

N7019A-01

Modification Recommended Service Note

Supersedes:
NONE

N7019A USB Type-C ® Active Link Fixture

Serial Numbers: US59140101 – US59140183

[The Problem – The N7019A can fail when used above 5V/3A.

Parts Required:

NONE

ADMINISTRATIVE INFORMATION

ACTION	<input type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	X AGREEABLE TIME	LABOR:	0.2 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input type="checkbox"/> 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		X SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	June 10, 2023		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	PL1A		
	X Calibration NOT Required	AUTHOR:	MR		

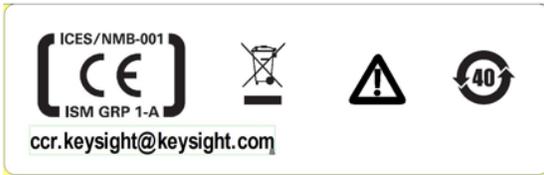
ADDITIONAL INFORMATION:

Situation:

The product is specified to operate up to 20V/5A at Vbus input. However, it has been discovered that a component in the product is not rated for that voltage and will fail.

Solution/Action:

- For affected products, use them only at 5V/3A until they are reworked.
 - Keysight has a rework to solve this problem. The N7019A must be returned to the factory for this rework. Customers must contact their Keysight Sales Representative to arrange for the return of the product for the rework. Units with serial #'s listed above will be reworked and returned directly to customers as soon as possible.
- The affected products can also be identified by the regulatory label located on the bottom of the product. If the label looks like that below, the product has the reliability issue:



If the label looks like this one below, where the UKCA mark is added, the product does not have the reliability issue (it has already been reworked or was built new):



Revision History:

Date	Service Note Revision	Author	Reason for Change
06 Jun 2022	01	Mark Rowley	As Published