

DSOV164A-02

# Modification Recommended Service Note

Supersedes:  
NONE

## DSOV164A Infiniium Oscilloscope: 16GHz

Serial Numbers: MY00000000 / MY55170101

**The Problem** V-series scopes can shut down after the initial power on.

### Parts Required:

| P/N | Description | Qty. |
|-----|-------------|------|
| NA  |             |      |

### ADMINISTRATIVE INFORMATION

|                                                                               |  |                                           |                                       |
|-------------------------------------------------------------------------------|--|-------------------------------------------|---------------------------------------|
| ACTION <input type="checkbox"/> ON SPECIFIED FAILURE                          |  | STANDARDS                                 |                                       |
| CATEGORY: X AGREEABLE TIME                                                    |  | LABOR: 1.0 Hours                          |                                       |
| LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE                        |  | SERVICE: <input type="checkbox"/> RETURN  | USED <input type="checkbox"/> RETURN  |
| CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) |  | INVENTORY: <input type="checkbox"/> SCRAP | PARTS: <input type="checkbox"/> SCRAP |
| X SERVICE CENTER                                                              |  | <input type="checkbox"/> SEE TEXT         | X SEE TEXT                            |
| <input type="checkbox"/> CHANNEL PARTNERS                                     |  |                                           |                                       |
| AVAILABILITY: PRODUCT'S SUPPORT LIFE                                          |  | NO CHARGE AVAILABLE UNTIL DEC 01,2017     |                                       |
| X Calibration Required                                                        |  | PRODUCT LINE: PL1A                        |                                       |
| <input type="checkbox"/> Calibration NOT Required                             |  | AUTHOR: MRR                               |                                       |

ADDITIONAL INFORMATION: This action "RTF" should be taken on any failure of the listed serial numbers in effect.

#### Situation:

V-series scopes can shut down after the initial power on. Units that were originally manufactured had a component on the acquisition assembly loaded that should have not been loaded. The component is L305 and needs to be removed on both acquisition assemblies. V-Series units effected need to be Returned To the Factory for upgrade, please see serial numbers to determine if RTF process is required.

#### Solution/Action:

– V-series scopes that have serial numbers < MY55170102 if returned to local service centers for repair need to be transshipped to F03 for factory repair.

The factory will removed the L305 and test, calibrate unit to specifications return with Certificate of Calibration.

#### Revision History:

| Date        | Service Note Revision | Author      | Reason for Change |
|-------------|-----------------------|-------------|-------------------|
| 01-DEC 2016 | 01                    | Mark Rowley | As Published      |
|             |                       |             |                   |
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|             |                       |             |                   |