

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E4438C-07

S E R V I C E N O T E

Supersedes:
None

E4438C ESG Vector Signal Generator

Serial Numbers: MY44270459 through MY44270984

Inspect instruments between the specified serial numbers for this condition.

Failure symptom is rebooting repeatedly or power cycling. This problem is intermittent and can be associated to the CPU board. U4 may have a non-wetted solder connection on CPU date code boards 0431

To Be Performed By: Agilent-Qualified Personnel

Parts Required:

P/N	Description	Qty.
E4400-69500	CPU pc board	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> IMMEDIATELY <input checked="" type="checkbox"/> ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS: LABOR: 0.5 Hours	
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER	SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	AGILENT RESPONSIBLE UNTIL: Warranty period	
AUTHOR: MW	PRODUCT LINE: PL15		
ADDITIONAL INFORMATION:			

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Situation:

Failure symptom is rebooting repeatedly or power cycling. This problem is intermittent and can be associated to the CPU board. U4 may have a non-wetted solder connection on CPU date code boards 0431

Solution/Action:

Re-solder the pins of U4 on the CPU board. If the board is damaged or the SMTC tools are not available to perform soldering operation replace CPU board to ensure customer satisfaction. This CPU board replacement is under warranty.