

MODIFICATION RECOMMENDED

E4428C-11

S E R V I C E N O T E

Supersedes:
None

E4428C Analog Signal Generator

Serial Numbers:

MY00000000/MY49070298, SG00000000/SG49070123

Intermittent CPU boot-up and/or No display

Parts Required:

P/N	Description	Qty.
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None

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☒ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS LABOR: 0.5 Hours	
LOCATION CATEGORY:	☒ CUSTOMER INSTALLABLE ☐ ON-SITE ☒ SERVICE CENTER ☐ CHANNEL PARTNER	SERVICE INVENTORY: ☐ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS: ☐ RETURN ☐ SCRAP ☐ SEE TEXT
AVAILABILITY:	ALWAYS	NO CHARGE AVAILABLE UNTIL: 4/1/13	
AUTHOR:	PY	PRODUCT LINE: 15	
ADDITIONAL INFORMATION:			

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Situation:

The clock buffer, U7 on the A12 CPU board, part number E4400-60500 may cause intermittent boot up and/or no display when the instrument is powered up. It is recommended that this modification is performed on any instrument within the serial numbers above that exhibits an intermittent boot-up and/or a blank display.

Solution/Action:

Using the appropriate soldering technique and ESD station, perform a modification on the U7 circuit on the A12 CPU board. Connect U7 pin 8 to 3.4V (wire pin 8 to pin 4) and connect U7 pin 9 to DCOM (wire pin 9 to pin 12).

U7 modification procedure:

1. Refer to E4428C/38C Service Guide for the A12 CPU removal procedure.
2. Refer to Figure 1 for U7.
3. Use 30 AWG wire for wiring pin 8 to pin 4, and pin 9 to pin 12 per Figure 1.
4. Re-install CPU and cover.
5. Run self test.
6. No calibration is required.

Figure 1 U7 wire modification

