

S E R V I C E N O T E

SUPERSEDES: None

4338A Milliohmeter

Serial Numbers: 0000J00000 / 3148J00388

Modification to eliminate CPU hang up due to defective X'tal oscillators

Duplicate Service Notes: None

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

Part No.	Qty.	Ref Designator	Description
1813-0774	1	A1 Y1	X'tal Oscillator, 20.48 MHz
1813-0708	1	A2 Y1	X'tal Oscillator, 16.0 MHz

Situation:

The 4338A units with serials given above may hang up intermittently. This is caused by the X'tal oscillator chip which has a problem in its manufacturing process. Two oscillator chips are used in the 4338A.

Continued

DATE: 19 February 1993

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS:	Labor 0.5 Hour
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT
AUTHOR: YO	ENTITY: 3355	AGILENT RESPONSIBLE UNTIL: February 1995	
		ADDITIONAL INFORMATION:	

Solution/Action:

If the unit exhibits the symptoms given above, try replacing the two X'tal oscillator chips with new ones. These components are SMD (Surface Mounted Devices) but don't require any special tools or techniques to replace them. Their pin pitch is wider than the general SMD.

Figure 1. shows the X'tal location.

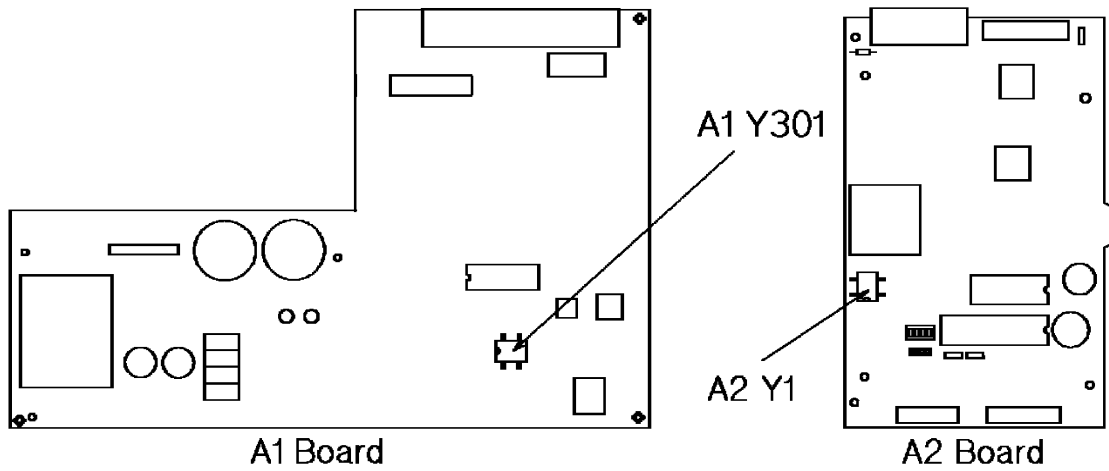


Figure 1.