

MODIFICATION RECOMMENDED

E4438C-26

S E R V I C E N O T E

Supersedes
NONE

E4438C ESG-C Signal Generator

Serial Numbers: MY42080285 MY42080783 MY42081355 MY42083231 MY42083246
MY44270573 MY44270924 MY45090779 MY45091969 MY45092751
MY45092813 MY45095080 MY45095252 MY47271749 MY49070905
MY49071125 MY49071223 MY49071518 MY49072040 MY49072080
MY49072376 US41461006

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 <input type="checkbox"/> ON SPECIFIED FAILURE CATEGORY: X AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION <input type="checkbox"/> CUSTOMER INSTALLABLE CATEGORY: <input type="checkbox"/> ON-SITE (active On-site contract required) X SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE X RETURN INVENTORY: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED <input type="checkbox"/> RETURN PARTS: <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY: PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: May'13 th 2015	
X Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: TJ AUTHOR: VG	
ADDITIONAL INFORMATION: Gratis Support need to be chosen as billing type, while creating customer order.		

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Rev. 22



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	14 th May'2014	VG	As published