

Subject: Classic Scorer Fujitsu Hard Drives

Date: 11/11/02

Distribution: Classic Scorer Customers

Letter No. CEB02-12

Brunswick has been investigating the high failure rate for the hard drives originally used in Classic Lane Servers with serial numbers 113 through 180, and as replacement drives through the Brunswick Electronic Repair Center. After many tests and inquires, it has been determined that these failures are due to a manufacturing defect with **Fujitsu model MPG3102AT and MPG3204AT hard drives that have a Disk Controller IC dated March 2001 and prior.** Recent correspondence with Fujitsu has confirmed this problem.

Please be aware that not all Fujitsu drives contain this controller chip and not all all Fujitsu drives with the chip exhibit a problem. Due to the unpredictably of drives with this chip, however, Brunswick has decided to replace Fujitsu model MPG3102AT and MPG3204AT hard drives manufactured March 2001 and prior, at no cost to you.

Please inspect your Classic Lane Servers (including any spares) to determine if either model of Fujitsu hard drive is used. To identify the model and manufacturing date of the drives, simply look at the sticker on the back of the lane server and manufacturers label attached to the top of the drive. (Refer to Figure 1).

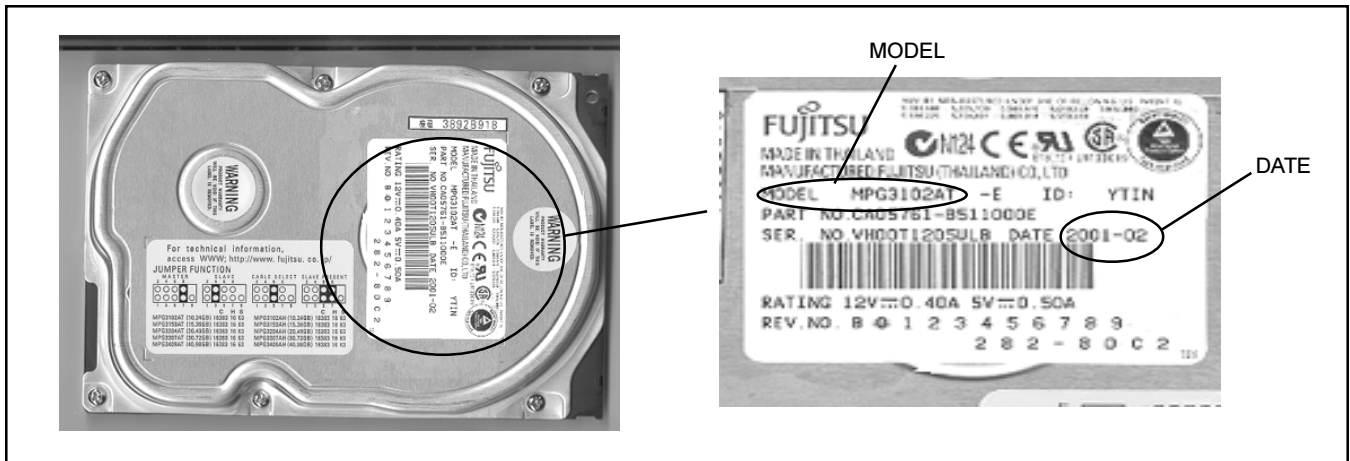


Figure 1

If any faulty drives are found, contact the Brunswick Electronic Repair Center at 1-800-323-8141 (Menu option 2) to arrange for an exchange.

We apologize for any inconvenience that this may cause you or your bowling center. Please be assured that we will continue to work to improve the quality and reliability of your Classic scoring system.

If you have any questions please contact the Brunswick Customer Response Center at 1-800-323-8141 (Menu option 1).

William P. Jager
William P. Jager

Service Product Engineer

David E. Rice
David E. Rice

Director of Service