Modification Recommended Service Note

Supersedes:
NONE

E7515A – UXM Wireless Test Set

Serial Numbers: TH53460050 / TH54230257

The Problem:
Cable ties installed to secure USB internal connections.

Parts Required:
NONE

ADMINISTRATIVE INFORMATION

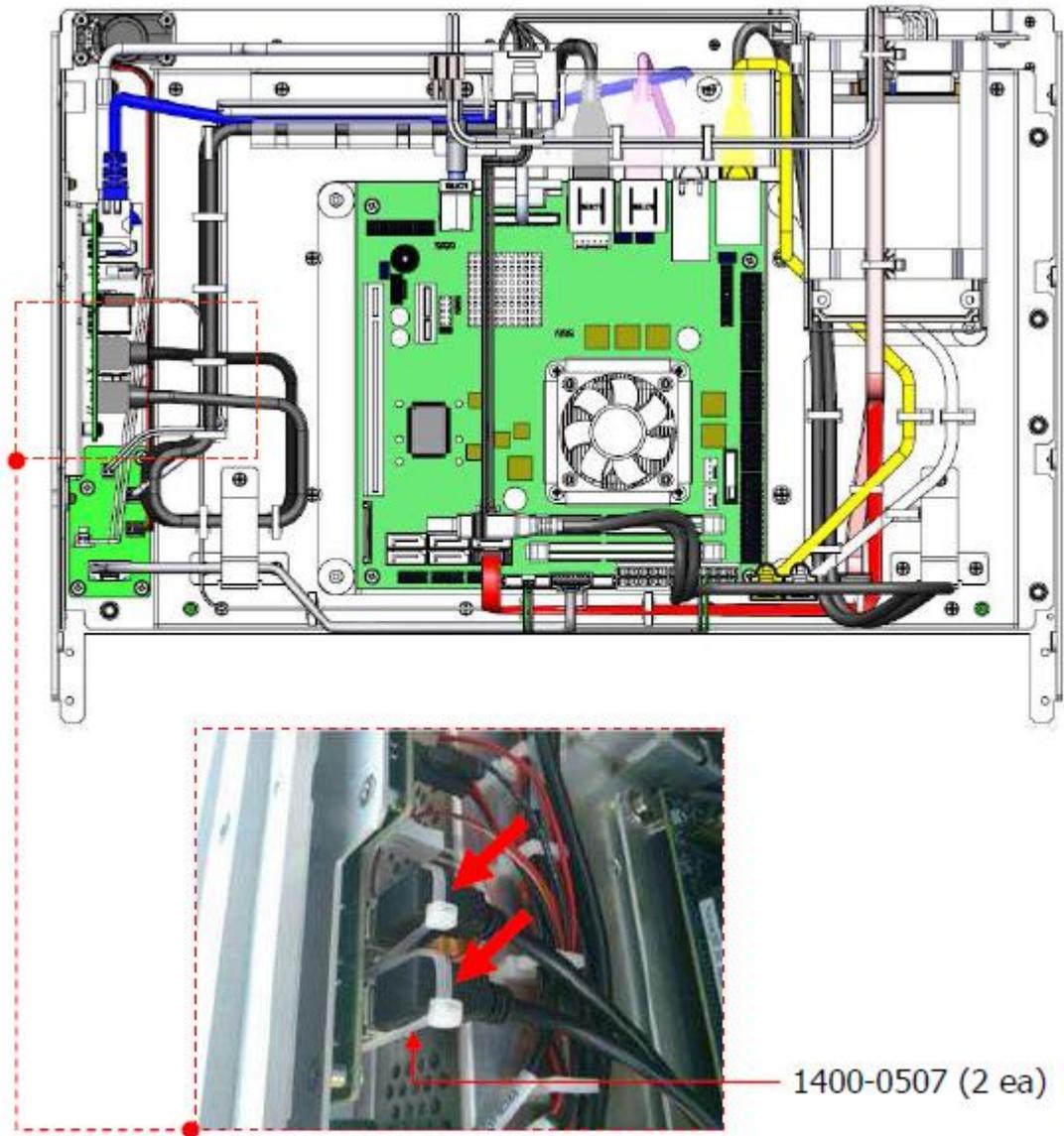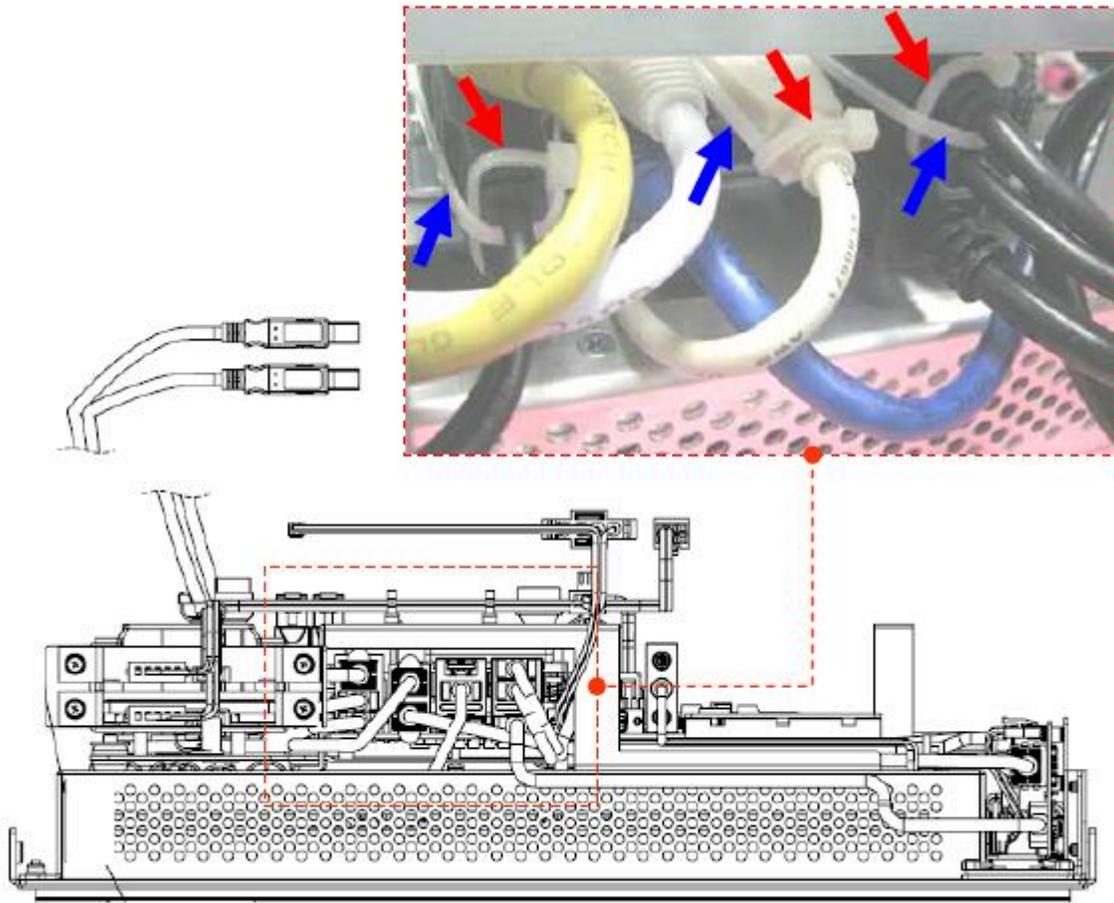|						
ACTION CATEGORY:	[[x]] ON SPECIFIED FAILURE [[]] AGREEABLE TIME		STANDARDS LABOR: 0.25 Hours			
LOCATION CATEGORY:	[[]] CUSTOMER INSTALLABLE [[]] ON-SITE (active On-site contract required) [x] SERVICE CENTER [[]] CHANNEL PARTNERS		SERVICE: INVENTORY:	[[]] RETURN [[]] SCRAP [x] SEE TEXT	USED PARTS:	[[]] RETURN [[]] SCRAP [x] SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE		NO CHARGE AVAILABLE UNTIL: No end date			
	[[]] Calibration Required [x] Calibration NOT Required		PRODUCT LINE: PL13 AUTHOR: AJGG			

ADDITIONAL INFORMATION:

Situation:

E7515A has some internal USB connections that do not have a built-in reliable locking mechanism. Failure analysis on early units revealed a USB loose connection. For example, the USB cable of the touchscreen controller was loose, and therefore the touchscreen did not work, until the USB connector was properly reseated.

Solution/Action:

Cable ties are attached to every E7515A USB internal connection in order to secure them. Cable ties are attached as shown in the following pictures.

1400-0507 (2 ea)

USB connections at the side of the front subassembly.

USB connections at the PC motherboard (top view of motherboard connectors)

USB connections at the PC motherboard (rear side view of motherboard connectors)

NOTE 1: If the cable ties are removed as part of the repair job, install new cable ties to replace the removed ones before completing reassembly of the product.

NOTE 2: If an internal board with USB connectors is replaced (i.e PC motherboard), install new cable ties before completing reassembly of the product.

This change was implemented in Production starting from serial number TH54230258, and it has been a standard check for every E7515A instrument returned to Keysight for service.

Revision History:

Date	Service Note Revision	Author	Reason for Change
08 Feb 2016	01	Tony Guerrero	As Published