

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**54621D-04**

# S E R V I C E N O T E

Supersedes:  
54621D-03

## 54621D 2+16 Chan 60MHZ MeagaZoom Oscilloscope

**Serial Numbers:** [MY40000351-354, 356-362,366-379]

Agilent Technologies sponsored a worldwide recovery operation of Agilent 54621Doscilloscopes. The recovery program has expired as of 4/31/02. This service note is to recommend to course of action to take if the customers did not take action during the Recovery Period. And now were to send the unit to the Service Center for calibration, or Customer was to notice this A/D converter issue, and want it repaired.

Customers may occasionally experience a failure that appears as regularly spaced noise spikes on displayed waveforms. This problem is related to a specific batch number of the “A / D parts and does not affect all 54621D oscilloscopes. To remedy this problem customers are recommended to follow the current Agilent Express repair Process.

**To Be performed By: Service Center Normal Warranty Repair Agilent Express Process**

**Parts Required:**

P/N	Description	Qty.
54621-69002	Refurbished Express	1

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	X IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 0.0 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: X RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: RETURN <input type="checkbox"/> SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: Warranty Period Expires	
AUTHOR: MR	PRODUCT LINE: 1A		
ADDITIONAL INFORMATION:			

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**Situation:**

Agilent Technologies sponsored a worldwide recovery program. The customers were notified with customer letters describing the situation. They were instructed to place an order for a new replacement unit. When the New replacement unit is received, the customer should follow the return instruction accompanied with the new replacement unit to return the original unit at no cost. Otherwise the customer will be billed for the new replacement unit.

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**Solution/Action:** The recovery program has expired, the repair strategy will be the Agilent Express.

**Agilent Technologies has already added an addition One year warranty to units that are part of this Service Note.**