

# SERVICE ALERT

**Date:** 11/01/2018

**Model:** 914x, 917x, 418x, 474x, 477x, 9190, 4090

**Product Numbers Affected:** 3187376, 3187383, 3930345, 3187365, 3845318, 2476735, 3300687.

## PURPOSE: Distribution of New Service Part Numbers

Fluke Calibration Service discovered a “defect” in hot/cold backplane and digital boards; items listed in Table 1 were missing boot codes and firmware in service level configurations due to a change in supplier. The item numbers shown in Table 1 are **no longer available** to order. If any of the item numbers needed for service applications, please order with the new service part numbers provided in Table 2.

Please cross reference no longer available part number with new service part numbers in Table 2, when ordering any of these no longer available items (Table 1) from Fluke Park Lab, Everett, Washington, USA or Fluke Temperature Calibration, American Fork, Utah, USA.

**Table 1.** Item numbers that are no longer available to order.

Item No	Item Description
3187376	P40004293,9143 - HOT BACK PLANE
3187383	P40004294,9142 - COLD BACK PLANE
3930345	9190,PCA, DIGITAL BOARD
3187365	P40004271,9142 - MAIN CONTROLLER BOARD
3845318	9190,P40002180, 9190 - BACKPLANE ASSY
2476735	P40003162,PCB ASSY, DIGITAL - 2400
3300687	P40005103,PCB, 4180 COLD BACK PLANE

Please pay attention to item description in Table 2, when ordering with new service part numbers. New part numbers are created separately for each model name, which are specified in Item Description in Table 2.

For all areas, USA and International – Please contact Selen Ozcan at [selen.ozcan@flukecal.com](mailto:selen.ozcan@flukecal.com) with any questions regarding this service alert.

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**Table 2.** New service item numbers. Please use this table when ordering any of the product numbers mentioned above or refer to Table 1. Please order with using the part numbers listed under “Service Part Number” in the first column of Table 2.

Service Part Number	Description	Fluke PN to Raw Board
5038085	4090, SERVICE, PCB ASSY, MAIN BOARD, BOOT CODE, FW, PROG	3930345
5038097	9190, SERVICE, PCB ASSY, MAIN BOARD, BOOT CODE, FW, PROG	3930345
5038106	9143, SERVICE, HOT BACK PLANE ASSY, BOOT CODE, FW, PROG.	3187376
5038114	9144, SERVICE, HOT BACK PLANE ASSY, BOOT CODE, FW, PROG.	3187376
5038123	4180, SERVICE, COLD BACK PLANE ASSY, BOOT CODE, FW, PROG.	3300687
5038138	4181, SERVICE, HOT BACK PLANE ASSY, BOOT CODE, FW, PROG.	3187376
5038145	9142, SERVICE, COLD BACK PLANE ASSY, BOOT CODE, FW, PROG.	3187383
5038150	9190, SERVICE, BACKPLANE ASSY, BOOT CODE, FW, PROG.	3845318
5038161	4090, SERVICE, BACKPLANE ASSY, BOOT CODE, FW, PROG.	3845318
5038491	9170-R, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD, BOOT CODE, FW, PROG.	2476735
5038504	9171-R, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD, BOOT CODE, FW, PROG.	2476735
5038519	9172-R, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD, BOOT CODE, FW, PROG.	2476735
5038528	9173-R, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD, BOOT CODE, FW, PROG.	2476735
5038537	4770-R, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD, BOOT CODE, FW, PROG.	2476735
5038543	4771-R, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD, BOOT CODE, FW, PROG.	2476735
5038555	4772-R, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD, BOOT CODE, FW, PROG.	2476735
5038562	4773-R, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD, BOOT CODE, FW, PROG.	2476735
4371658	P4180S001,4180, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	3930345
4371664	P4181S001,4181, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	3930345
4371673	P4742S001,4742, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	3930345
4371699	P4743S002,4743, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	3930345
4371936	P9142S001,9142, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	3930345
4371949	P9143S001,9143, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	3930345
4424748	P4743S003,SERVICE, HOT BACK PLANE ASSEMBLY, 4743	3187376
4424753	P4744S002,SERVICE, HOT BACK PLANE ASSEMBLY, 4744	3187376
4424730	P4742S002,SERVICE, COLD BACK PLANE ASSEMBLY, 4742	3187383
4371716	P4744S001,4744, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	3187365
4371951	P9144S001,9144, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	3187365
4371972	P9170S001,9170, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	2476735
4371985	P9171S001,9171, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	2476735
4371997	P9172S001,9172, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	2476735
4372000	P9173S001,9173, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	2476735
4371725	P4770S001,4770, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	2476735
4371733	P4771S001,4771, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	2476735
4371740	P4772S001,4772, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	2476735
4371757	P4773S001,4773, SERVICE, PCB ASSY, MAIN CONTROLLER BOARD	2476735