

E3980A-FG-01

# Modification Recommended Service Note

Supersedes:  
NONE

## E3980A-FG SimPlate Fixture Alignment Plates, Standard, Pack of 10

Serial Numbers: With date code "05/22"

### The Problem:

E3980A-FG (SimPlate Fixture Alignment Plates) are used in test fixtures in i3070 test systems. For certain batch, cracks are found near screw hole and other areas after use.

### Parts Required:

P/N	Description	Qty.
E3980A-FG	SimPlate Fixture Alignment Plates	1

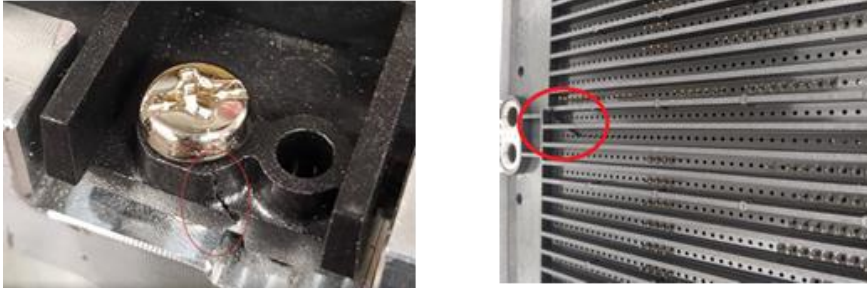
### ADMINISTRATIVE INFORMATION

ACTION	<input checked="" type="checkbox"/> ON SPECIFIED FAILURE	STANDARDS			
CATEGORY:	<input type="checkbox"/> AGREEABLE TIME	LABOR:	0.0 Hours		
LOCATION	<input type="checkbox"/> SERVICE CENTER	SERVICE:	<input checked="" type="checkbox"/> RETURN	USED	<input checked="" type="checkbox"/> RETURN
CATEGORY:	<input type="checkbox"/> ON-SITE (active On-site contract required)	INVENTORY:	<input type="checkbox"/> SCRAP	PARTS:	<input type="checkbox"/> SCRAP
	<input type="checkbox"/> CHANNEL PARTNERS		<input type="checkbox"/> SEE TEXT		<input type="checkbox"/> SEE TEXT
AVAILABILITY:	PRODUCT'S SUPPORT LIFE	NO CHARGE AVAILABLE UNTIL:	Dec, 2023		
	<input type="checkbox"/> Calibration Required	PRODUCT LINE:	[PL80]		
	<input checked="" type="checkbox"/> Calibration NOT Required	AUTHOR:	[EricX]		

### ADDITIONAL INFORMATION:

### Situation:

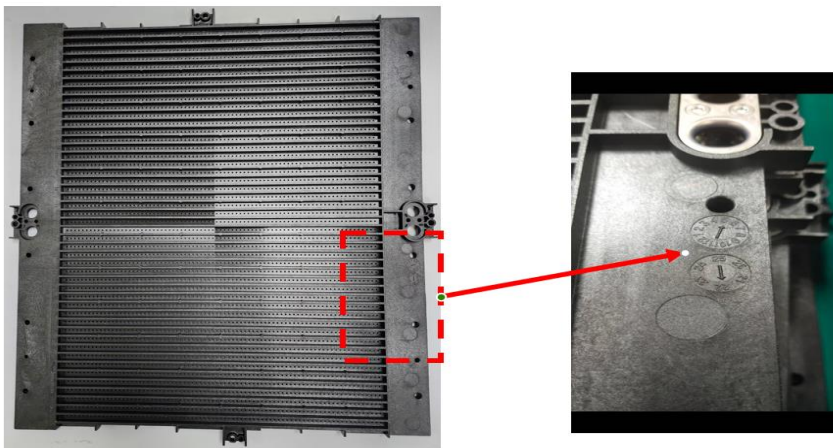
Some users have reported that after assembling E3980A-FG into the fixture, cracks started to show up after short period of usage, as shown in the pictures below.



### Solution/Action:

Factory has screened all the stocks on hand and identified that manufacture process has been compromised for certain batch of alignment plates.

The affected batch can be identified by the date code of “05/22” engraved on the bottom of plates as shown on the picture below.



Keysight will provide one to one exchange at no cost to the affected customers if the data code is 05/22 for E3980A-FG product. Please contact local Keysight sales and support organization to arrange for the replacement.

Please note that this quality issue is only affecting E3980A-FG product while there is no issue with E3981A-FG product.

Revision History:

Date	Service Note Revision	Author	Reason for Change
29 Sep 2022	01	Eric Xu	As Published