

## MSO9104A-04

**S E R V I C E N O T E**Supersedes:  
None**MSO9104A Oscilloscope: 1 GHz, 4 analog channels**

Serial Numbers: MY0000001-MY52250100, SG00000001-SG52250100

The 9000 series Infiniium scopes are showing intermittent shutdown symptoms. This service note is providing more information that Service Note - 02A doesn't always complete the repair. This Modification Recommended is to be done on any 9000 scope that is having the cover removed for any reason, and falls into the above serial number range.

**Parts Required:**

| P/N         | Description                                    | Qty. |
|-------------|------------------------------------------------|------|
| 54904-61631 | Cable Bulk Power<br>Alcohol or contact cleaner | 1    |

## ADMINISTRATIVE INFORMATION

|                                                                                                               |                                                                                                                                                                                     |                                                                                                                                      |                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| SERVICE NOTE CLASSIFICATION:                                                                                  |                                                                                                                                                                                     |                                                                                                                                      |                                                                                                                               |
| <b>MODIFICATION RECOMMENDED</b>                                                                               |                                                                                                                                                                                     |                                                                                                                                      |                                                                                                                               |
| ACTION CATEGORY:                                                                                              | <input checked="" type="checkbox"/> ON SPECIFIED FAILURE<br><input type="checkbox"/> AGREEABLE TIME                                                                                 | STANDARDS<br>LABOR: 0.1 Hours                                                                                                        |                                                                                                                               |
| LOCATION CATEGORY:                                                                                            | <input type="checkbox"/> CUSTOMER INSTALLABLE<br><input type="checkbox"/> ON-SITE<br><input checked="" type="checkbox"/> SERVICE CENTER<br><input type="checkbox"/> CHANNEL PARTNER | SERVICE INVENTORY: <input type="checkbox"/> RETURN<br><input checked="" type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT | USED PARTS: <input type="checkbox"/> RETURN<br><input checked="" type="checkbox"/> SCRAP<br><input type="checkbox"/> SEE TEXT |
| AVAILABILITY:                                                                                                 | PRODUCT'S SUPPORT LIFE<br>NO CHARGE AVAILABLE UNTIL: (DEC 2017)                                                                                                                     |                                                                                                                                      |                                                                                                                               |
| <input type="checkbox"/> Calibration Required<br><input checked="" type="checkbox"/> Calibration NOT Required |                                                                                                                                                                                     | PRODUCT LINE: PL1A<br>AUTHOR: MR                                                                                                     |                                                                                                                               |
| ADDITIONAL INFORMATION:                                                                                       |                                                                                                                                                                                     |                                                                                                                                      |                                                                                                                               |

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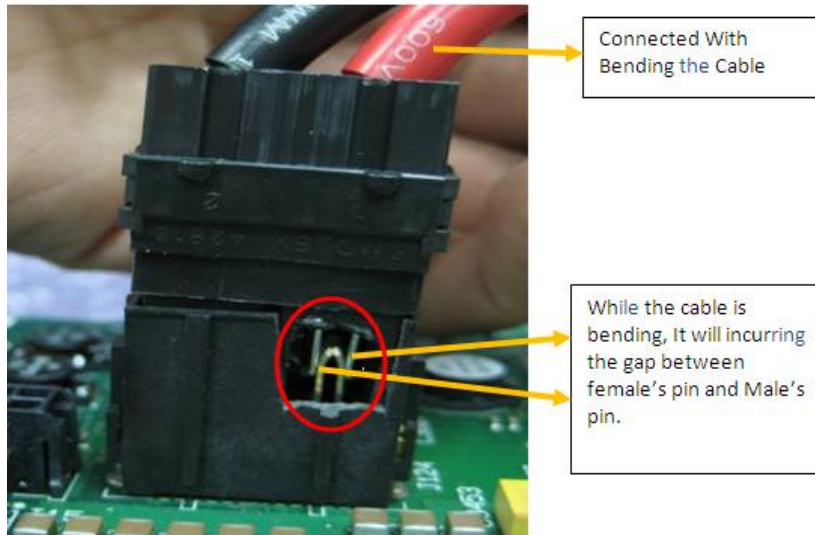
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**Situation:**

Many customers are experiencing Random Shutdowns. This make them want to have Service Note - 02A completed. The problem is with service note -02A, this isn't the only possible cause for the symptom consequently not resolving their problems. This issue has been determined to be a connection problem with the J124 connector on the acquisition assembly and the 12 volt power cable. See figure #1.

Figure #1.

**Solution/Action:**

Replace the 12 Volt Bulk power cable to the longer version 54904-61631 eliminating the connector tilt increasing the surface tension. See Figure #2. Clean and inspect the connection J124 on the acquisition board. If the J124 is pitted then replace the acquisition board. Use contact cleaner or alcohol.

Figure #2.

