box was dispatched automatically by the system and delivered to this

Crescent City address.

> > > Please accept my sincere apologies for any inconvenience caused to you because of the product, delay in resolution and during your interactions with us. Your feedback remains a crucial tool in helping us improve our products and service and we strive to offer you a better product and service experience in the future.

> > > Kindly use the computer once it is delivered and get back to me confirming the functionality of the computer and we can take it forward from there.

> > >

> > > Feel free to reach out to me if you have any questions or concerns in the interim.

> > >

> > >

> > > Note: Please 'reply all' on your response.

> > >

> > >

> > > Regards,

> > >

> > > Samiran Dey

> > > Dell Technologies | AdvancedResolutionServices > Phone+1 800 624 9897

(say "connect to extension" in the IVR) Ext.:7283898 > My work schedule is from 9:00 am - 5:00 pm CST Monday to Friday > If you don't receive an email response within 2 Business days, please contactAdvancedResolutions@Dell.com

> > >

> > > Please consider the environment before printing this email.

> > >

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> > > From: Trusty1 trusty1@zoho.com>

> > > Sent: Wednesday, January 18, 2023 11:13 AM > To: william_scannell > Cc: Clarke, Jeff; Dell, Michael > Subject: Notice of Demand: Request for Refund for Purchase of Dell XPS 15 (Service Tag DGQF693) > Importance: High > > [EXTERNAL EMAIL] > Hello Gentlemen:

> > >

> > > I request you refund me in the amount of \$1623.33 The reason for the requested refund is that Dell has not honored its warranty under the contract, and has failed to repair my Dell XPS 15 7590 after more than two years of complaining. My request for repair of a thermal problem has been dragging on since the late summer of 2021, but Dell has yet to come clean and do something about it.

> > >

> > > As evidence of the problem I provided Dell the results of Dmesg, and termbin, which appear to indicate a thermal problem:

> > >

> > > [http: paste.debian.net/1265831](http://paste.debian.net/1265831)
> > > terminb.com/3m5p [terminb.com]
> > >
> > >
> > > California has an implied warranty law (Commercial Code Section 2314 - Implied warranty: merchantability; usage of trade (1) Unless excluded or modified (Section 2316), a warranty that the goods shall be merchantable is implied in a contract for their sale if the seller is a merchant with respect to goods of that kind.). As a result, the warranty would be extended had I not had an extended warranty agreement in place. Since Dell won't repair, the money has to be refunded.
> > >
> > > In support of my claims is the following link > > The following link is being used in further support of my claims against Dell for failing to honor their warranty, failing to honor their extended warranty, and on a Dell XPS 15 7590 > <https://www.dell.com/community/XPS/XPS-15-The-worst-computer-in-existence/td-p/8174181>
> > >
> > > As you can see from the link, there are a lot of other people besides myself who have a problem with this laptop. Its garbage, and I deserve a full refund for the reasons previously cited in this line of communications.
> > >
> > > This laptop was purchased on February 11, 2021 with an extended warranty contract.
> > >
> > > Some of the problems cited by virtually everyone with this laptop include defective thermal paste, > > The following postings on the net illustrate the problems with this model:
> > >
> > > DEFECTIVE THERMAL PASTE
> > > <https://www.dell.com/community/XPS/Dell-XPS-15-7590-Overheats-to-burning-level/td-p/7797041>
> > >
> > > <https://www.dell.com/community/XPS/some-problems-I-am-facing-in-my-XPS-15-7590/td-p/7981907>
> > >
> > > [https://urldefense.com/v3/__https://www.reddit.com/r/Dell/comments/fc0wca/help_repeating_xps_15_7590/_;!!LpKI!isNLKcJjx95SSYB7XGX9kwtig6uavlfdf5Cc0fllqgB1grWOXUB344AGjpBocFm-Ml-2poYYj7STvcI\\$](https://urldefense.com/v3/__https://www.reddit.com/r/Dell/comments/fc0wca/help_repeating_xps_15_7590/_;!!LpKI!isNLKcJjx95SSYB7XGX9kwtig6uavlfdf5Cc0fllqgB1grWOXUB344AGjpBocFm-Ml-2poYYj7STvcI$) [reddit[.]com] [reddit.com] > > CONSTANT SHUT DOWNS DUE TO OVERHEATING > <https://www.dell.com/community/XPS/XPS-15-7590-2019-overheating-constant-fan-shutdowns/td-p/7762929>
> > >
> > > COMPONENT FAILURE DUE TO OVERHEATING > > > https://urldefense.com/v3/__https://www.youtube.com/watch?v=sUvPdfsFNK0&ab_channel=It*27sBinh*28Been*29Repaired*26Reviewed__;

JSUJQ!!LpKI!isNLKcJjx95SSYB7XGX9kwtig6uavlfdf5Cc0flqgB1grWOXUB344AGjpB
ocFm-Ml-2poYY1JwwAA4\$ [youtube[.]com] [youtube.com] > > etc, etc.

> > >

> > > History. The first complaint made to Dell due to overheating, and hardware failure was made in mid, and late 2021, and Dell just outright refused to honor their warranty, and accept the fact that the laptop was defective. A decision was made to purchase an extended warranty policy from Dell which extends the laptop's warranty to mid April 2023 (see attached) > > A 3rd complaint was made to Dell in May 2022. Dell sent a return box in May 2022, and decided to send the laptop back in January 2023 without repair. To conceal the incident Dell deleted the incident from their records (see Fedex Tracking Number 576372286007).

> > >

> > > Another complaint was made to Dell on or about 01-09-2023, and instead of picking up the laptop in Palo Alto, Dell sent me a return box to Crescent City (see attached). Another complaint was sent to Dell instructing Dell "not to ship a box", and instead to have FedEx just pickup the laptop from Palo Alto, and take it to their Texas service Center, but Dell refused to do that, and instead sent another box to Palo Alto even though the laptop is sitting on the front porch all boxed up, and ready to be picked up.

> > >

> > > Subsequent calls to Dell have not been responded to, and its quite apparent they have no intent to fix the laptop. Dell is guilty of constructive fraud. Please review the documentation, and you will find that there is no case number for the laptop received by them on or about 01-06-2023. Dell reports they canceled the trouble ticket, and just returned the laptop to me without repair.

> > >

> > > I look forward to your response, and your interest would be appreciated.

> > >

> > > Randal South

> > > 650-479-5740

> > > trusty1@zoho.com>

> > >

> > > ENCLS

> > >

> > >

=====

> > > >

> > > >

> > > > Your repair is complete!

> > > > Track repair status

> > > >

> > > >

> > > > Hello Randal South,

> > > > We've completed your repair, and your system is on its way back to you.

> > > >

> > > > You can track the status of your repair using the Repair Center Status Tool.

> > > > Dispatch information

> > > > Dispatch number: 437238565

> > > > Service tag: DGQF693

> > > > Case number: 159732953

> > > > Express service code: 29310007143 > > > > System type:

> > > >

> > > >

> > > > Customer information

> > > > Contact name: Randal South

> > > > Alt contact name: Randal South > > > > Address: 1175 Lakeview Drive,,

> > > > City, county, postal code, country code: 95531 ,CA ,Crescent City > > > >

> > If you have a question, visit the Support Center and choose the contact option most convenient for you.

> > > > Thank you for choosing Dell Technologies.

> > > > Need Help?

> > > >

> > > > Visit our community forum

> > > > Contact us

> > > >

> > > >

> > > >

> > > >

> > > >

> > > >

> > > > Privacy Statement

> > > >

> > > > Dell Technologies Inc. One Dell Way Round Rock, Texas 78682 > > > >

This is an automated email that cannot accept replies.

> > > >

> > > > Service Information

> > > >

> > > > Keep a copy of the return waybill number.

> > > >

> > > > Damage / Limited Hardware Warranty: If the Limited Hardware Warranty on your Dell system has expired or if there is accidental or intentional damage (such as liquid spills or dropped system) and your system is not covered by a Dell "Accidental Damage Service" contract, our Out of Warranty team will call and/or e-mail you to discuss the cost of repair. If you agree to the cost of the repair, your Dell system is generally repaired within one business day of your approval. If our Out of Warranty team cannot reach you, Dell will hold your system for up to 5 business days after which time your Dell system will be returned to you unrepaired.

> > > >

> > > > Service Contract: Service is provided in accordance with your service contract. Service contracts are here. To determine which service contract you

purchased with your system, please consult your invoice.

> > > >

> > > > Scope of Service: Service will be limited to defects covered by current Dell Limited Hardware Warranty (please see <http://www.dell.com/warranty>) and Out of Warranty service approved by you, as described above.

> > > >

> > > >

> > > >

> > > > This email was sent by: Dell USA, L.P.

> > > > 1 Dell Way ROUND ROCK, TX, 78682, US > > > > > > Update ProfileOrchestrator:EventId: 63c728489679750028d919c8Language:en_US

> > > >

> > > >

> > >

> > >

> >

>