

# 6614C-RECALL-08

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

Supersedes: NONE

### 6614C Power Supply

Serial Numbers: MY43000302, MY43000403

**Calibrations performed on some Power Supplies by Agilent Technologies between July 1st, 2011 and July 31st, 2012 show a FALSE PASS in either one or more of the 4 tests: CC LOAD EFFECT, CV LOAD EFFECT, CC SOURCE EFFECT or CV SOURCE EFFECT.**

**Parts Required:**

| P/N  | Description | Qty. |
|------|-------------|------|
| NONE |             |      |

### ADMINISTRATIVE INFORMATION

|   |   |  |  |
|---|---|--|--|
| SERVICE NOTE CLASSIFICATION:  |   |  |  |
| <b>MODIFICATION RECOMMENDED</b>   |   |  |  |
| ACTION CATEGORY:  | <input type="checkbox"/> ON SPECIFIED FAILURE<br><input checked="" type="checkbox"/> AGREEABLE TIME   | STANDARDS  | LABOR: 1.0 Hour  |
| LOCATION CATEGORY:  | <input type="checkbox"/> CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE<br><input checked="" type="checkbox"/> SERVICE CENTER<br><input type="checkbox"/> CHANNEL PARTNER | SERVICE INVENTORY: <input checked="" type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT | USED PARTS: <input type="checkbox"/> RETURN<br><input type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT |
| AVAILABILITY:   | PRODUCT'S SUPPORT LIFE  | NO CHARGE AVAILABLE UNTIL: 31-July-2013  |  |
| <input checked="" type="checkbox"/> Calibration Required<br><input type="checkbox"/> Calibration NOT Required       | PRODUCT LINE: TJ<br>AUTHOR: MW  |  |  |
| ADDITIONAL INFORMATION:<br>Gratis Support need to be chosen as the billing type, while creating the customer order. |   |  |  |

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**Situation:**

The Quality issue is caused by a Test Software defect which caused a False Pass judgment. Agilent Service and Support corrected the Power Supply Test Software and installed it on all Test Systems by 31<sup>st</sup> July 2012,

**Solution/Action:**

1. Agilent will send a customer letter to all affected customers.
2. Customer, please contact nearest Agilent Customer Care Center and send instrument to Agilent for free calibration.
3. Agilent WCSS Service & Support to calibrate affected products at Agilent's expense.
4. After re-calibration Agilent to send the instrument back to the customer.