

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

54641A-03

S E R V I C E N O T E

Supersedes:
NONE

54641A 350MHz 2-CH MegaZoom Oscilloscope

Serial Numbers: [MY42000424-426, 428-433, 435-441, 444-446, 448-473, 475-482, 484-488, 492-495, 498]

Agilent Technologies is sponsoring a worldwide recovery operation of Agilent 54641A oscilloscopes that may experience a failure that appears as distortion of the high frequency components of the input signal. This problem is related to a specific batch number of the system PC board and does not affect all 54641A oscilloscopes. Benefits of this recovery program for the customers an additional one-year warranty, *at no customer expense*.

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
54641-66501	System PC board	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	X IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 1.0 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE X SERVICE CENTER	SERVICE INVENTORY: X RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: X RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: Warranty Period Expires	
AUTHOR: DPM	PRODUCT LINE: 1A		
ADDITIONAL INFORMATION:			

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Situation:

Some Agilent 54641A oscilloscopes may experience a failure that appears as distortion of the high frequency components of the input signal. Only 54641A oscilloscopes with the serial numbers listed are affected. This problem is related to a specific batch number of the system PC board and does not affect all 54641A oscilloscopes.

Solution/Action:

Agilent Technologies is sponsoring a worldwide recovery program. The customers have been notified with customer letters describing the situation. They are instructed to contact the nearest Agilent Technologies, Inc. Office and arrange for repair of the oscilloscope.

Agilent Service Centers will replace the system board, do performance verification, and calibrate the unit. Units with Option A6J will also receive an A6J calibration.