

INFORMATION ONLY – DOES NOT COMMUNICATE  
A MODIFICATION OR SAFETY CONDITION

**54831M-07**

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

Supersedes:  
None

## **54831M Infiniium Oscilloscope – 4 GSa, 4 Ch, 600 MHz**

### **Serial Numbers:**

<b>SG43000904</b>	<b>SG43000985</b>
<b>SG43000914</b>	<b>SG43000990 through SG43000994</b>
<b>SG43000926 through SG43000945</b>	<b>SG43000997</b>
<b>SG43000947 through SG43000973</b>	<b>SG430001022</b>
<b>SG43000976</b>	<b>SG430001023</b>
<b>SG43000978</b>	<b>SG430001026</b>
<b>SG43000981</b>	<b>SG430001027</b>
<b>SG43000982</b>	<b>SG430001029</b>

**Due to a manufacturing defect, a few probe interface boards may fail.**

### **Parts Required:**

<b>P/N</b>	<b>Description</b>	<b>Qty.</b>
54810-66506	Probe Interface Board	1

## **ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:

**INFORMATION ONLY**

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ADDITIONAL INFORMATION:

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**Situation:**

Due to a manufacturing defect, a few probe interface boards may fail. The symptom will be that the oscilloscope will not ID probes correctly.

**Solution/Action:**

If the oscilloscope is under warranty, replace the probe interface board.

If the oscilloscope is out of warranty, verify that the serial number of the oscilloscope is listed on the first page of this service note. If the serial number is listed, then check the serial number on your warranty data base to see if the probe interface board was previously replaced.

If the probe interface board was previously replaced, then the customer pays for the replacement probe interface board. If the probe interface board was never replaced before, then replace the probe interface board and charge the cost of material and labor to extended warranty.