

MODIFICATION RECOMMENDED

E1465A-01

S E R V I C E N O T E

Supersedes:
None

E1465A 16x16 Relay Matrix Switch

Serial Numbers: All

E1465A may fail to open/close relays because of a defective relay driver IC with date code 0325.

Parts Required:

P/N	Description	Qty.
E1466-66701	PCA, Tested	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	x ON SPECIFIED FAILURE <input type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 0.5 Hours
LOCATION CATEGORY:	CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE x SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN x SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN x SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 1 Aug 2009	
AUTHOR:	GLS	PRODUCT LINE: SP	
ADDITIONAL INFORMATION:			

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Situation:

New E1465A shipped between approximately March 2008 and March 2009 may contain a relay driver chip with a known date code problem.

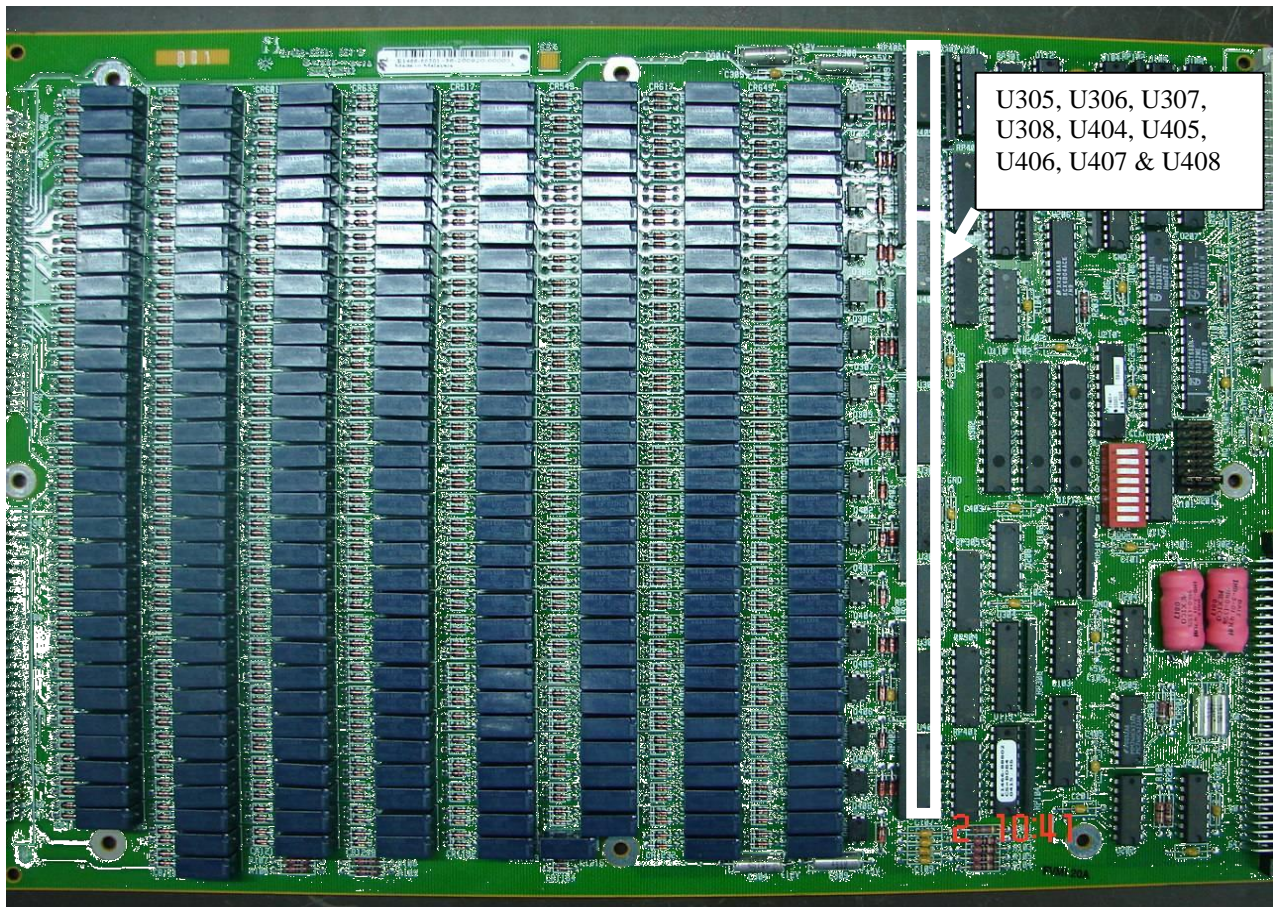
The service repair part E1466-66701 used for repair during this time frame may also have the bad date code ICs.

The relay driver ICs are U305, U306, U307, U308, U404, U405, U406, U407, and U408 which are the LTB part 5188-2550 for 1820-4599.

The bad date code is 0325. This date code has a higher than normal failure rate. Most failures have occurred in the first three months of usage. See the following pictures for part and date code location

The E1466-66701 is used in the E1465A, E1466A and E1467A.

The E1466-66701 is a tested version of the untested E1466-66501 PCA



Part Number	: E1466-66501
Location Impacted	: U305, U306, U307, U308, U404, U405, U406, U407 & U408
Reject Criteria	: DC 0325 on IC



Solution/Action:

A E1465A that fails to close or open it's relays and has the 0325 date code ICs should be replaced with a E1466-66701.