

M9018B-02B

# Modification Recommended Service Note

Supersedes:  
M9018B-02A

## M9018B PXIe Chassis: 18-slot, 3U, 8 GB/s

Serial Numbers: TW60363961-TW60364062, TW60364064-TW60364087, TW60364089-TW60364092,  
TW60364094, TW60364096-TW60364207, TW60364218-TW60364384

Manufacturing ID Number: 1C60360603-1C62020000

Chassis Soft Front Panel froze when used with M9411A/M9414A/M5302A/E6681A modules and exposed to +/-4kV ESD event in EU, UK, or South Korea.

### Parts Required:

P/N	Description	Qty.
M9018-69201	Refurbished M9018B PXIe Chassis Assembly, 18-slot, Exch.	1
or		
M9018-66201	M9018B PXIe Chassis Assembly, 18-slot	1

### ADMINISTRATIVE INFORMATION

ACTION	X ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.5 Hours		
LOCATION	<input type="checkbox"/> CUSTOMER INSTALLABLE	SERVICE	X RETURN	USED	<input type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	X SCRAP
	X SERVICE CENTER		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
	<input type="checkbox"/> CHANNEL PARTNERS				
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	July 31, 2023		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	BL		
	X Calibration NOT Required	AUTHOR:	TP		

ADDITIONAL INFORMATION:

**Situation:**

It has been found that the affected chassis Soft Front Panel (SFP) will freeze when all the conditions below are met:

1. Chassis is used with M9411A, M9414A, M5302A, and/or E6681A modules.
2. System is in Europe, United Kingdom, or South Korea region.
3. System is subjected to a +/-4kV ESD event.

**Solution/Action:**

Only perform one of the below actions if ALL conditions above are met:

1. Power cycle the system to unfreeze the SFP.
2. Or replace the chassis core by ordering the M9018B PXIe Chassis Assembly (M9018-69201 or M9018-66201). Refer to “Replacing the Defective Core Assembly” section in the [Keysight PXIe Chassis Family Service Guide](#) for instructions on how to replace the core assembly.

**Revision History:**

Date	Service Note Revision	Author	Reason for Change
30 Jun 2022	01	TP	As Published
23 Aug 2022	02	TP	Set to scrap Used Parts
07 Sep 2022	03	TP	Update affected MNID range