

MODIFICATION RECOMMENDED –
CORRECTS MANUFACTURING OR DESIGN DEFECTS

E8257D-02

S E R V I C E N O T E

Supersedes:
None

E8257D PSG Analog Signal Generator

Serial Numbers: MY44320103/ MY44320549

Possible poor solder on CPU U4 causing power to cycle.

To Be Performed By: Agilent-Qualified Personnel or Customer

Parts Required:

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

ADMINISTRATIVE INFORMATION

| | | | |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| SERVICE NOTE CLASSIFICATION: | | | |
| MODIFICATION RECOMMENDED | | | |
| ACTION CATEGORY: | <input type="checkbox"/> IMMEDIATELY <input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME | STANDARDS: | LABOR: 0.25 Hours |
| LOCATION CATEGORY: | <input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER | SERVICE INVENTORY: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT | USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input checked="" type="checkbox"/> SEE TEXT |
| AVAILABILITY: | PRODUCT'S SUPPORT LIFE | AGILENT RESPONSIBLE UNTIL: March 25, 2007 | |
| AUTHOR: Dan McNamee | | PRODUCT LINE: PL15 | |
| ADDITIONAL INFORMATION: | | | |

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Situation:

The failure symptom is rebooting repeatedly or power cycling. This problem is intermittent and can be associated to the CPU board. U4 may have a non-wetted solder connection on CPU date code boards 0431

Solution/Action:

When the instrument is in for repair or calibration, inspect the CPU for this problem. If necessary, resolder the pins of U4 on the CPU board. If the board is damaged or SMTC tools are not available to perform soldering, replace the CPU board to ensure customer satisfaction. The CPU board replacement is under warranty.

The problem has been corrected and replacement boards have been checked for this problem.