

## S E R V I C E N O T E

SUPERSEDES: 85620A-04A

**85620A Mass Memory Module****Serial Number:** 0000A00000/9999A99999**Module Hangup Caused by Improper Programming****Situation:**

Mass Memory Modules can exhibit symptoms which can be interpreted as a severe hardware failure if improper data is stored in its RAM. Symptoms can show up as a "Module Not Found" message on the analyzer display when the MODULE button is pressed, or it can even prevent the analyzer from going through its power-up sequence.

**Solution:**

When this occurs, the only remedy is to totally erase all data in the module's RAM.

**Action:**

Contents in RAM can be erased by shorting the RAM's battery backup line to ground. To do this, open the module, remove the battery and connect a jumper across A1C3 for modules with A1 board part number 85620-60006, 85620-60014 and 85620-60018, or by jumpering A1C11 on board numbers 85620-60001 and 85620-60008. Be sure to maintain the shorted condition for at least fifteen minutes. Also refer to the 85620A Installation, Programming, and Service Guide for proper programming commands and practices.

DATE: January 2001

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

**INFORMATION ONLY**AUTHOR:  
GPBENTITY:  
5320

ADDITIONAL INFORMATION:

