

# MODIFICATION RECOMMENDED

## 34411A-02

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

Supersedes:  
NONE

## 34411A Digital Multimeter

Serial Numbers: MY47005234 to MY53000255  
SG4800281

Not all units in this range are affected. See complete list at the end of this service note

### The Problem:

Several 34411A DMM units did not get a good zero calibration in production due to a defective shorting block.

### Parts Required:

NONE

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
<b>MODIFICATION RECOMMENDED</b>		
ACTION X ON SPECIFIED FAILURE CATEGORY: <input type="checkbox"/> AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION X CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE ( <b>active On-site contract required</b> ) <input 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: July 15, 2015	
X Calibration Required – See Action details <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: GM AUTHOR: TMC	
ADDITIONAL INFORMATION:		

© AGILENT TECHNOLOGIES, INC. 2014  
PRINTED IN U.S.A.

July 15, 2014

Rev. 22



**Situation:**

Several units did not get a good zero calibration in production due to a defective shorting block.

NOTE – All of these units were manufactured over 1 year ago. If they have already been recalibrated, this problem is fixed. If any other problem is found, return the unit for service.

**Solution/Action:**

Several Use two 34172A DMM Shorting Blocks or equivalent four wire shorting blocks to apply a short circuit to both the front and rear input terminals of the 34411A. Using the Performance Verification procedure in the 34411A Service Guide to check both the two wire and four wire resistance zero value. If the two wire resistance offset is greater than +/- 0.03 Ohms and four wire zero offsets are within +/- 0.002 Ohms, do only a zero adjustment.

If the four wire offset is greater than +/- 0.002 Ohms then a full adjustment is required.

Units affected:

MY47005234	MY48004941	MY48006297	MY48006302	MY48006304	MY48006305
MY48006309	MY48006320	MY48006332	MY48006335	MY48006341	MY48006344
MY48006345	MY48006350	MY48006354	MY48006360	MY48006371	MY48006374
MY48006380	MY48006392	MY48006409	MY48006412	MY48006418	MY48006426
MY48006441	MY48006442	MY48006451	MY48006500	MY48006504	MY53000117
MY53000125	MY53000138	MY53000148	MY53000151	MY53000152	MY53000157
MY53000160	MY53000168	MY53000173	MY53000174	MY53000177	MY53000179
MY53000189	MY53000211	MY53000212	MY53000213	MY53000214	MY53000215
MY53000220	MY53000226	MY53000227	MY53000234	MY53000240	MY53000244
MY53000249	MY53000255	SG48000281			

**Revision History:**

Revision Number	Date	Author	Reason For Change
1.0	15-Jul-14	TMC	As published