

**E8363C-05**

**S E R V I C E N O T E**

Supersedes:  
None

**PNA Series Network Analyzer Hard Drive Tray Modification**

**Serial Numbers:** E8361C – US49010185 - US49010207  
 E8362C – MY49020213 - MY49020272; SG49020113 - SG49020123  
 E8363C – MY49030270 - MY49030349; SG49030113 - SG49030122  
 E8364C – MY49040112 - MY49040114; SG49040112 - SG49040114  
 N5230C – MY49000637 - MY49000873; SG49000119 - SG49000131

**Some hard drive trays, used mostly in PNA C models that were shipped from June 2009 through mid-December 2009, may be slightly warped. This could cause a head crash resulting in complete drive failure. Also affected are trays used for replacement/swapping purposes on the E836xA/B and N5230A models. This issue does not affect the PNA-X series.**

**Parts Required:**

P/N	Description	Qty.
0340-1525	Nylon Bushing	4

**ADMINISTRATIVE INFORMATION**

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	X ON SPECIFIED FAILURE X AGREEABLE TIME	STANDARDS	LABOR: 0.3 Hours
LOCATION CATEGORY:	X CUSTOMER INSTALLABLE X ON-SITE X SERVICE CENTER X CHANNEL PARTNER	SERVICE INVENTORY: N/A	USED PARTS: X RETURN SCRAP SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: April 1, 2011	
AUTHOR:	JVV	PRODUCT LINE: WN	
ADDITIONAL INFORMATION: E8363C-05 released 2/4/10. Models affected: E8361/2/3/4C and N5230C. This service note expires April 1, 2011.			

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**Situation:**

It is possible that the center of the X-frame of the HDD tray is slightly bowed which will cause the hard drive to warp when secured with screws. If warped, a head crash may occur that can destroy the drive. Only SATA (Serial ATA) drives are affected - PATA drives don't have this issue. SATA drives are identifiable by a flat, X-shaped Mylar insulator between the drive and the tray - see the photo. Also affected are trays used for replacement/swapping purposes on the E836xA/B and N5230A models. This issue does not affect the PNA-X series.

**Solution/Action:**

While this mainly affects the PNA C models, also check any drive trays that may be used as spares. If not already done, all metal trays with SATA drives should have this modification performed except for those in PNA-X models (N524xA, N5264A) - they are **not** affected.

The mounting of the tray must be modified so that there is *some* clearance between the HDD and the center of the tray frame. This is accomplished by adding two bottom bushings to the rear of the drive, between the drive and the tray. The existing top bushings must be replaced because they are too long to accommodate the additional bottom ones. A total of four new bushings are used in this rework.

**Procedure: (see photo)**

1. Slightly loosen (by 2 turns) the two screws near the front of the drive where it connects to the PC board. There is no need to completely remove these two front screws.
2. Remove the two screws and the bushings underneath them at the rear of the drive. Discard the bushings.
3. Add two new bushings between the metal frame and the HDD, but above the Mylar X insulator. Make sure to use the holes closest to the rear edge of the frame.
4. Install a new bushing on both screws that were removed in step 2. These new bushings are shorter than the original ones.
5. Reinstall the two screws and their new bushings at the rear of the drive, then torque the screws to 0.8 N-m (7 in-lbs).
6. Tighten the two screws near the front of the drive to the same torque value above.
7. Verify that there is now *some* clearance at the center of the X-frame by slipping a piece of paper between the drive and the frame as shown in the picture below.

