

MODIFICATION RECOMMENDED –  
CORRECTS MANUFACTURING OR DESIGN DEFECTS

**N4872A-01**

# **S E R V I C E                      N O T E**

Supersedes:  
NONE

## **N4872A 13.5 GB/S GENERATOR MODULE**

**Serial Numbers: DE43A00100/DE43A00290 and DE43EX001/DE43EX029**

**Pro-active –24V fix**

**To Be Performed By: Agilent-Qualified Personnel**

**Parts Required:**

| <b>P/N</b> | <b>Description</b> | <b>Qty.</b> |
|------------|--------------------|-------------|
| 0699-3993  | 100k resistor      | 1           |

## **ADMINISTRATIVE INFORMATION**

|                                                  |                                                         |                                |                          |
|--------------------------------------------------|---------------------------------------------------------|--------------------------------|--------------------------|
| SERVICE NOTE CLASSIFICATION:                     |                                                         |                                |                          |
| <b>MODIFICATION RECOMMENDED</b>                  |                                                         |                                |                          |
| ACTION CATEGORY:                                 | IMMEDIATELY<br>ON SPECIFIED FAILURE<br>X AGREEABLE TIME | STANDARDS:<br>LABOR: 0.5 Hours |                          |
| LOCATION CATEGORY:                               | CUSTOMER INSTALLABLE<br>X ON-SITE<br>X SERVICE CENTER   | SERVICE INVENTORY:             | RETURN SCRAP<br>SEE TEXT |
| AVAILABILITY:                                    | PRODUCT'S SUPPORT LIFE                                  | USED PARTS:                    | RETURN SCRAP<br>SEE TEXT |
| AGILENT RESPONSIBLE UNTIL: November 2005         |                                                         |                                |                          |
| AUTHOR: HB                      PRODUCT LINE: 24 |                                                         |                                |                          |
| ADDITIONAL INFORMATION:                          |                                                         |                                |                          |

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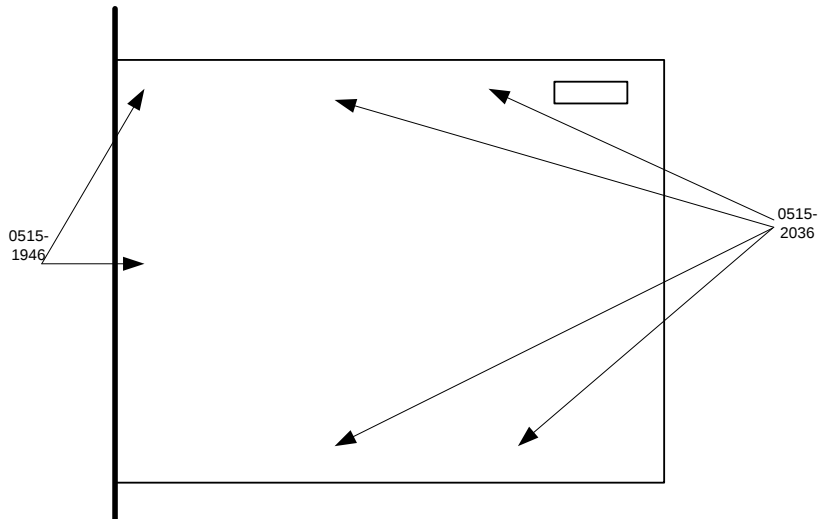
November 15, 2004

**Situation:**

Module draws too much current on -24V in some Mainframes. Resulting from that the -24V fuse blows. The error message “Self-test failed: Voltage of -24V is out of valid range-330” will appear during module self test. If you see this failure, the fix described below is too late. The module needs to be repaired.

**Solution/Action:**

Remove six Torx screws and open module.



Please send a short email to [SUPPORT,BVS-PDGA \(A-Germany,exgen1\)](mailto:SUPPORT,BVS-PDGA (A-Germany,exgen1)) with Subject “ParBERT 13G Pro-active -24V fix done” along with model number (N4872A) and serial number.