

S E R V I C E N O T E

SUPERSEDES: NONE

**Z5080B/Z5082B Fiat Examiner Test System
(Excluding Latin America)****Serial Numbers:** Video Board Z5080-80037, with Serial Number date code range of 0297 through 0597 (Feb 97 through May 97)**Note:**

AVED video board serial numbers are in the form of [M]MY - <serial number>, where [M]M is the month of manufacture ([M]=0 is optional for months < 10th month (October).

LCD Video Board for Fiat Examiner, PN Z5080-80037, date code range Feb 97 through May 97.**Duplicate Service Notes:** Z5080B-01**Parts Required:**

Replacement Z5080-80037 Board with new or reworked date code and model number (SN date code of 1097 or higher)

or

Z5080-80007 Video Board

Continued

DATE: February 2000

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 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		AGILENT RESPONSIBLE UNTIL: February 2002
AUTHOR: JW	ENTITY: 4222	ADDITIONAL INFORMATION:	

Situation

The video PCA manufacturer has identified a problem with the specified date code range video boards which can result in premature failure of the board due to an improperly soldered Video IC component. The scope of this defect is estimated to be limited to a population of 1200 to 1800 boards produced in February, 1997. These PCA's have been used in the production of units shipped in May through July of 1997. None of the units shipped to Latin America contained these parts.

It is estimated that the number of boards which may be subject to premature failure is in the range of 500 to 600 boards. Not all boards produced in the subject time period will become defective, but we have seen a significant increase in the failure rates during July through November, 1997.

Solution

The recommended actions are as follows:

1. For units that have not been shipped to Fiat dealers, a pro-active retrofit with good boards is required. Any Video PCA with a Serial Number date code of 0297 through 0597 should be replaced. All defective Video boards are carefully repackaged in ESD protective bags and returned to ASD for repair and replacement.
2. For units with video failures that are within the 1 year warranty period for the unit, standard warranty procedures will be followed. All defective Video boards are to be returned to ASD until further notice.
3. For Units with video failures that are out of warranty, the following procedure is required to determine if a warranty charge is authorized:
 - A. For any failure that requires an express exchange of the unit for repair due to a failure for other than a Video board failure, the technician will inspect the video board SN date code, and replace the PCA if the video card is defective. If the Video Board SN Date code is in the range of 0297 to 0597, the cost of labor only will be registered on a warranty CSO. For this replacement, ASD will furnish the replacement part, so the only valid charge to warranty is for labor to replace the suspect part only. The replaced part must be returned directly to ASD within 7 working days to the specified shipping address.
 - B. For a unit that is exchanged because of a failure due ONLY to the Video board (no other failures found), and if the video PCA has a 0297-0597 date code, the cost of the labor to replace the part and the associated transportation and handling charges may be charged to warranty.

However, the CSO must show both the serial number of the Examiner Unit, and, in the comments field, the Video Card serial number date code and of the Video PCA, in the form of:

VID PCA DATE CODE-SN <mmyy-nnnnnn>.

Note:

ONLY date codes 0297 through 0597 are valid for warranty charges. All other date codes are service contract CSO's.