

MODIFICATION RECOMMENDED

34970A-14

S E R V I C E N O T E

Supersedes:
NONE

34970A Data Acquisition/Switch Unit

Serial Numbers: MY41017840 / MY44021537 and SG41007898 / SG44000545

Intermittent errors in less than 1% of 34970A's.

Parts Required:

P/N	Description	Qty.
34970-69203	Exchange Unit for SN starting with SG	1
OR		
34970-69222	Exchange Unit for SN starting with MY	1

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	X ON SPECIFIED FAILURE ☐ AGREEABLE TIME	STANDARDS LABOR: 1.0 Hours	
LOCATION CATEGORY:	☐ CUSTOMER INSTALLABLE ☐ ON-SITE X SERVICE CENTER ☐ CHANNEL PARTNER	SERVICE INVENTORY: ☐ RETURN ☐ SCRAP X SEE TEXT	USED PARTS: ☐ RETURN ☐ SCRAP X SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE NO CHARGE AVAILABLE UNTIL: September 2009		
AUTHOR: LH	PRODUCT LINE: PLSP		
ADDITIONAL INFORMATION:			

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Situation:

Less than 1% of 34970-61604(P100 Cables) in the field were suffering from intermittent connection problems. The connection problem occurs at the DIP connector that is soldered into the PCB.

The connection problem causes fluctuating measurements and/or various intermittent self test errors in the 34970A.

**Intermittent self test errors most commonly caused by the connection problems are:
604 – 619, 622, 623, 740 – 749.**

Solution/Action:

Contact your local Agilent Service Center to arrange to have your instrument exchanged.

****Note**

This only applies to 34970A units containing an internal DMM. Units with Option 001 are not affected by this service note.