

6655A-RECALL-11

S E R V I C E N O T E

Supersedes: NONE

6655A Power Supply

Serial Numbers: MY40000831, MY40000832

Calibrations performed on some Power Supplies by Agilent Technologies between July 1st, 2011 and July 31st, 2012 show a FALSE PASS in either one or more of the 4 tests: CC LOAD EFFECT, CV LOAD EFFECT, CC SOURCE EFFECT or CV SOURCE EFFECT.

Parts Required:

P/N	Description	Qty.
NONE		

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:			
MODIFICATION RECOMMENDED			
ACTION CATEGORY:	<input type="checkbox"/> ON SPECIFIED FAILURE <input checked="" type="checkbox"/> AGREEABLE TIME	STANDARDS	LABOR: 1.0 Hour
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 checked="" type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT	USED PARTS: <input type="checkbox"/> RETURN <input type="checkbox"/> SCRAP <input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL: 31-July-2013	
<input checked="" type="checkbox"/> Calibration Required <input type="checkbox"/> Calibration NOT Required	PRODUCT LINE: TJ AUTHOR: MW		
ADDITIONAL INFORMATION: Gratis Support need to be chosen as the billing type, while creating the customer order.			

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Situation:

The Quality issue is caused by a Test Software defect which caused a False Pass judgment. Agilent Service and Support corrected the Power Supply Test Software and installed it on all Test Systems by 31st July 2012,

Solution/Action:

1. Agilent will send a customer letter to all affected customers.
2. Customer, please contact nearest Agilent Customer Care Center and send instrument to Agilent for free calibration.
3. Agilent WCSS Service & Support to calibrate affected products at Agilent's expense.
4. After re-calibration Agilent to send the instrument back to the customer.