

INFORMATION ONLY – DOES NOT COMMUNICATE  
A MODIFICATION OR SAFETY CONDITION

**54853A-04**

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

Supersedes:  
None

## 54853A Infiniium Oscilloscope – 20 GSa, 4 Ch, 2.5 GHz

**Serial Numbers:**

**MY43000323**

**MY43000324**

**Due to a manufacturing defect, a few probe interface boards may fail.**

**Parts Required:**

<b>P/N</b>	<b>Description</b>	<b>Qty.</b>
54810-66506	Probe Interface Board	1

**Situation:**

Due to a manufacturing defect, a few probe interface boards may fail. The symptom will be that the oscilloscope will not ID probes correctly.

## ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

**INFORMATION ONLY**

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ADDITIONAL INFORMATION:

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**Agilent Technologies**

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**Solution/Action:**

If the oscilloscope is under warranty, replace the probe interface board.

If the oscilloscope is out of warranty, verify that the serial number of the oscilloscope is listed on the first page of this service note. If the serial number is listed, then check the serial number on your warranty data base to see if the probe interface board was previously replaced.

If the probe interface board was previously replaced, then the customer pays for the replacement probe interface board. If the probe interface board was never replaced before, then replace the probe interface board and charge the cost of material and labor to extended warranty.