MODIFICATION RECOMMENDED

E4428C-13 <u>SERVICE NOTE</u>

Supersedes: NONE

E4428C ESG-C Signal Generator

Serial Numbers:	MY45080019 MY45280275	MY45280430 MY45280582	MY45280789 MY49070124
	MY45280284	MY45280761	MY49070444
	MY45280354		

For the DC FM Carrier Offset test, when the 10 MHz reference is not connected between the ESG-C and the Frequency Counter, all measurement results will be zero.

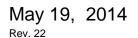
Parts Required: NONE

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:				
MODIFICATION RECOMMENDED				
ACTION [[]] ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 1.0 Hour			
LOCATION [[]] CUSTOMER INSTALLABLE CATEGORY: [[]] ON-SITE (active On-site contract required) X SERVICE CENTER [[]] CHANNEL PARTNER	SERVICE X RETURN INVENTORY: [[]] SCRAP [[]] SEE TEXT	USED [[]] RETURN PARTS: [[]] SCRAP [[]] SEE TEXT		
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTI	L: May 13 th 2015		
X Calibration Required [[]] Calibration NOT Required	PRODUCT LINE: TJ AUTHOR: MW			
ADDITIONAL INFORMATION:				

Gratis Support need to be chosen as the billing type, while creating the customer order.

© AGILENT TECHNOLOGIES, INC. 2014 PRINTED IN U.S.A.





Situation:

This Quality issue is caused by test equipment connection issue in combination with a gap in the Test-Software to detect this specific error condition.

Agilent corrected the ESG-C Signal Generator Test SW and installed it on all Test Systems by May 16th 2014.

Solution/Action:

- 1. Agilent will send a customer notification 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.

Revision History:

Revision Number	Date	Author	Reason For Change
1.0	15 th May 2014	MW	As published