

S E R V I C E N O T E

SUPERSEDES: 6643A-03

**6643A 200W General Purpose Power Supply**

Serial Number: See below

**Intermittent Phone Cables**

**Duplicate Service Notes:**

- 6541A-02A US36360146 / US36360165
- 6542A-02A US36360286 / US36360315
- 6543A-02A US36340266 / US36340336
- 6544A-02A US36390176 / US36390211
- 6545A-03A US36340126 / US36340141
- 6641A-03A US36410246 / US36410290
- 6642A-03A US36400586 / US36400776
- 6643A-03A US36400711 / US36400830
- 6644A-03A US36410441 / US36410576
- 6645A-04A US36390351 / US36390451

**To Be Performed By:** Agilent-Qualified Personnel

**Parts Required:**

- 06652-80011 (W10, p/n 06652-80011)
- 06652-80010 (W9, p/n 06652-80010)

*Continued*

DATE: February 2001

ADMINISTRATIVE INFORMATION

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