

S E R V I C E N O T E

SUPERSEDES: NONE

6555A 500W General Purpose Power Supply

Serial Number: See below

Intermittent Phone Cables.

Duplicate Service Notes:

- 6551A-02 US36480196 / US36480220
- 6552A-02 US36230481 / US36230566
- 6553A-02 US36340231 / US36340289
- 6554A-02 US36340261 / US36340311
- 6555A-02 US36340161 / US36340171
- 6651A-05 US36400356 / US36400426
- 6652A-05 US36400331 / US36400471
- 6653A-05 US36400756 / US36400901
- 6654A-05 US36390516 / US36390746
- 6655A-05 US36390401 / US36390716

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

- 5080-2167 (Part designator W4; A2 bd. to A5 bd.)
- 5080-2168 (Part designator W5; A2 bd. to A1 bd.)

Continued

DATE: August 1999

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 Hours
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 checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	USED PARTS:	<input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AUTHOR: BM	ENTITY: 2100	AGILENT RESPONSIBLE UNTIL: End of Product Support Life	
		ADDITIONAL INFORMATION: This is a multi Model No. Servc Note	



Situation:

The 2 phone style cables might have been improperly crimped causing intermittent connections on the cables. Could cause "Secondary Down" or "Serial Down" message.

Solution / Action:

Units returned for any reason in the specified serial number range exhibiting "Secondary" or "Serial Down" messages or intermittent communication problems. Replace the gray phone style cables.