



Out of Warranty Support Program

Dear Customer –

Dell has recognized a motherboard component issue that may affect a portion of the OptiPlex™ GX280, GX270 and SX270 desktops. The failure mode may manifest as an intermittent system problem where some users may experience a failure to boot, a thermal shutdown or intermittent lockups when using the affected systems. Users may also notice that capacitors on the system board are bulging.

Although not all systems are affected, Dell has implemented a unique program in North America to provide out of warranty coverage for motherboard failures related to the leaking or expanding capacitors on the affected OptiPlex™ GX280, GX270, and SX270 systems.

If a desktop computer listed in the "Products Affected" section has a failed motherboard exhibiting expanding or leaking capacitors and is within the time period described below, contact Dell Technical Support to have the motherboard replaced at no charge per Dell's Next Business Day service coverage program.

This motherboard replacement program is valid for 5 years from the original date of purchase of the system or January 31, 2008, whichever occurs first. Systems that fall outside the motherboard replacement offer terms may be repaired under Dell's Out of Warranty service program.

Products Affected	
SX270 USFF	Ultra Small Form Factor
GX270 SFF, SDT, SMT	All Form Factors - Small Form Factor, Small Desktop, Small-Mini Tower
GX280 - SFF, SDT, SMT	All Form Factors - Small Form Factor, Small Desktop, Small-Mini Tower

Sincerely,

Dell