

MODIFICATION RECOMMENDED

34405A-07

S E R V I C E N O T E

Supersedes:
None

34405A Digital Multimeter, 5.5 digit

Serial Numbers: MY53019072 to MY53450092, MY52139093, MY52220028, MY52290004, MY52330016, MY52360033, MY52440022, MY52469082, MY52510045, MY52520024, MY52529027, SG53470003, TW47040218

No display after power on the unit.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
MODIFICATION RECOMMENDED		
ACTION <input checked="" type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: <input 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 type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1 April 2015	
<input type="checkbox"/> Calibration Required <input checked="" type="checkbox"/> Calibration NOT Required	PRODUCT LINE: GM AUTHOR: SJ	
ADDITIONAL INFORMATION:		

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Rev. 22



Situation:

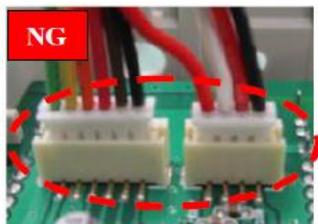
34405A customers within the serial number listed might experience no display after power on the unit. This is due to the display cable is not fully inserted to the connector.

Solution/Action:

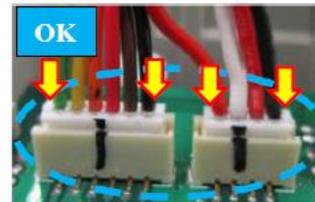
1. Power on the unit, if the unit has been powered on but there is no display on the LCD, there is a high probability that the display cable is not fully inserted into the connector. Please send the unit to nearest Service Center to tighten the display cable.

Steps to tighten the display cable to the connector:

- Follow the steps in the page 113-116 of User's and Service guide (<http://cp.literature.agilent.com/litweb/pdf/34405-91000.pdf>) to remove the cover of the 34405A.
- Tighten the two ribbon cable connectors on the front panel as per picture below:



Connector at JP102 and JP103 not fully connected



Push the Connector (both edges) at JP102 and JP103 fully into the mating part

- Ensure the display cable is fully connected to the connector.
- Assemble the 34405A.
- Verify the display is working by power on the unit.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	24 March 2014	SJ	As published