



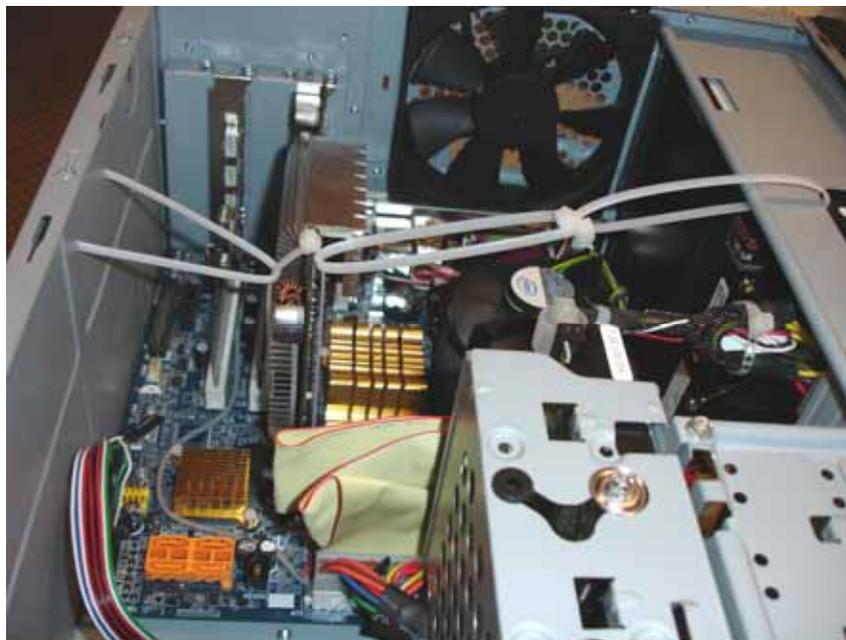
Priority Level: Medium — Recommended Action for Affected Systems		
Attention:	Distributors and Service Personnel	Bulletin: SB-041 Date: 1/29/2008
Products:	EA SPORTS™ NASCAR Racing	
Issue:	Video Cards can Sometimes Loosen in Shipping	

Symptom: Video cards in EA SPORTS™ NASCAR Racing computers were discovered to sometimes come loose from the PCI Express slot during shipping.

Solution: GLOBAL VR has fixed this issue by installing cable ties to secure the video card. GLOBAL VR recommends that Distributors who receive cabinets built before Mid December check the computers and secure the video card as described in this bulletin.

1. Check the Video Card

1. Power on the cabinet and check the video quality. If the video card is loose, the picture may be distorted, or there may be no picture.
2. Disconnect the AC power cord and open the computer case. Check whether the video card is tied down with cable ties as shown below:



3. If the video quality was poor, or there was no video, remove the video card and then re-install it, making sure it is properly seated in the PCIExpress slot. Power on the game and check the video quality. If there are still problems, contact GLOBAL VR Service for assistance. Otherwise, proceed to tie down the video card as described on the next page.

2. Tie Down the Video Card

If the video card was not tied down previously, do the following to secure it with cable ties:

Note: The number of cable ties used will vary depending on the length of ties used. You can daisy chain ties to increase length. 50 Lbs cable ties are used in illustrations in this document.

1. Loop a cable tie around the video card and under the end of the PCI Express slot, as shown in the left picture below.



2. Observe how the cable ties are arranged in the picture above. The goal is to put equal tension on both sides of the video card. This will prevent the video card from moving up and down when the computer is upright in the cabinet, and the cabinet is jostled during shipping.
 - Thread one cable tie through the tie that is looped around the video card, and around the upper part of the case. (use a second tie to increase length, as needed.)
 - As shown below, thread one cable tie through one of the holes in the bottom of the case, then through the tie that is looped around the video card, and then back through the other hole in the bottom of the case. Thread a second cable tie over the end of the first tie. You will use this tie to add tension and secure the tie under the case.



3. Carefully tighten the ties on both sides of the video card so that there is equal tension on both sides. Make sure the video card remains perpendicular to the motherboard.
4. Snip off the ends from the cable ties.