

E4438C-19**S E R V I C E N O T E**Supersedes:
NONE**E4438C Vector Signal Generator**

Serial Numbers: MY45095563, MY45095566-MY45095567
 MY47270141, MY47270173, MY47270185, MY47270210, MY47270219,
 MY47270224, MY47270227-MY47270234, MY47270236-MY47270238,
 MY47270240-MY47270242

Reference board 1GHz Unlock error**To Be Performed By:** Agilent-Qualified Personnel or Customer**Parts Required:**

P/N	Description	Qty.
E4423-60500	Reference Board	1 or
E4423-69500	EXCH Reference 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: 1.0 Hours	
LOCATION CATEGORY: <input checked="" 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 checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: JAN 10 2010	
AUTHOR: PYong		PRODUCT LINE: 15	
ADDITIONAL INFORMATION:			

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Situation:

Potentially the instrument with the serial number listed on page 1 will exhibit “1GHz Unlock” error. This is due to A18, reference board in the instrument.

Solution/Action:

Replace the A18, reference board in the instrument and perform the A18 post repair procedures listed in the E4428C/E4438C ESG Service Guide. Defective part is to be returned back to factory for root cause analysis.