

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

54642D-03

S E R V I C E N O T E

Supersedes:
NONE

54642D 500MHz 2-CH MegaZoom Oscilloscope

Serial Numbers: MY42000822-823, 833-836, 841, 843-844, 846-855, 858-877, 882, 885

Agilent Technologies is sponsoring a worldwide recovery operation of Agilent 54642D 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 54642D oscilloscopes. Benefits of this recovery program for the customers is an additional one-year warranty, *at no customer expense.*

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

| P/N | Description | Qty. |
|-------------|-----------------|------|
| 54642-66506 | 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 Ends | |
| AUTHOR: DPM | PRODUCT LINE: 1A | | |
| ADDITIONAL INFORMATION: | | | |

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Situation:

Some Agilent 54642D oscilloscopes may experience a failure that appears as distortion of the high frequency components of the input signal. Only 54642D 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 54642D 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.