

MODIFICATION RECOMMENDED

# MSO9404A-01

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

Supersedes:  
None

### MSO9404A 4 GHz Mixed Signal Oscilloscope

Serial Numbers: MY49190101, MY49190102, MY49190103, MY49190104, and MY49190105

The above five units were part of an early limited ship release to a few customers and the acquisition board may need to be changed to a newer revision.

**Parts Required:**

P/N	Description	Qty.
54904-66501	Acquisition board	1
Or		
54904-69501	Exchange acquisition board	1

### ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
<b>MODIFICATION RECOMMENDED</b>			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 3.0 Hours
LOCATION CATEGORY:	<input type="checkbox"/> CUSTOMER INSTALLABLE <input type="checkbox"/> ON-SITE <input checked="" type="checkbox"/> SERVICE CENTER <input type="checkbox"/> CHANNEL PARTNER	SERVICE INVENTORY: <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input checked="" type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: End of product support life	
AUTHOR:	KO	PRODUCT LINE: 1A	
ADDITIONAL INFORMATION: Only one free acquisition board replacement per unit for each of the five serial numbers listed above. The cost of additional repairs due to other defective parts cannot be charged to this service note.			

© AGILENT TECHNOLOGIES, INC. 2010  
PRINTED IN U.S.A.

February 10, 2010

Rev. 16



**Situation:**

The five units listed on this service note were part of a limited early ship release to a few customers. Additional changes were made to the acquisition board before production units began shipping. While Agilent believes that the limited ship release units meet all published product specifications, the intent is to upgrade these units so that they have identical characteristics to production units.

**Solution/Action:**

This is a onetime replacement because you are replacing the acquisition board 54901-66501 rev 005 with a later board rev of at least 006. The below picture shows a typical board number with the board rev listed. The board number 5490X-26401 is the raw PC board number. Once the board is loaded with parts and tested, the board number changes to 5490X-66501. The important part of the below picture is that the board rev of 005 is shown. This board must be removed from the scope and returned to SPO. SPO will return the defective board to AMC. You can install a new or refurbished acquisition board in the scope. At the writing of this service note, the new board part number was 54904-66501 and the refurbished part number was 54904-69501. If the board rev is 006 or higher, do not replace the acquisition board with this service note.



Refer to the 9000 series service manual for instructions to remove and replace the acquisition board. Perform the self calibration and self tests to make sure the replacement board is functioning correctly. Run final calibration on the scope and issue a new certificate of calibration. Charge the replacement acquisition board, labor, and calibration time to factory warranty.

Only 54901-66501 rev 005 acquisition boards are covered by this service note. For all other repairs, refer to Agilent warranty policy on the product.