

Modification Recommended Service Note

Supersedes:
NONE

34465A Digital Multimeter, 6½ Digit

Serial Numbers: MY60017096-MY60990920 / MY64004465-MY64016428 / SG62000662-SG64000213

The Problem – Front Panel Input Terminal Switch Stuck

Parts Required:

P/N	Description	Qty.
34465-66121	Digital Multimeter, 6 ½ digit, 34465A with no GPIB, UKCA, SN MY60XXXXXX	1
Or		
34465-66221	Digital Multimeter, 6 ½ digit, 34465A with no GPIB, UKCA, SN SG60XXXXXX	1

ADMINISTRATIVE INFORMATION

ACTION	☒ ON SPECIFIED FAILURE	STANDARDS	
CATEGORY:	☐ AGREEABLE TIME	LABOR:	0.25 Hours
LOCATION	☐ CUSTOMER INSTALLABLE (No Parts involved)	SERVICE:	☐ RETURN
	☒ SERVICE CENTER	INVENTORY:	☐ SCRAP
CATEGORY:	☐ ON-SITE (active On-site contract required)		☒ SEE TEXT
	☐ CHANNEL PARTNERS		☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	31 July 2026
	☐ Calibration Required	PRODUCT LINE:	GM
	☒ Calibration NOT Required	AUTHOR:	JP

ADDITIONAL INFORMATION:

Situation:

Digital Multimeter units within the listed serial number range may experience a mechanical issue where the input terminal switch on the front panel becomes stuck. This condition prevents users from toggling between the front and rear input terminals, potentially impacting normal operation.



Solution/Action:

Kindly contact Keysight Technologies Customer Contact Center at www.keysight.com/find/contactus for sending the affected unit back for unit replacement.

Revision History:

Date	Service Note Revision	Author	Reason for Change
31 Jul 2025	01	Jea Ping	As Published