

MSO9404A-04

S E R V I C E N O T ESupersedes:
None**MSO9404A Oscilloscope: 4 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 Alcohol or contact cleaner	1

ADMINISTRATIVE INFORMATION

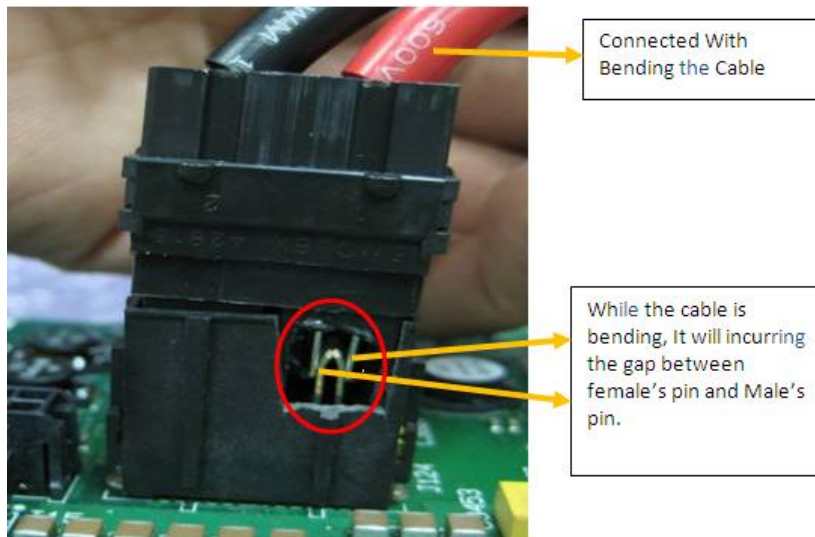
SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	☒ ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS LABOR: 0.1 Hours	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE ☒ SERVICE CENTER ☐ CHANNEL PARTNER	SERVICE INVENTORY: ☐ RETURN ☒ SCRAP ☐ SEE TEXT	USED PARTS: ☐ RETURN ☒ SCRAP ☐ SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE NO CHARGE AVAILABLE UNTIL: (DEC 2017)		
☐ Calibration Required ☒ Calibration NOT Required		PRODUCT LINE: PL1A AUTHOR: MR	
ADDITIONAL INFORMATION:			



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.

