

APPLICABILITY: All AC Adapters, 30-47941-01, shipped with:

- FR-PB1WF-\*\* FR-PC1WF-\*\* FR-PD1WF-\*\* FR-PE1WF-\*\*
- FR-PB3WF-\*\* FR-PC3WF-\*\* FR-PD3WF-\*\* FR-PE3WF-\*\*
- FR-PB4WF-\*\* FR-PC4WF-\*\* FR-PD4WF-\*\* FR-PE4WF-\*\*
- FR-PB5WG-\*\* FR-PC5WG-\*\* FR-PD5WG-\*\* FR-PE5WG-\*\*
- FR-PB7WG-\*\* FR-PC7WG-\*\* FR-PD7WG-\*\* FR-PE7WG-\*\*
- FR-PH1WG-\*\*
- FR-PH2WI-\*\*
- FR-PCP9H-BW
- FR-PCP9H-BB
- FR-PCP9H-BJ
- FR-PCP9H-BH
- FR-PCP9H-BF
- FR-PCP9H-BG
- 30-47980-01
- 30-47980-01
- 30-47981-01
- 30-47982-01
- 30-47983-01
- 30-47984-01
- 30-47985-01

PROBLEM & SYMPTOM:

Certain AC adapters may contain a potential defect. The AC adapter has a connector pin which may break off upon being disconnected from the AC power cord. The broken connector pin if lodged in the connector of the AC power cord. The broken connector pin if lodged in the AC power cord connector may be slightly exposed. If the AC power cord is still plugged into the wall outlet, there is a risk of electric shock if the exposed connector pin is touched.

SOLUTION:

Replace the AC adapter 30-47941-01 with a revision B02 or later (EQ-01757-01)

QUICK CHECK:

Verify the rev label on the AC adapter if 30-47941-01 revision B02 or later.

PRE/CO-REQUISITE FCO: N/A

MFIT HRS
.25

TOOL/TEST EQUIPMENT: N/A

FIELD APPLICATION DOCUMENT (FA), Continuation Page

```

+-----+
| d | i | g | i | t | a | l |
+-----+

```

FCO VP5XX-F001

PAGE 2 OF 4

---

FCO PARTS INFORMATION

---

FCO KIT NO.	DESCRIPTION OF CONTENTS
EQ-01757-01	1 AC ADAPTER, 30-47941-01 WITH RETURN SHIPPING LABEL
	2 FA Customer Instructions only
FA-05092-01	3 Return to Digital label per Customer Replaceable Unit process

---

FCO CHARGING INFORMATION

ALL FIELD PRODUCT IS UNDER WARRANTY AND IS ELIGIBLE FOR FREE AC ADAPTER REPLACEMENT.

FIELD IMPLEMENTATION

SERVICE DELIVERY:

CRU Delivery = Customer Support Center must log all customer information in Call Handling System and dispatch a AC adapter EQ via the CRU process.

OR

Onsite Delivery = If there is an "Account" issues and customer will absolutely not accept a CRU service delivery, dispatch a local courier or Field Engineer to manage the account.

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

o CUSTOMERS WHO CALL THE CUSTOMER SUPPORT CENTERS (CSC) REQUESTING THIS FCO:

1. VERIFY CUSTOMER PRODUCT ELIGIBILITY
2. IF ELIGIBLE REQUEST GSO TO SEND FCO EQ KIT TO CUSTOMER VIA CRU PROCESS.
3. LOG THE CUSTOMER EVENT IN CALL HANDLING SYSTEM.

FIELD APPLICATION DOCUMENT (FA), Continuation Page

```
+-----+
| d | i | g | i | t | a | l |
+-----+
```

FCO VP5XX-F001

PAGE 3 OF 4

- 
4. INFORM CUSTOMER THEY WILL BE RECEIVING A NEW AC ADAPTER VIA MAIL. AFTER RECEIPT OF THE NEW AC ADAPTER USE THE CARTON TO RETURN THE OLD AC

ADAPTER TO DIGITAL PER THE INSTRUCTIONS PROVIDED.

5. CLOSE CALL.

- o FOR SOME "ACCOUNT" PURPOSES IT LOCAL MSC SERVICE DELIVERY MAY BE REQUESTED TO GO ONSITE TO REPLACE SEVERAL / MANY AT ONE SITE. IN THIS EVENT COMPLETE THE LARS REPORT INDICATING THE EXCHANGE OF THE AC ADAPTER. RETURN THE AC ADAPTER TO GSO FOR RETURN

\*\*\*\*\* LARS \*\*\*\*\*

CATEGORY	F	USA	APA	EUROPE
Activity - Coverage Code				
(a)Contract		W	U	K
Warranty		W	U	W
Inhouse		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	007		007	
BBC Code for K,W,A			111	
BBC Code for F			007	
DEC Option *****				
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		*****	*****	*****
FCO-Comments				
Material Used *****				

FIELD APPLICATION DOCUMENT (FA), Continuation Page

```

+-----+
| d | i | g | i | t | a | l |
+-----+
  
```

FCO VP5XX-F001

PAGE 4 OF 4

- (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	
TRAVEL/ INSTALL	EQ KIT	INSTAL	EQ KIT	TRAVEL/ INSTAL	EQ KIT	INSTALL	EQ KIT	ORDER-ADMIN, HANDLING PKG, SHIPPING & EQ KIT	
DEC	DEC	DEC	DEC	DEC	DEC	DEC	DEC	DEC	

CUSTOMER LETTER

---