

TECHNICAL BULLETIN
▶ ADVISORY ◀



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Reference 116
Route to **Service Manager/Modernization Manager**
From MCE Technical Support Department (916/463-9200 then touch 6)
Date September 18, 2000
Pages 1
Enclosures None

Subject **Bourns' DIP Resistor Infant Mortality Failure**

Equipment All types of controllers shipped between January 1, 2000 and June 30, 2000 may have been affected

Description Through our investigative process on reported board failures in the field, we identified and received verification from Bourns of a manufacturing issue relating to Bourns DIP resistors. This issue began early in 2000.

According to Bourns, "Metal Migration was evident between the pins which were shorting electrically. This migration allowed metallic deposits to create an electrical path between two or more adjacent terminal pads within the unit." Bourns has since resolved this issue.

This component is most commonly found on HC-PCI/O, HC-PI/O and HC-CI/O boards. When our internal records revealed an unacceptable failure rate on these boards, MCE switched to an alternate supplier of DIP resistors on June 27, 2000.

Symptoms This failure manifests itself in shorting two adjacent inputs to the computer. This failure will very likely be observed within the first three months of equipment operation (infant mortality).

Action

- **No Action Required** for controllers shipped on or after July 1, 2000
- **No Action Required** for controllers in operation for over 90 days
- **Contact MCE Technical Support** for controllers shipped prior to July 1, 2000 that have been in operation for less than 90 days (or are not installed). **Refer to Technical Bulletin number 116.**

MCE Help As always, should you require technical assistance on this or other issues:
! Telephone **916/463-9200**