

MODIFICATION RECOMMENDED

34410A-01-Recall

S E R V I C E N O T E

Supersedes:
34410A-01

34410A – Digital Multimeter

Serial Numbers: “Please see the list of Serial numbers at the End of the message “

The 34410A has an ‘adjust always’ policy recommended by the supplying division. The calibration values determined in the adjustment routine were not stored in non-volatile memory. As a result, the unit reverted to the conditions indicated by the “As Received” conditions in the cal cert and the “As Received” measurement report. The conditions indicated in the “As Completed” conditions in the cal cert and the “As Completed” measurement report are not valid.

Parts Required:

P/N	Description	Qty.
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NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☐ ON SPECIFIED FAILURE ☒ AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☒ ON-SITE ☒ SERVICE CENTER ☐ CHANNEL PARTNER	SERVICE INVENTORY: ☒ RETURN ☐ SCRAP ☐ SEE TEXT	USED PARTS: ☐ RETURN ☐ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE NO CHARGE AVAILABLE UNTIL: 15-Oct-10		
AUTHOR: MW	PRODUCT LINE: ** (see additional information below)		
ADDITIONAL INFORMATION: ** Gratis Support needs to be chosen as the billing type, while creating the customer order.			

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Rev. 17



Situation:

The storage of the calibration values in non-volatile memory has not been implemented in the test software for the product.

Solution/Action:

1. Customer, please contact nearest Agilent Customer Care Center and send instrument to Agilent for free calibration.
2. Agilent WCSS Service & Support to re-calibrate the products.

Serial Numbers:

MY45000101	MY45001687	MY47000534	MY47002051	MY47004247	MY47006047	MY47008487	MY47011147
MY45000257	MY45001696	MY47000543	MY47002055	MY47004315	MY47006051	MY47008529	MY47011160
MY45000303	MY45001703	MY47000570	MY47002063	MY47004322	MY47006053	MY47008535	MY47011166
MY45000391	MY45001740	MY47000636	MY47002064	MY47004409	MY47006082	MY47008586	MY47011324
MY45000439	MY45001783	MY47000638	MY47002068	MY47004432	MY47006087	MY47008612	MY47011411
MY45000440	MY45001784	MY47000656	MY47002088	MY47004491	MY47006096	MY47008613	MY47011420
MY45000484	MY45001786	MY47000756	MY47002100	MY47004495	MY47006102	MY47008614	MY47011558
MY45000519	MY45001801	MY47000820	MY47002142	MY47004520	MY47006189	MY47008615	MY47011576
MY45000600	MY45001826	MY47000862	MY47002182	MY47004530	MY47006316	MY47008617	MY47011581
MY45000604	MY45001934	MY47000937	MY47002195	MY47004534	MY47006328	MY47008636	MY47011595
MY45000621	MY45002087	MY47000939	MY47002254	MY47004547	MY47006382	MY47008808	MY47011628
MY45000629	MY45002094	MY47001002	MY47002315	MY47004636	MY47006427	MY47008837	MY47011656
MY45000657	MY45002099	MY47001019	MY47002318	MY47004643	MY47006558	MY47009009	MY47011680
MY45000685	MY45002139	MY47001153	MY47002323	MY47004650	MY47006593	MY47009071	MY47011691
MY45000800	MY45002146	MY47001268	MY47002329	MY47004691	MY47006626	MY47009107	MY47011773
MY45000843	MY45002160	MY47001293	MY47002340	MY47004723	MY47006642	MY47009119	MY47011782
MY45000932	MY45002174	MY47001294	MY47002389	MY47004781	MY47006647	MY47009312	MY47011783
MY45000946	MY45002227	MY47001306	MY47002450	MY47004824	MY47006737	MY47009343	MY47011809
MY45000963	MY45002353	MY47001307	MY47002516	MY47004837	MY47006758	MY47009447	MY47011812
MY45001029	MY45002385	MY47001351	MY47002556	MY47004861	MY47006808	MY47009467	MY47011815
MY45001037	MY45002407	MY47001359	MY47002652	MY47004891	MY47006812	MY47009547	MY47011831
MY45001038	MY45002424	MY47001361	MY47002657	MY47004990	MY47006815	MY47009619	MY47011844
MY45001066	MY45002433	MY47001393	MY47002735	MY47004999	MY47006826	MY47009651	MY47011918
MY45001089	MY45002451	MY47001415	MY47002772	MY47005084	MY47006841	MY47009763	MY47011919
MY45001098	MY45002467	MY47001437	MY47002843	MY47005089	MY47006854	MY47009916	MY47012018
MY45001137	MY45002476	MY47001505	MY47002877	MY47005106	MY47006856	MY47010012	MY47012165
MY45001180	MY45002483	MY47001517	MY47002926	MY47005143	MY47006866	MY47010029	MY47012204
MY45001183	MY45002508	MY47001563	MY47002962	MY47005174	MY47007079	MY47010048	MY47012233
MY45001186	MY45002571	MY47001592	MY47002965	MY47005181	MY47007125	MY47010053	MY47012344
MY45001217	MY45002632	MY47001599	MY47002984	MY47005234	MY47007223	MY47010067	MY47012349
MY45001219	MY45002657	MY47001610	MY47002996	MY47005315	MY47007239	MY47010078	MY47012428
MY45001220	MY45002691	MY47001613	MY47003002	MY47005329	MY47007407	MY47010082	MY47012592
MY45001221	MY45002725	MY47001667	MY47003027	MY47005332	MY47007446	MY47010117	MY47012593

MY45001244	MY45002737	MY47001718	MY47003032	MY47005360	MY47007607	MY47010122	MY47012781
MY45001254	MY45002763	MY47001730	MY47003080	MY47005404	MY47007636	MY47010171	MY47012956
MY45001293	MY45002780	MY47001745	MY47003086	MY47005419	MY47007638	MY47010273	MY47013054
MY45001295	MY45002797	MY47001746	MY47003094	MY47005430	MY47007640	MY47010453	MY47013083
MY45001297	MY45002813	MY47001749	MY47003107	MY47005497	MY47007733	MY47010536	MY47013092
MY45001314	MY45002971	MY47001750	MY47003130	MY47005534	MY47007740	MY47010723	MY47013179
MY45001315	MY45002976	MY47001772	MY47003182	MY47005537	MY47007742	MY47010739	MY47013181
MY45001317	MY45003009	MY47001780	MY47003244	MY47005573	MY47007834	MY47010790	MY47013295
MY45001321	MY45003074	MY47001800	MY47003297	MY47005646	MY47007853	MY47010794	MY47013401
MY45001342	MY45003093	MY47001809	MY47003302	MY47005662	MY47007855	MY47010807	MY47013406
MY45001362	MY45003110	MY47001814	MY47003390	MY47005677	MY47007878	MY47010830	MY47013507
MY45001373	MY45003122	MY47001820	MY47003400	MY47005692	MY47007903	MY47010835	MY47013637
MY45001421	MY45003131	MY47001823	MY47003420	MY47005720	MY47007920	MY47010896	MY47013640
MY45001423	MY47000105	MY47001857	MY47003445	MY47005758	MY47007994	MY47010939	MY47013670
MY45001445	MY47000111	MY47001898	MY47003481	MY47005769	MY47008049	MY47010985	MY47013793
MY45001452	MY47000117	MY47001914	MY47003529	MY47005772	MY47008201	MY47011041	MY47013922
MY45001464	MY47000125	MY47001928	MY47003543	MY47005818	MY47008225	MY47011056	SG45000117
MY45001564	MY47000149	MY47001936	MY47004047	MY47005846	MY47008226	MY47011064	SG45000120
MY45001581	MY47000192	MY47001937	MY47004053	MY47005894	MY47008312	MY47011077	SG47000132
MY45001596	MY47000195	MY47002024	MY47004108	MY47005911	MY47008313	MY47011079	SG47000134
MY45001629	MY47000213	MY47002026	MY47004127	MY47005912	MY47008319	MY47011089	SG47000155
MY45001632	MY47000228	MY47002038	MY47004129	MY47005917	MY47008404	MY47011101	SG47000159
MY45001652	MY47000257	MY47002039	MY47004151	MY47005936	MY47008459	MY47011130	US36029168
MY45001665	MY47000291	MY47002041	MY47004153	MY47006033	MY47008485	MY47011133	