

# Modification Recommended Service Note

Supersedes:  
11713E-01

## 11713E Attenuator / Switch Driver

Serial Numbers: MY60050108 to MY61410384

**The Problem** – There is a potential issue where some instruments are unable to boot up and are stuck on the boot-up screen. They are not functioning.

### Parts Required:

P/N	Description	Qty.
11713-63002	PCA-Programmed PPMC For 11713E	1

### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	1.0 Hours
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE ( <b>No Parts involved</b> )	SERVICE:	<input type="checkbox"/> RETURN
	<input checked="" type="checkbox"/> SERVICE CENTER	INVENTORY:	<input type="checkbox"/> SCRAP
CATEGORY:	<input type="checkbox"/> ON-SITE ( <i>active On-site contract required</i> )		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS		<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	21 May 2026
	<input checked="" type="checkbox"/> Calibration Required	PRODUCT LINE:	PLWN
	<input type="checkbox"/> Calibration NOT Required	AUTHOR:	CT

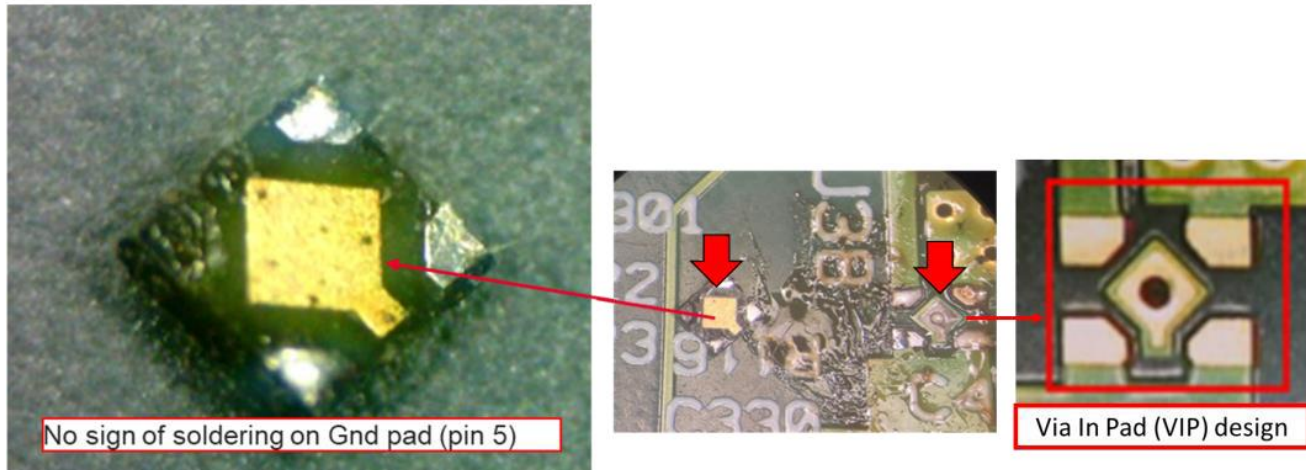
ADDITIONAL INFORMATION:

## Situation:

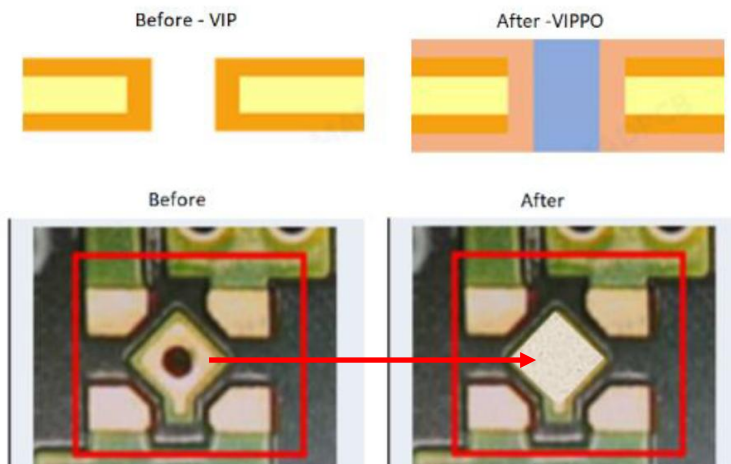
The instrument is unable to boot up and is stuck on the boot-up screen as follows. It is not functioning.



Failure analysis had indicated defective on P0600-63004 board where insufficient solder was observed at 2 locations. The insufficient solder was due to Via in Pad (VIP) where the melted solder had flown to the secondary side of the PCB.



The improvements were made from Via in Pad (VIP) to Via in Pad Plated Over (VIPPO) as per below.



The improved PPMC board have Serial number P06006300423**2413**000007 onwards.

Solution/Action:

Replace PPMC board P0600-63004 with Programmed PPMC board serial number P06006300423**2413**000007 onwards where 13 is the work week and 24 is the year.



After PPMC board replace with 11713-63002 Programmed PPMC board, continue with instrument repair procedure.

Revision History:

Date	Service Note Revision	Author	Reason for Change
21 May 2025	01	Lam CT	As Published
11 Aug 2025	02	Lam CT	Update Part required