

MODIFICATION RECOMMENDED

16092A-03

S E R V I C E N O T E

Supersedes:
NONE

16092A Spring Clip Fixture

Serial Numbers: MY43101351- MY43201551, SG43100127 - SG43200132

The conductivity of the defective holder (16092-40616) causes the Q measurement abnormally

Parts Required:

P/N	Description	Qty.
16092-40616	Holder, DUT	2

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION: MODIFICATION RECOMMENDED		
ACTION <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE <input type="checkbox"/> RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: May-2015	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: WN AUTHOR: jm	
ADDITIONAL INFORMATION:		

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PRINTED IN U.S.A.

May 29, 2013

Rev. 21



Situation:

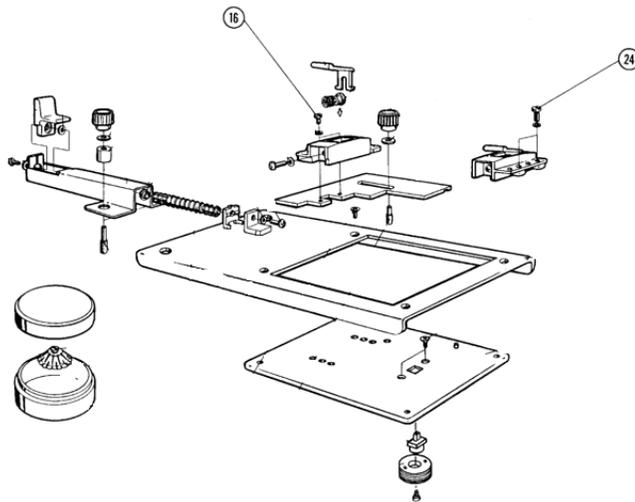
If the 16092A is faulty, the measured impedance is around 1 k ohm.

On the other hand, if the 16092A is normal, the measured impedance is very high.

Solution/Action:

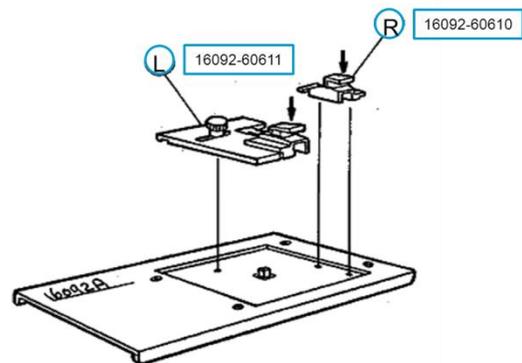
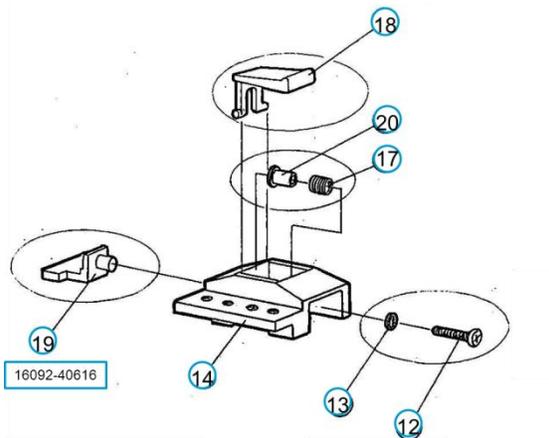
Replace 16092-40616 with new ones.

Step-1: Loosen item 24 and item 16.



Step-2: Loosen item 12 and 13, then replace item 19 with new one for 16092-60610.

Step-3: Loosen item 12 and 13, then replace item 19 with new one for 16092-60611.



Step-4: Fasten item 16 and item 24.

Step-5: Verify the operating characteristics of the repaired 16092A.

For more details, visit http://www.agilent.com/find/16092a_support

Appendix: Apology Letter

Customer name

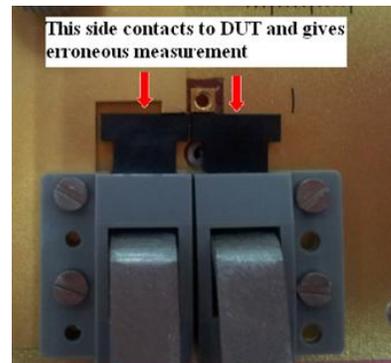
Dear valued customer,

Subject: Incorrect Measurement Reading for 16092A

Thank you for your recent purchase of 16092A, Test Fixture, from Agilent Technologies.

Order Number	Model Number	Serial Number
xxxxxxx	16092A	MY4320xxxx

Agilent has recently discovered that the 16092A shipped to you may potentially get an erroneous result when attached to the DUT. This is due to an insulator incoming material issue. We have taken immediate action to contain and correct this issue.



We recommend that you visit http://www.agilent.com/find/16092a_support page and check your 16092A. Then if an erroneous result is found, contact our Agilent representative and send the unit to the nearest service center for repair, at no charge.

We appreciate your continued business with Agilent Technologies and we apologize for the error and the inconvenience caused.

Best Regards,

Goh Lay Teng

Goh Lay Teng

CTD OF Manufacturing Quality Manager

EMG OF Penang

Agilent Technologies Inc.

Revision History:

Revision Number	Date	Author	Reason For Change
16092A-03	23-May-2013	jm	As published