

FIELD CHANGE ORDER

NUMBER: MS330-XX-F001

APPLICABILITY: AlphaServer 4100 memory modules MS330-EA/FA/GA

System effected by this FCO are AS4100 (DRAWERS) BOXES with serial numbers US0001 to US05371 with memory modules (B3030-EA/FA/GA) handle below REV. C05. Serial number can be found on a white lable attached to the right side of the box next to the text "Digital Dodge BOX". This FCO should be install as part of an existing service call.

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Locally stocked inventory should be updated using this FCO.

\*\*\*\* Service is also authorized to install this FCO at Distributor Sites.

## PROBLEM &amp; SYMPTOM:

Memory modules (B3030-EA/FA/GA) may not be seated fully in their motherboard connectors.

Intermittent memory failures may be exhibited because modules are not seated in connector.

## SOLUTION:

Replace any memory(B3030-EA/FA/GA) handles with revision below Rev. C05. If part number (74-49622-01 Rev C05) not found on handle, it is below minimim revision (C05).

## QUICK CHECK:

FCO is already installed if handle is label with the part number  
( 74-49622-01 Rev. C05 )

## PRE/CO-REQUISITE FCO:

None

MFIT HRS

.6

\_Avg time\_

## TOOL/TEST EQUIPMENT:

Phillips Type 1 screw driver for removing memory handle from module

## FCO PARTS INFORMATION

FCO KIT NO.

DESCRIPTION OF CONTENTS

EQ-01755-01

74-49622-01 rev C05 (qty 2)

FA-05090-01

FCO instruction Lars codes.

## FCO CHARGING INFORMATION

Digital Employees should use the attached information to complete their LARS report.

NON-DIGITAL SERVICE PROVIDERS

Authorization, Ordering and Claim directions will be sent to you from the Digital AWSP office.

All request should be directed to 1-800-398-2977 (AWSP) #2.

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\* C A U T I O N \*  
\* \*  
\* The module, as with all modules, contain electrostatic \*  
\* discharge sensitive devices (ESDS). The use of the Velostat \*  
\* Kit or ESD module box is essential to prevent damage which \*  
\* may not be noticed immediately. \*  
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1. Setting up Velostat Kit

- a. Unfold the Velostat mat to full size (24" x 24")
- b. Attach the 15 foot ground cord to the Velostat snap fastener on the mat.
- c. Attach the alligator clip end of the ground cord to a good ground on the cabinet.
- d. Attach the wrist strap to either wrist and the alligator clip to a convenient portion of the mat.

2. Install FCO kit

- a. Remove the memory module(s) from it's option slot and place it on the Velostat mat.
- b. Remove the two screws (SEMS M3x0.5x6mm long) holding the handle to the board.
- b. Replace the memory handle(s) with new handle(s) from the FCO kit using the same screws.
- c. Return memory module(s) to the system. Visually check that the board(s) are fully seated and did not pull out of their connector when the handle is tighten down.
- d. Verify System operation.

3. Reporting Procedure

- a. Report this FCO activity on the LARS form in the "Fail Area/Module/FCO/Comments" column as follows: FCO XXXXX-X001

b. Digital field engineers should report this FCO activity on their LARS from per the attached instructions.

c. AWSP engineers should submit their normal claim form for reimbursement.

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CATEGORY	F	LARS		
		USA	APA	EUROPE
Activity - Coverage Code				
(a)Contract		W	U	K
Warranty		W	U	W
In-house				A
Invoiced per Call				F
(b)IN-DEC Contract		K	U	
Non Contract/Non Warranty		F	F	
(c)RTD/Off-site Agreement		F	U	
Mkt/FS/Seg Code				
Code for W,K,		111	111	
Code for F		031	031	
BBC Code for K,W,A				111
BBC Code for F				031
DEC Option		MS330-XX	MS330-XX	MS330-XX
XX VARIENT OF MODULE INDICATING MEMORY SIZE				
Option ID		X	N/A	N/A
Type of Call		M	M	
Request Type				I
Action Taken		D	D	Y
Quality Codes				M,L,J,R,X,A,Y,Z
Fail Area-Module		MS330-XX-F001	MS330-XX-F001	MS330-XX-F001
FCO-Comments				
Material Used		EQ-TBD		

(a) Warranty Optimum, Warranty Standard and Warranty Basic (on-site) Agreements; \* Note material (only) free of charge for all customers.

(b) Applies to IN-DEC Area Only

(c) RTD=Return to Digital or Off-site Agreements; If Field Engineer On-site, use Activity Code "F".

FCO CHARGING INFORMATION

WARRANTY/CONTRACT

NONWARRANTY/NONCONTRACT

ON-SITE

OFF-SITE

ON-SITE

OFF-SITE

MATERIAL ONLY

ON-SITE		OFF-SITE		ON-SITE		OFF-SITE		MATERIAL ONLY
TRAVEL/ INSTALL	EQ KIT	INSTALL	EQ KIT	TRAVEL/ INSTALL	EQ KIT	INSTALL	EQ KIT	ORDER-ADMIN, HANDLING PKG, SHIPPING & EQ KIT
DEC	DEC	DEC	DEC	CUS	CUS	CUS	CUS	CUS