MODIFICATION AVAILABLE – PERFORMANCE EHNANCEMENT CHARGEABLE TO CUSTOMER SERVICE / RELIABILITY ENHANCEMENT CHARGEABLE TO CONTRACT IF THERE IS ONE.

66321D-05

S E R V I C E N O T E

Supersedes:
NONE

66321D

Serial Numbers: US4018-0101 to US9999-9999, and all GB, SG, and MY prefixes

Reliability Improvement of Instrument

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
5064-0018	SMT, PCA GPIB Interface	1

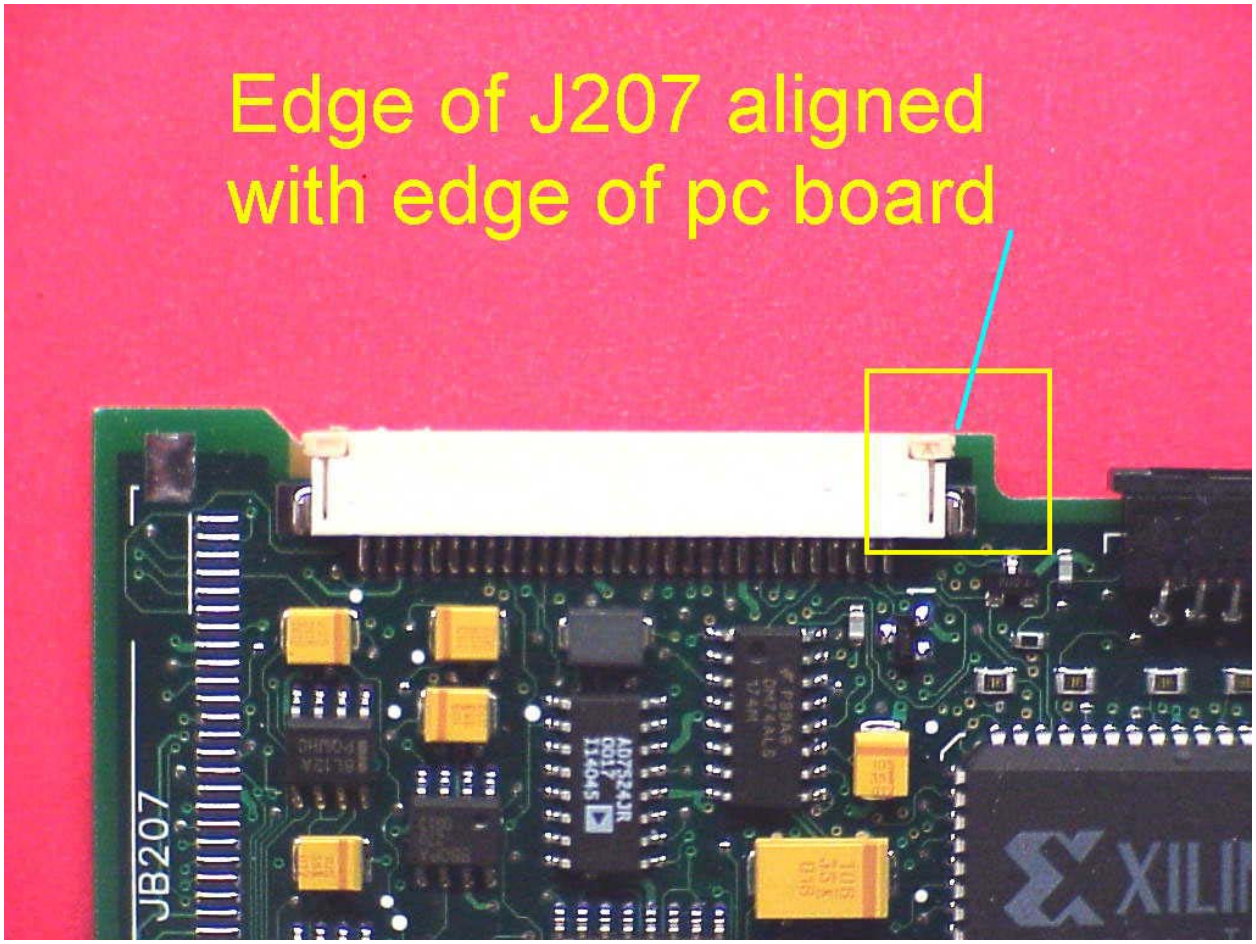
ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: **MODIFICATION AVAILABLE**		
ACTION CATEGORY:	AGREEABLE TIME	[[]] PERFORMANCE ENHANCEMENT [X] SERVICE / RELIABILITY ENHANCEMENT
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE [[]] ON-SITE [X] SERVICE CENTER	AVAILABLE UNTIL: July 01, 2004
AUTHOR: jfoc	PRODUCT LINE: PL33	
ADDITIONAL INFORMATION:		

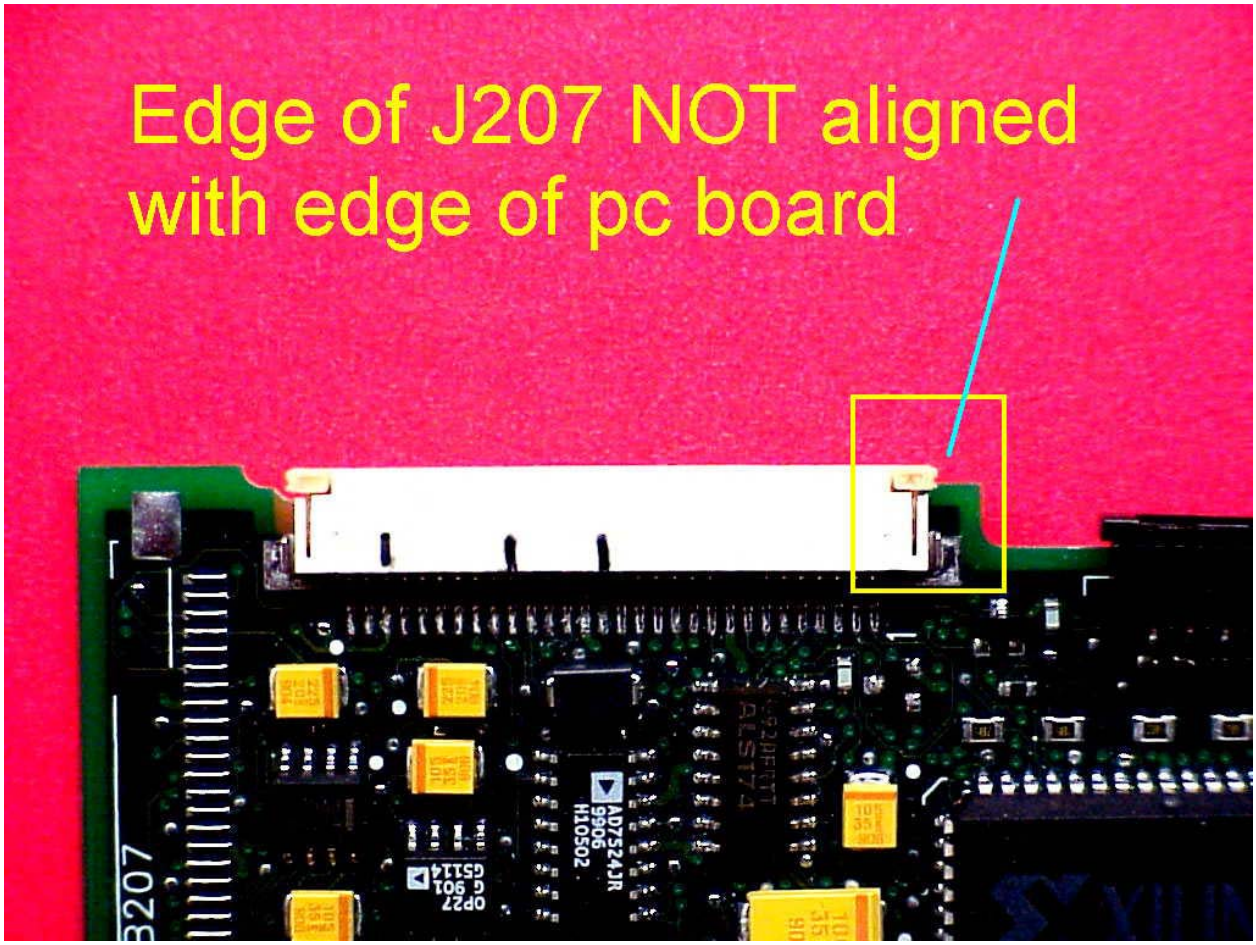
Agilent Technologies

August 5, 2003

Situation:
Latent product failure due to misplaced connector J207 on SMT assembly 5064-0018 (GPIB/RS232 interface). Misplacement of J207 could lead to inadvertent contact/shorting of exposed feed-throughs on SMT board. Ultimately, resulting in over-stress of components of damage to SMT board components. Resulting contact could degrade useful life of instrument.



CORRECT J207 PLACEMENT – alignment to within < 0.3mm
Picture shows connector aligned to edge of SMT board to within <0.1mm



INCORRECT J207 PLACEMENT – misaligned by > 0.3mm
Picture shows connector extending past edge of SMT board by >1.2mm

Solution/Action:

1) Compare placement of J207 to attached photos. Instruments with a "misplaced" J207 should be returned to Agilent for warranty repair.

2) Instruments returned to the Service Center for routine calibration should be inspected for this potential defect. Defects should be addressed using Agilent's unit exchange process with costs being charged to warranty.

3) The factory has modified production documentation to include visual inspection and specific electrical testing for this potential short.

4) Factory is maintaining feedback to SMT board supplier regarding quality of assembly.