

M9537A-06

# Modification Recommended Service Note

Supersedes:  
NONE

## M9537A AXIe High Performance Embedded Controller

Serial Numbers: TW56330971-TW56330995 and TW58040043-TW58040078  
Manufacturing ID Number: 1C56330992-1C56331016 and 1C58040053-1C58040087

### Front Panel PCIe Connector Not Working

#### Parts Required:

P/N	Description	Qty.
M9537-69101	Refurbished AXIe Embedded Controller Assembly (exclude hard drive and RAM), Exch.	1
Or		
M9537-66101	AXIe Embedded Controller Assembly (exclude hard drive and RAM)	1

#### ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	X RETURN	USED	X 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		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	2/1/2021		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	BL		
	X Calibration NOT Required	AUTHOR:	TP		

#### ADDITIONAL INFORMATION:

**Situation:**

The affected serial numbers and MNID listed above may have a defective front panel PCIe connector resulting in enumeration issue with a second AXIe chassis, connection to RAID storage, or multiple PCIe chassis.

**Solution/Action:**

Order the part number listed above and replacement the M9537A core.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
07 Jan 2020	01	TP	As Published