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Stanford, CA 94309

December 30, 2022

Dell Support

Hello Ladies and Gentlemen:

This laptop is being returned due to over heating, loss of data, and regular errors on the drive.

With respect to over heating, the laptop over heats when it idles, and over heats when it runs. The longer it idles, the hotter it gets, and it doesn't shut off when the temp gets too hot. Online there are reports of a defective thermal paste in this laptop, but there are other problems, such as no fan when the temperature gets hot. The hot area is mainly in the middle of the laptop.

With respect to loss of data, I have had to reformat the drive three different times before sending it back to you, and due to corruption. Example: if you use the cp command in Debian Linux then I will get input/output errors whether the files were copied or not, and similar. Prior to shipping this laptop, I ran ddrescue to see if I could glean some of the lost data since its needed for some tax returns, but inspite of the errors, ddrescue doesn't report a bad sector. As a result, its difficult to determine if its just a really cheap drive that doesn't announce when it has problems, or high temperatures that are causing the problem or both, but anyway you look at it this laptop is not stable enough to do business stuff due to the risk of loss of data.

Things that should be done on this laptop are:

- 1) Change the thermal paste,
- 2) Install an internal fan in the center area of the laptop to prevent it from getting so hot.
- 3) Evaluate whether or not an additional heat sink can be installed with a reflow machine.

Additionally Dell should put out an advisory to recommend that the processor speeds be reduced, and to shut off turbo boost. Reports on the net indicate that the turbo boosts contributes to the thermal problems. Unfortunately Dell doesn't really have a real tech support, and your tech support is answered on WhatsApp by some people in India who advise they only provide support for windows. This doesn't do me any good, and if the laptop was working correctly I wouldn't need support at all. The laptop has a great case, bright screen nice keyboard, but the electronics have a lot to be desired.

This RMA was first filed more than a year ago, and at that time Dell refused to acknowledge it. Subsequently I extended the extended warranty coverage, and initially Dell in India brushed it off. Finally after additional complaints to Texas, an RMA was issued, but I had to go out of town in May for work, and left the return box in the bay area. For this reason the laptop is being returned now.

The laptop hasn't been used since I last contacted you except to run ddrescue to see if I could recover data from the drive.

Your help and interest is appreciated.

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