

U3800A-02

Modification Recommended Service Note

Supersedes:
NONE

U3800A IoT Training Kit

Serial Numbers: MY57070000 / MY58380133

The Problem – USB connector may lift off with cable insertion/removal

Parts Required:

P/N	Description	Qty.
U3800-66101	IoT Development Kit	1

ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS		
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours	
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE:	<input checked="" type="checkbox"/> RETURN	USED <input checked="" type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS: <input type="checkbox"/> SCRAP
	<input checked="" type="checkbox"/> 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:	1 SEP 2021	
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	GM	
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	CLD	

ADDITIONAL INFORMATION:

Situation:

The USB connectors on some U3800A IoT Training Kits may lift off the board when inserting or removing a USB cable. The USB connectors are located at reference designators J15 and J16.

Solution/Action:

Affected units in the specified serial number range must be replaced. Note the unit will be exchanged with a new serial number.

Revision History:

Date	Service Note Revision	Author	Reason for Change
27 AUG 2019	01	C Diller	As Published