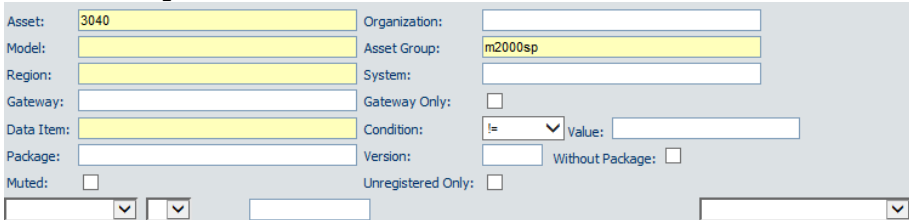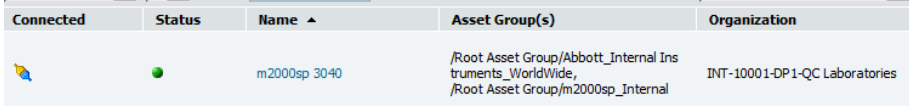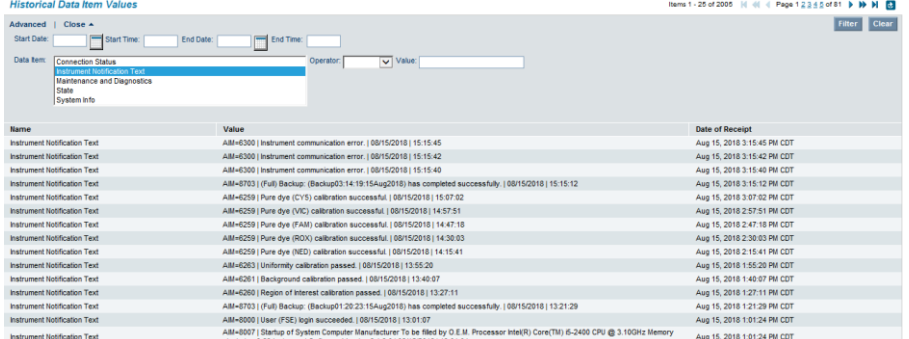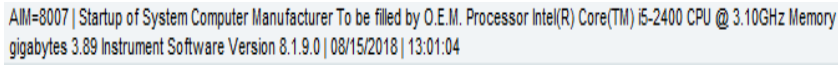|			
Purpose	This TSB provides directions to verify the installed RAM within BCM SCCs (using Part Number 01L67-003 or 01L67-004) to ensure that they have the required 2 x 2GB RAM chips installed. If needed, this TSB details how to install RAM to bring the SCC to the correct configuration.	**System**	m2000sp G-Series System
Tools and Materials	• Standard FSE Tool Kit • Anti-static Mat • Anti-static Wrist strap	**Estimated Time**	Installation: 10 minutes Verification: 5 minutes Total Time: 15 minutes
Parts	• RAM (BCM) 50-148411	**Distribution**	This TSB is for distribution in all areas and internal Abbott Molecular systems.
Implementation	**MANDATORY** Completion is required and must be recorded for all applicable instruments by: **November 30, 2019**	**Instruments Requiring Modification**	Refer to Supplement Document for Bracketing
Instrument TSB Level	The instrument must be at TSB Level *TSB 605-065 m2000sp G-Series Release 8.1 Software Install Instructions* prior to performing this TSB.		
Changes to this Revision	N/A		
Support Files Attached to this TSB	TSB_605-070_Bracketing.xlsx		

Overview

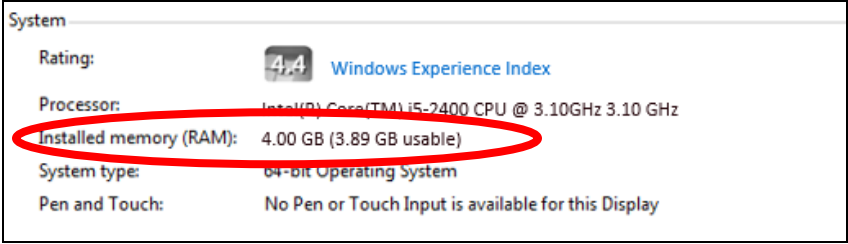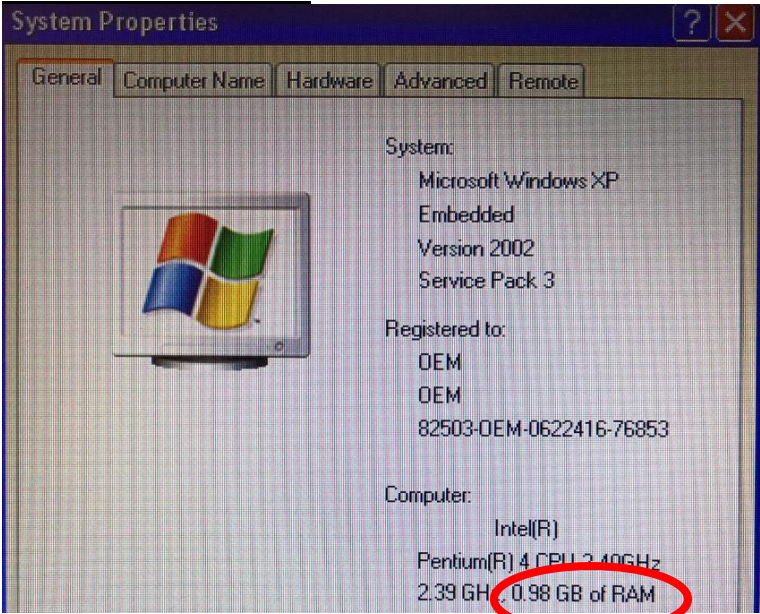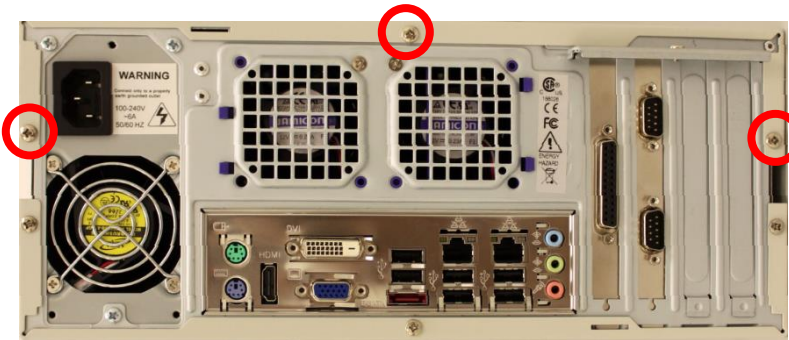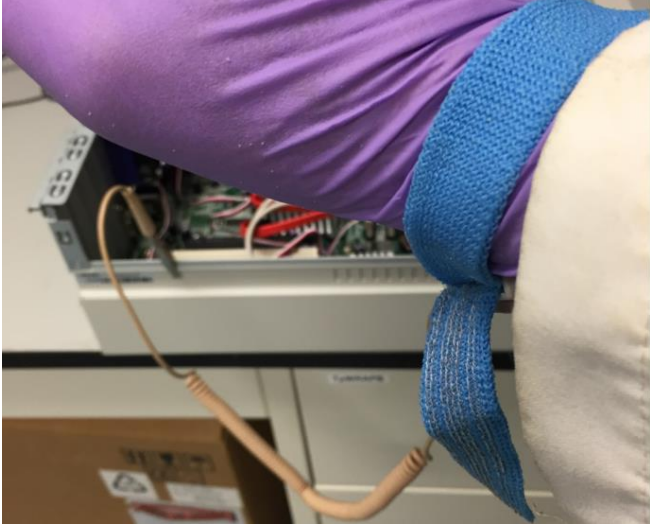| Action	Steps	Reference
Overview	Some BCM SCCs with Part Number 01L67-003 or 01L67-004 have a shortage of RAM. To make sure that every BCM has the correct memory configuration, this TSB provides instructions to inspect the quantity of RAM on SCCs and install additional RAM if needed.	N/A

Review with AbbottLink

Action	Steps	Reference
Review the SCC with AbbottLink	If the instrument has an AbbottLink connection, please follow the instructions below to verify the quantity of RAM. 1. Log in to your AbbottLink account. 2. Enter the instrument serial number into <**Asset**> and instrument type into <**Asset Group**> and hit <**Enter**>. 3. Click the serial number under the **Name** column. 4. Click <**Historical**> under <**Data**>. 5. Select <**Instrument Notification Text**> and click <**Filter**>. 6. Look for the message below to check if there are 3.89 gigabytes memory in the SCC. AIM=8007 | Startup of System Computer Manufacturer To be filled by O.E.M. Processor Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz Memory gigabytes 3.89 Instrument Software Version 8.1.9.0 | 08/15/2018 | 13:01:04 If yes, proceed to the **Documentation** section. There is no need to inform the customer if the RAM is sufficient on the SCC. If not, proceed to the **RAM Inspection/Installation** section. **NOTE**: The SCC reports RAM information to AbbottLink at bootup. You may wish to contact the customer and ask them to power cycle the SCC if this hasn't been done recently.	N/A

RAM Inspection/Installation

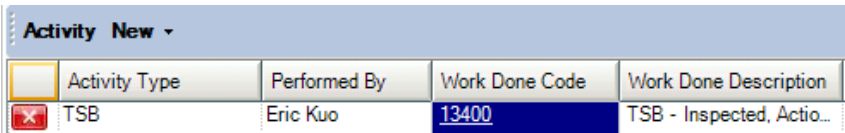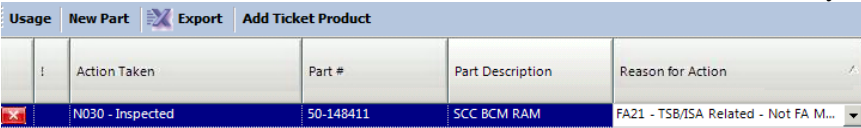| Action	Steps	Reference
Conversation with Customer **IMPORTANT** ▲	**Prior to performing the steps outlined in this TSB, locate a member of laboratory management (or their representative) and do the following:** 1. Record the FULL name and title of the lab manager or representative. This *must be included* as part of the service ticket, as described below under **Documentation**. 2. Explain that this TSB is being performed to ensure enough RAM is present on the BCM SCC. 3. Inform the lab manager (or representative) of the following: • The BCM SCCs will be inspected to ensure that they have the required 2 x 2GB RAM chips installed. This TSB details how to install RAM to bring the SCC to the correct configuration, if needed. **Missing RAM does not impact results generated**. 4. Ask the customer if they have understood the information, and document their response in the associated service ticket, as described in the **Documentation** section below.	N/A
Customer Request for Written Information	***If* the customer requests this information in writing**, an approved letter documenting the actions taken as part of this TSB can be provided per the customer inquiry process. Document this request as described in the **Documentation** section below.	N/A
Inspect the Instrument at Customer Site	Follow the instructions below to verify the quantity of RAM. 1. Log in to Abbott Software as FSE. 2. Go to <**System**> and then <**Explorer**>. 3. Right click on <**Computer**> and select <**Properties**>. 4. Confirm the <**Installed memory (RAM)>** is 4.00 GB. If yes, proceed to **Documentation** section. If not, proceed to **RAM Inspection/Installation** section. **Windows 7 Screenshot** 	N/A

Action	Steps	Reference
	Windows XP Screenshot **NOTE: If, during this check, you determine the SCC is not a BCM (i.e. does not have part number 01L67-003 or 01L67-004), skip to the Documentation section. Use the General SCC Identification steps in TSB 605-065 if necessary.**	
Prepare the Instrument	1. Power off the instrument and SCC Computer. 2. Unplug any peripherals (monitor, printer, modem, etc.) from the SCC. 3. Remove the power cord from the rear of the SCC. 4. Press the power switch on the front of the SCC to discharge any residual static buildup in the SCC.	N/A
Remove the Computer Cover	1. Remove the three screws securing the cover to the computer. 2. Slide the cover back then lift to remove. 3. Place the cover to one side to create an area to place the components that will be removed and reused in the procedure.	N/A
Preparing for RAM Installation	**IMPORTANT:** Use a grounded wrist strap when handling components to avoid damaging them due to static electricity. 1. Attach the ground strap to *the wrist of the hand* that you will use to handle/touch the memory modules.	N/A

Action	Steps	Reference
	   2. **Follow these guidelines to avoid damaging components**: • Always hold components by the edges to avoid touching the ICs. • Whenever you uninstall any component, place it on a grounded antistatic pad or in the bag that came with the component. • Before you install or remove any component, ensure that the ATX power supply is switched off **and** the power cord is removed from the power supply. Failure to do so may cause severe damage to the motherboard, peripherals, and/or components.	
Install New RAM	1. Remove the three screws securing the Optical Drive. Do not disconnect any cables. Lift the drive out of the way to gain access to the memory modules. 2. Unlatch the locking lever on each side of the existing memory modules. **NOTE**: If 2 x 2GB RAM chips appear to be installed already, you may wish to reseat them, reassemble the SCC, and re-perform the check to verify the SCC has 4.0GB of RAM. If the check still shows the RAM is insufficient, troubleshoot further and replace the memory modules.	N/A

Action	Steps	Reference
	3. Remove the two existing modules. 4. Install the **TWO** new memory modules into the specified slots. Be sure that each module seats firmly into the slot and that the locking tabs secure the module in place.	
Instrument Preparation and Verification	1. Re-install the optical drive. 2. Install the SCC cover. 3. Plug in all instrument peripherals (monitor, printer, etc.) 4. Refer to Inspect the Instrument at Customer Site section to verify that 4 GB of RAM is installed.	N/A

Documentation

Action	Steps	Reference
General Coding to Use During Ticket Closeout	13000 - TSB -Installed Site Visit 13100 - TSB -Customer Refused Mod 13200 - TSB -De-Installed 13300 - TSB -Verified as Being Complete 13400 - TSB - Inspected, Action Not Required **NOTE:** Additional coding might be required in the **Document** section below.	N/A
Document	1. Document completion of TSB 605-070 using the appropriate coding in the call management system. State in the Existing Notes section of the ticket whether the RAM passed inspection or it was replaced. **A. If the RAM passed onsite inspection or AbbottLink review, document the activity as follows:** i. Add a "New" Activity and select the following: • Activity Type = TSB • Work Done Code = 13400 Activity New ▾ 		Activity Type	Performed By	Work Done Code	Work Done Description
☒	TSB	Eric Kuo	13400	TSB - Inspected, Actio... | ii. Under the Part Usage section, add the following part: • Part # = 50-148411 • Action Taken = N030-Inspected • Reason for Action = FA21- TSB/ISA Related – Not FA Mandatory Usage New Part ☒ Export Add Ticket Product |	!	Action Taken	Part #	Part Description	Reason for Action
☒		N030 - Inspected	50-148411	SCC BCM RAM	FA21 - TSB/ISA Related - Not FA M...	 iii. State in the Existing Notes section that the RAM passed inspection.	See **Attachment A: Service Ticket Examples** regarding Step 1 and 2 and the Existing Notes

B. **If RAM was found to be faulty, poorly seated, or the SCC had an issue which resulted in insufficient RAM being reported**, mark the TSB as completed in the Planned Service ticket and document the repair in a new Demand Service ticket. Cross reference both tickets.

    i.   Document the TSB Activity in the Planned Service ticket as follows:
        1. Add a "New" Activity and select the following:
- Activity Type = TSB
- Work Done Code = 13000

Activity	New ▾			
Activity Type	Performed By	Work Done Code	Work Done Description	Likely C:
☒ TSB	Eric Kuo	13000	TSB - Installed Site Visit	☐

        2. Under the Part Usage section, add the following part:
- Part # = 50-148411
- Action Taken = Select the appropriate action you performed
- Reason for Action = FA21 – TSB/ISA Related – Not FA Mandatory

   ii. Open a Demand Service ticket to document the steps to repair the SCC. Be sure to cross reference the Planned Service ticket.

C. **If the RAM was missing** and required new RAM installation, mark the TSB as completed in the Planned Service ticket and document the replacement in a separate Demand Service ticket. Cross reference both tickets.

i. Document the TSB activity in the Planned Service ticket as follows:

1. Add a "New" Activity and select the following:
   - Activity Type = TSB
   - Work Done Code = 13000

	Activity Type	Performed By	Work Done Code	Work Done Description	Likely Ca
✖	TSB	Eric Kuo	13000	TSB - Installed Site Visit	☐

2. State in the Existing Notes section that the RAM was missing and a new RAM was installed which is documented in the associated Demand Service ticket.

ii. Document the Demand Service ticket detailing the installation of missing RAM.

1. In the Part Usage section, select the following:
   - Part # = 50-148411
   - Action Taken = N110-Replaced
   - Reason for Action = FA21 – TSB/ISA Related – Not FA Mandatory
   - Qty = 1

Usage | New Part | ✖ Export | Get Verification Procedures | Add Ticket Product

	!	Action Taken	Part #	Part Description	Reason for Action	
✖		N110 - Replaced	50-148411	SCC BCM RAM	FA21 - TSB/ISA Related - Not FA M... ▾

2. **Elevate the ticket** to a Complaint by generating the following Issue code:

Change Issue Code   — ☐ ✕

Valid Issue Codes for Selected QD:

Issue Code

What is the general problem?
F - Computer and User Interface Hardware ▾

Where is it happening?
9 - SCC ▾

What is/is not happening?
Z - Can Not be Determined or Further Defined ▾

What is the situation?
Z - Can Not be Determined or Further Defined ▾

OK   Cancel

2018/10/30 ▾ Priority
☑ No QD Applies
Issue Code

D. If the customer refused to acknowledge the information:
  i. Add a "New" Activity and select the following.
   - Activity Type = TSB
   - Work Done Code = 13100
  ii. State in the Existing Notes section that the customer refused to acknowledge or accept the information and refused the configuration updates on the instrument. No further action required.

E. If any SCC other than BCM SCCs (Part Number 01L67-003 or 01L67-004) was identified on site:
  i. Add a "New" Activity and select the following.
   - Activity Type = TSB
   - Work Done Code = 13400
  ii. State in the Existing Notes section of the ticket that what kind of SCC was identified and action not required.

2. **IMPORTANT—Document the discussion held with the customer:**
  a. **Record** the *full name* AND **title** of the customer. If recorded in the Existing Notes section, please ensure that the name matches the one selected in the Contacts Field.
  b. **State** in the Existing Notes section that the customer was informed of the configuration updates.
  c. **Record** the customer's response. Refer to **Attachment A: Service Ticket Examples.**

  IMPORTANT: *If* an approved letter documenting the actions taken in this TSB was requested by the customer:
   - Create an Inquiry ticket.
   - Ensure "follow-up required" is selected.
   - Reference the Inquiry ticket number within the service ticket in the call management system.

Attachment A: Service Ticket Examples

Example 1: If the SCC passed via AbbottLink review, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 605-070 m2000sp G-Series BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The BCM SCC was reviewed via AbbottLink to ensure that it has the required 2 x 2GB RAM chips installed.
>
> **Verification:** The FSE completed the verification steps listed in TSB 605-070. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer was not notified since no actions were taken and the instrument is working per specifications.

Example 2: If the customer accepts the information and has no further questions per scenario A from the Documentation section, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 605-070 m2000sp G-Series BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that their BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed.
>
> **Verification:** The FSE completed the verification steps listed in TSB 605-070. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer accepted that the verification of the RAM within the BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 3: If the customer accepts the information, but requests the information in writing per scenario A from the Documentation section, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 605-070 m2000sp G-Series BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that their BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. The customer acknowledged that they understood the reason for the RAM inspection, but requested that the information be provided in writing.
>
> A new Inquiry ticket (*LIST ticket number*) was initiated to provide a Customer Letter to address the customer's request. The letter was received and accepted by the customer.
>
> **Verification:** The FSE completed the verification steps listed in TSB 605-070. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer accepted that the verification of the RAM installation within the BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 4: If the customer accepts the information and has no further questions per scenario B from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 605-070 m2000sp G-Series BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that the BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. *(Please indicate the steps taken to return the SCC to 4GB of RAM).*

A new Demand Service ticket (*LIST ticket number*) was initiated to document the RAM issue.

Verification: The FSE completed the verification steps listed in TSB 605-070. The instrument is working as per specifications.

Customer Acceptance: The customer accepted that verification of the RAM installation within the SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 5: If the customer accepts the information, but requests the information in writing per scenario B from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 605-070 m2000sp G-Series BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that their BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. The customer acknowledged that they understood the reason for the RAM inspection, but requested that the information be provided in writing.

A new Inquiry ticket (*LIST ticket number*) was initiated to provide a Customer Letter to address the customer's request. The letter was received and accepted by the customer.

A new Demand Service ticket (*LIST ticket number*) was initiated to address the RAM issue. *(Please indicate the steps taken to return the SCC to 4GB of RAM).*

Verification: The FSE completed the verification steps listed in TSB 605-070. The instrument is working as per specifications.

Customer Acceptance: The customer accepted that verification of the RAM installation within the SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 6: If the customer accepts the information and has no further questions per scenario C from the Documentation section, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 605-070 m2000sp G-Series BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that the BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. During inspection, it was found that a RAM chip was missing and a new RAM chip was installed. While a RAM chip was missing, there was no impact to any results.
>
> A new Demand Service ticket (*LIST ticket number*) was initiated to address the missing RAM issue.
>
> **Verification:** The FSE completed the verification steps listed in TSB 605-070. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer accepted that the verification of the RAM installation within the BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 7: If the customer accepts the information, but requests the information in writing per scenario C from the Documentation section, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 605-070 m2000sp G-Series BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that their BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. The customer acknowledged that they understood the reason for the RAM inspection, but requested that the information be provided in writing. During inspection, it was found that a RAM chip was missing and a new RAM chip was installed. While a RAM chip was missing, there was no impact to any results.
>
> A new Inquiry ticket (*LIST ticket number*) was initiated to provide a Customer Letter to address the customer's request. The letter was received and accepted by the customer.
>
> A new Demand Service ticket (*LIST ticket number*) was initiated to address the missing RAM issue.
>
> **Verification:** The FSE completed the verification steps listed in TSB 605-070. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer accepted that the verification of the RAM installation within BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 8: If the customer REFUSED to acknowledge the information per scenario D from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 605-070 m2000sp G-Series BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed of the RAM inspection on the BCM SCC.

Verification: The customer refused the TSB execution. Verification does not apply.

Customer Acceptance: The customer refused to acknowledge or accept the information and refused the RAM inspection. No further action required.

Example 9: If any SCC other than BCM SCCs (Part Number 01L67-003 or 01L67-004) was identified on site per scenario E from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 605-070 m2000sp G-Series BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed of the RAM inspection on the SCC. Upon inspection, (*INSERT SCC Identified*) was identified and does not need any further action.

Verification: The identified SCC does not require further action. Verification does not apply.

Customer Acceptance: The customer accepted that TSB 605-070 was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.
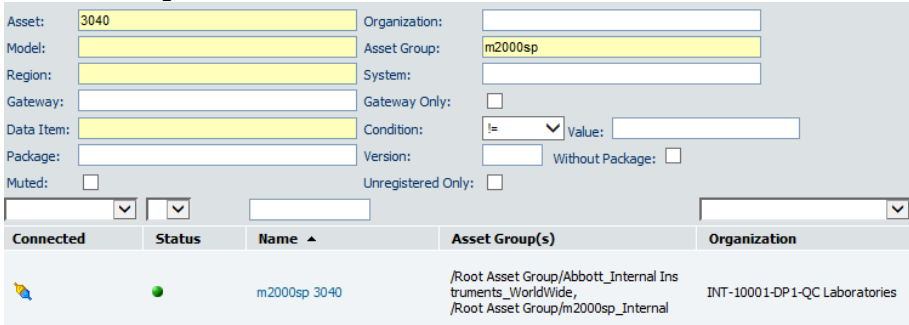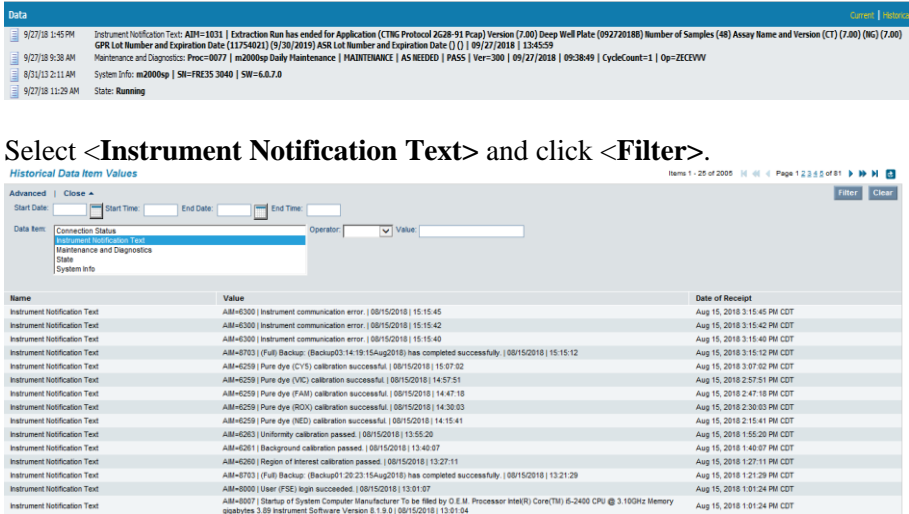
End of Document

Purpose	This TSB provides directions to verify the installed RAM within BCM SCCs (using Part Number 01L67-003 or 01L67-004) to ensure that they have the required 2 x 2GB RAM chips installed. If needed, this TSB details how to install RAM to bring the SCC to the correct configuration.	System	m2000rt System
Tools and Materials	• Standard FSE Tool Kit • Anti-static Mat • Anti-static Wrist strap	Estimated Time	Installation: 10 minutes Verification: 5 minutes Total Time: 15 minutes
Parts	• RAM (BCM) 50-148411	Distribution	This TSB is for distribution in all areas and internal Abbott Molecular systems.
Implementation	**MANDATORY** Completion is required and must be recorded for all applicable instruments by: **November 30, 2019**	Instruments Requiring Modification	Refer to Supplement Document for Bracketing
Instrument TSB Level	N/A		
Changes to this Revision	N/A		
Support Files Attached to this TSB	TSB_610-061_Bracketing.xlsx.		

Overview

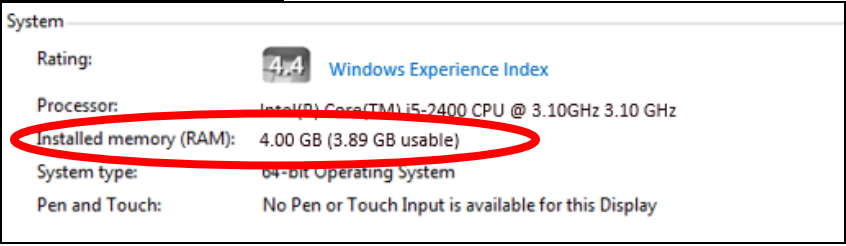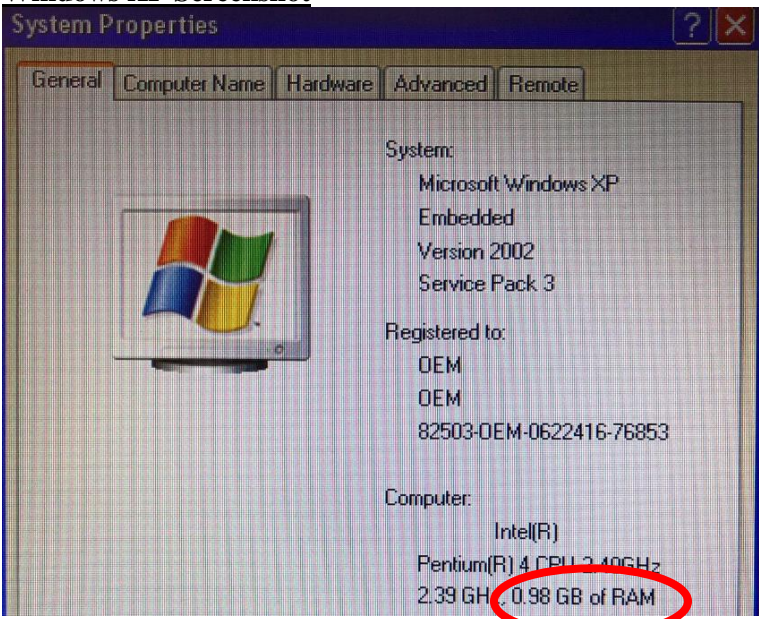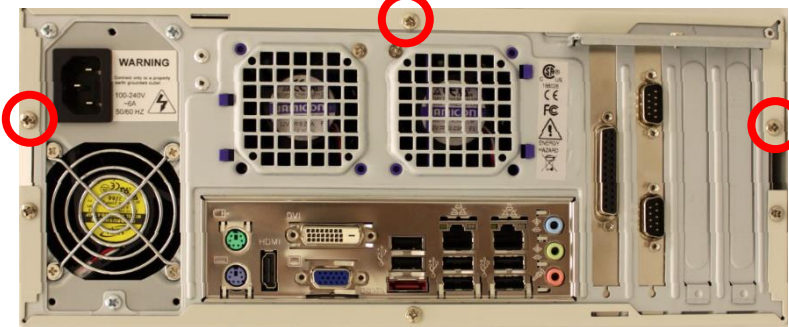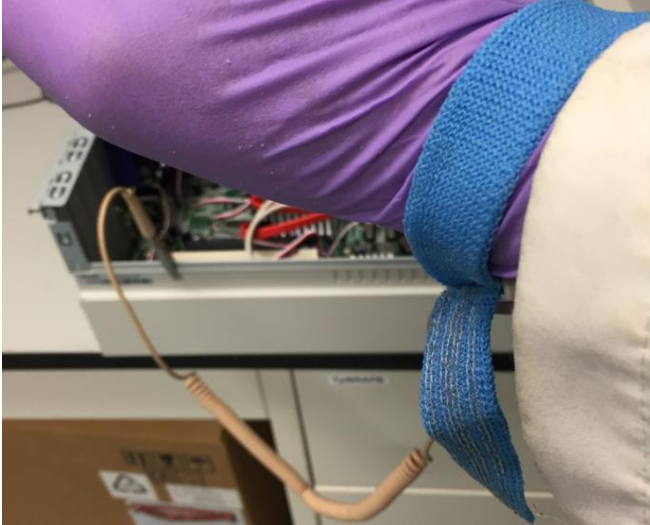| Action	Steps	Reference
Overview	Some BCM SCCs with Part Number 01L67-003 or 01L67-004 have a shortage of RAM. To make sure that every BCM has the correct memory configuration, this TSB provides instructions to inspect the quantity of RAM on SCCs and install additional RAM if needed.	N/A

Review with AbbottLink

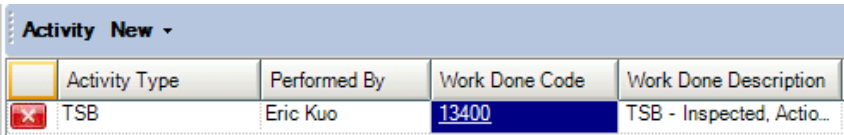| Action	Steps	Reference
Review the SCC with AbbottLink	If the instrument has an AbbottLink connection, please follow the instructions below to verify the quantity of RAM. 1. Log in to your AbbottLink account. 2. Enter the instrument serial number into <**Asset**> and instrument type into <**Asset Group**> and hit <**Enter**>. 3. Click the serial number under the **Name** column. 4. Click <**Historical**> under <**Data**>. 5. Select <**Instrument Notification Text**> and click <**Filter**>. 6. Look for the message below to check if there are 3.89 gigabytes memory in the SCC. AIM=8007 | Startup of System Computer Manufacturer To be filled by O.E.M. Processor Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz Memory gigabytes 3.89 Instrument Software Version 8.1.9.0 | 08/15/2018 | 13:01:04 If yes, proceed to the **Documentation** section. There is no need to inform the customer if the RAM is sufficient on the SCC. If not, proceed to the **RAM Inspection/Installation** section. **NOTE**: The SCC reports RAM information to AbbottLink at bootup. You may wish to contact the customer and ask them to power cycle the SCC if this hasn't been done recently.	N/A

RAM Inspection/Installation

Action	Steps	Reference
Conversation with Customer **IMPORTANT** ▲	Prior to performing the steps outlined in this TSB, locate a member of laboratory management (or their representative) and do the following: 1. Record the FULL name and title of the lab manager or representative. This *must be included* as part of the service ticket, as described below under **Documentation**. 2. Explain that this TSB is being performed to ensure enough RAM is present on the BCM SCC. 3. Inform the lab manager (or representative) of the following: • The BCM SCCs will be inspected to ensure that they have the required 2 x 2GB RAM chips installed. This TSB details how to install RAM to bring the SCC to the correct configuration, if needed. **Missing RAM does not impact results generated**. 4. Ask the customer if they have understood the information, and document their response in the associated service ticket, as described in the **Documentation** section below.	N/A
Customer Request for Written Information	*If* **the customer requests this information in writing**, an approved letter documenting the actions taken as part of this TSB can be provided per the customer inquiry process. Document this request as described in the **Documentation** section below.	N/A
Inspect the Instrument at Customer Site	Follow the instructions below to verify the quantity of RAM. 1. Log in to Abbott Software as FSE. 2. Go to <**System**> and then <**Explorer**>. 3. Right click on <**Computer**> and select <**Properties**>. 4. Confirm the <**Installed memory (RAM)>** is 4.00 GB. If yes, proceed to **Documentation** section. If not, proceed to **RAM Inspection/Installation** section. **Windows 7 Screenshot** System Rating:　　4.4　Windows Experience Index Processor:　Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz 3.10 GHz Installed memory (RAM):　4.00 GB (3.89 GB usable) System type:　64-bit Operating System Pen and Touch:　No Pen or Touch Input is available for this Display	N/A

Action	Steps	Reference
	Windows XP Screenshot **NOTE: If, during this check, you determine the SCC is not a BCM (i.e. does not have part number 01L67-003 or 01L67-004), skip to the Documentation section. Use the General SCC Identification steps in TSB 610-051 or TSB 610-052 if necessary to identify the SCC.**	
Prepare the Instrument	1. Power off the instrument and SCC Computer. 2. Unplug any peripherals (monitor, printer, modem, etc.) from the SCC. 3. Remove the power cord from the rear of the SCC. 4. Press the power switch on the front of the SCC to discharge any residual static buildup in the SCC.	N/A
Remove the Computer Cover	1. Remove the three screws securing the cover to the computer. 2. Slide the cover back then lift to remove. 3. Place the cover to one side to create an area to place the components that will be removed and reused in the procedure.	N/A

Action	Steps	Reference

Preparing for RAM Installation	**IMPORTANT:** Use a grounded wrist strap when handling components to avoid damaging them due to static electricity.
	
	1. Attach the ground strap to *the wrist of the hand* that you will use to handle/touch the memory modules.
	
	2. **Follow these guidelines to avoid damaging components**:
	  • Always hold components by the edges to avoid touching the ICs.
	  • Whenever you uninstall any component, place it on a grounded antistatic pad or in the bag that came with the component.
	  • Before you install or remove any component, ensure that the ATX power supply is switched off **and** the power cord is removed from the power supply. Failure to do so may cause severe damage to the motherboard, peripherals, and/or components.
		N/A

Install New RAM	1. Remove the three screws securing the Optical Drive. Do not disconnect any cables. Lift the drive out of the way to gain access to the memory modules. 	N/A

Action	Steps	Reference
	2. Unlatch the locking lever on each side of the existing memory modules. **NOTE**: If 2 x 2GB RAM chips appear to be installed already, you may wish to reseat them, reassemble the SCC, and re-perform the check to verify the SCC has 4.0GB of RAM. If the check still shows the RAM is insufficient, troubleshoot further and replace the memory modules. 3. Remove the two existing modules. 4. Install the **TWO** new memory modules into the specified slots. Be sure that each module seats firmly into the slot and that the locking tabs secure the module in place.	
Instrument Preparation and Verification	1. Re-install the optical drive. 2. Install the SCC cover. 3. Plug in all instrument peripherals (monitor, printer, etc.) 4. Refer to Inspect the Instrument at Customer Site section to verify that 4 GB of RAM is installed.	N/A

Documentation

Action	Steps	Reference
General Coding to Use During Ticket Closeout	13000 - TSB -Installed Site Visit 13100 - TSB -Customer Refused Mod 13200 - TSB -De-Installed 13300 - TSB -Verified as Being Complete 13400 - TSB - Inspected, Action Not Required **NOTE:** Additional coding might be required in the **Document** section below.	N/A
Document	1. Document completion of TSB 610-061 using the appropriate coding in the call management system. State in the Existing Notes section of the ticket whether the RAM passed inspection or it was replaced. **A. If the RAM passed onsite inspection or AbbottLink review, document the activity as follows:** 　i. Add a "New" Activity and select the following: 　　• Activity Type = TSB 　　• Work Done Code = 13400 | Activity Type	Performed By	Work Done Code	Work Done Description | | TSB | Eric Kuo | 13400 | TSB - Inspected, Actio... | 　ii. Under the Part Usage section, add the following part: 　　• Part # = 50-148411 　　• Action Taken = N030-Inspected 　　• Reason for Action = FA21- TSB/ISA Related – Not FA Mandatory | ! | Action Taken | Part # | Part Description | Reason for Action | | | N030 - Inspected | 50-148411 | SCC BCM RAM | FA21 - TSB/ISA Related - Not FA M... | 　iii. State in the Existing Notes section that the RAM passed inspection.	See **Attachment A: Service Ticket Examples** regarding Step 1 and 2 and the Existing Notes

B. **If RAM was found to be faulty, poorly seated, or the SCC had an issue which resulted in insufficient RAM being reported**, mark the TSB as completed in the Planned Service ticket and document the repair in a new Demand Service ticket. Cross reference both tickets.

    i. Document the TSB Activity in the Planned Service ticket as follows:
        1. Add a "New" Activity and select the following:
- Activity Type = TSB
- Work Done Code = 13000

Activity New ‧				
Activity Type	Performed By	Work Done Code	Work Done Description	Likely C:
❌ TSB	Eric Kuo	13000	TSB - Installed Site Visit	☐

        2. Under the Part Usage section, add the following part:
- Part # = 50-148411
- Action Taken = Select the appropriate action you performed
- Reason for Action = FA21 – TSB/ISA Related – Not FA Mandatory

   ii. Open a Demand Service ticket to document the steps to repair the SCC. Be sure to cross reference the Planned Service ticket.

C. If the RAM was missing and required new RAM installation, mark the TSB as completed in the Planned Service ticket and document the replacement in a separate Demand Service ticket. Cross reference both tickets.

i. Document the TSB activity in the Planned Service ticket as follows:

1. Add a "New" Activity and select the following:
    - Activity Type = TSB
    - Work Done Code = 13000

2. State in the Existing Notes section that the RAM was missing and a new RAM was installed which is documented in the associated Demand Service ticket.

ii. Document the Demand Service ticket detailing the installation of missing RAM.

1. In the Part Usage section, select the following:
    - Part # = 50-148411
    - Action Taken = N110-Replaced
    - Reason for Action = FA21 – TSB/ISA Related – Not FA Mandatory
    - Qty = 1

2. **Elevate the ticket** to a Complaint by generating the following Issue code:

D. If the customer refused to acknowledge the information:

    i.   Add a "New" Activity and select the following.

- Activity Type = TSB
- Work Done Code = 13100

    ii. State in the Existing Notes section that the customer refused to acknowledge or accept the information and refused the configuration updates on the instrument. No further action required.

E. If any SCC other than BCM SCCs (Part Number 01L67-003 or 01L67-004) was identified on site:

    i.   Add a "New" Activity and select the following.

- Activity Type = TSB
- Work Done Code = 13400

    ii. State in the Existing Notes section of the ticket that what kind of SCC was identified and action not required.

2. **IMPORTANT—Document the discussion held with the customer:**

    a. **Record** the *full name* AND **title** of the customer. If recorded in the Existing Notes section, please ensure that the name matches the one selected in the Contacts Field.

    b. **State** in the Existing Notes section that the customer was informed of the configuration updates.

    c. **Record** the customer's response. Refer to **Attachment A: Service Ticket Examples.**

IMPORTANT: *If* an approved letter documenting the actions taken in this TSB was requested by the customer:

- Create an Inquiry ticket.
- Ensure "follow-up required" is selected.
- Reference the Inquiry ticket number within the service ticket in the call management system.

Attachment A: Service Ticket Examples

Example 1: If the SCC passed via AbbottLink review, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 610-061 m2000rt BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The BCM SCC was reviewed via AbbottLink to ensure that it has the required 2 x 2GB RAM chips installed.
>
> **Verification:** The FSE completed the verification steps listed in TSB 610-061. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer was not notified since no actions were taken and the instrument is working per specifications.

Example 2: If the customer accepts the information and has no further questions per scenario A from the Documentation section, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 610-061 m2000rt BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that the BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed.
>
> **Verification:** The FSE completed the verification steps listed in TSB 610-061. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer accepted that the verification of the RAM installation within the BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 3: If the customer accepts the information, but requests the information in writing per scenario A from the Documentation section, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 610-061 m2000rt BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that the BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. The customer acknowledged that they understood the reason for the RAM inspection, but requested that the information be provided in writing.
>
> A new Inquiry ticket (*LIST ticket number*) was initiated to provide a Customer Letter to address the customer's request. The letter was received and accepted by the customer.
>
> **Verification:** The FSE completed the verification steps listed in TSB 610-061. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer accepted that the verification of the RAM installation within the BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 4: **If the customer accepts the information and has no further questions per scenario B from the Documentation section**, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 610-061 m2000rt BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that the BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. *(Please indicate the steps taken to return the SCC to 4GB of RAM).*

A new Demand Service ticket (*LIST ticket number*) was initiated to document the RAM issue.

Verification: The FSE completed the verification steps listed in TSB 610-061. The instrument is working as per specifications.

Customer Acceptance: The customer accepted that verification of the RAM installation within the SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 5: **If the customer accepts the information, but requests the information in writing per scenario B from the Documentation section**, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 610-061 m2000rt BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that their BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. The customer acknowledged that they understood the reason for the RAM inspection, but requested that the information be provided in writing.

A new Inquiry ticket (*LIST ticket number*) was initiated to provide a Customer Letter to address the customer's request. The letter was received and accepted by the customer.

A new Demand Service ticket (*LIST ticket number*) was initiated to address the RAM issue. *(Please indicate the steps taken to return the SCC to 4GB of RAM).*

Verification: The FSE completed the verification steps listed in TSB 610-061. The instrument is working as per specifications.

Customer Acceptance: The customer accepted that verification of the RAM installation within the SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 6: If the customer accepts the information and has no further questions per scenario C from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 610-061 m2000rt BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that the BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. During inspection, it was found that a RAM chip was missing and a new RAM chip was installed. While a RAM chip was missing, there was no impact to any results.

A new Demand Service ticket (*LIST ticket number*) was initiated to address the missing RAM issue.

Verification: The FSE completed the verification steps listed in TSB 610-061. The instrument is working as per specifications.

Customer Acceptance: The customer accepted that the verification of the RAM installation within the BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 7: If the customer accepts the information, but requests the information in writing per scenario C from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 610-061 m2000rt BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that their BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. The customer acknowledged that they understood the reason for the RAM inspection, but requested that the information be provided in writing. During inspection, it was found that a RAM chip was missing and a new RAM chip was installed. While a RAM chip was missing, there was no impact to any results.

A new Inquiry ticket (*LIST ticket number*) was initiated to provide a Customer Letter to address the customer's request. The letter was received and accepted by the customer.

A new Demand Service ticket (*LIST ticket number*) was initiated to address the missing RAM issue.

Verification: The FSE completed the verification steps listed in TSB 610-061. The instrument is working as per specifications.

Customer Acceptance: The customer accepted that the verification of the RAM installation within BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 8: If the customer REFUSED to acknowledge the information per scenario D from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 610-061 m2000rt BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed of the RAM inspection on the BCM SCC.

Verification: The customer refused the TSB execution. Verification does not apply.

Customer Acceptance: The customer refused to acknowledge or accept the information and refused the RAM inspection. No further action required.

Example 9: If any SCC other than BCM SCCs (Part Number 01L67-003 or 01L67-004) was identified on site per scenario E from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 610-061 m2000rt BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed of the RAM inspection on the SCC. Upon inspection, (*INSERT SCC Identified*) was identified and does not need any further action.

Verification: The identified SCC does not require further action. Verification does not apply.

Customer Acceptance: The customer accepted that TSB 610-061 was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.
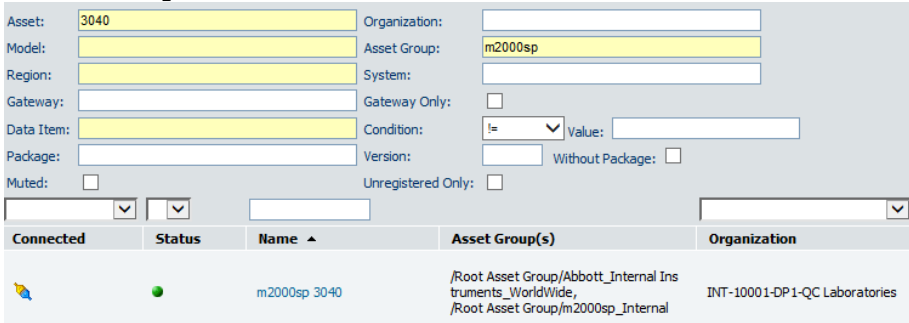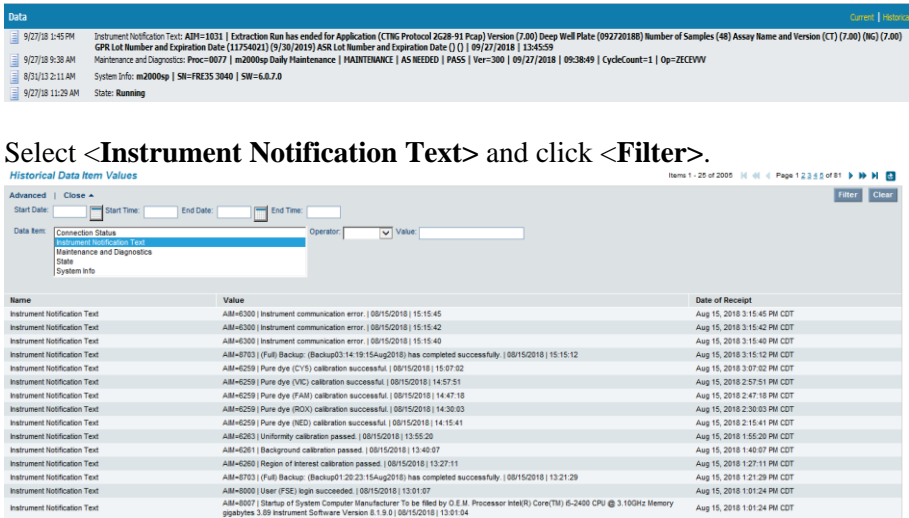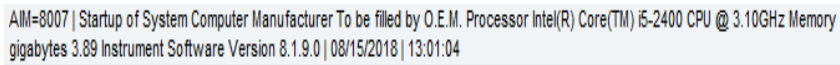
End of Document

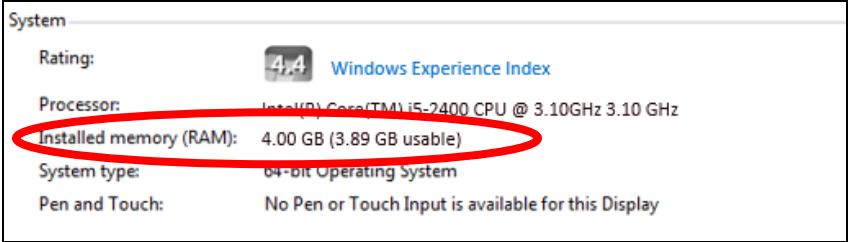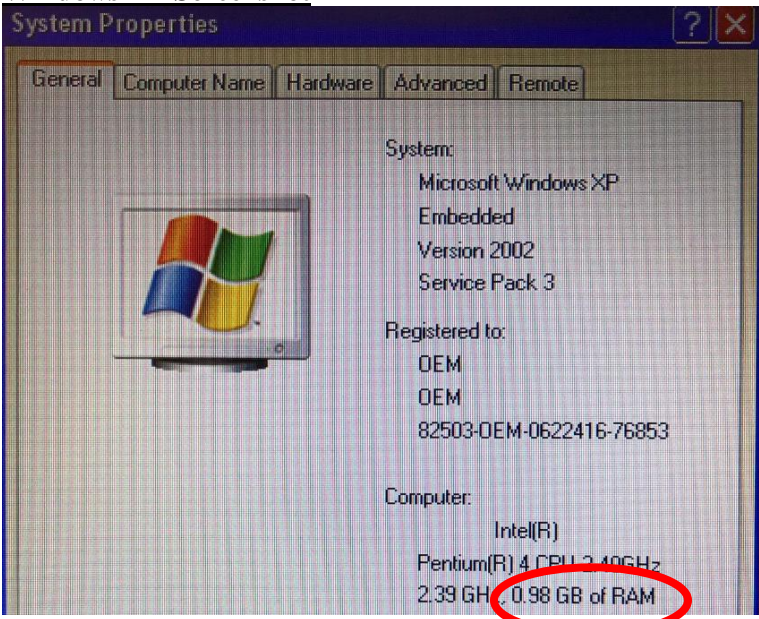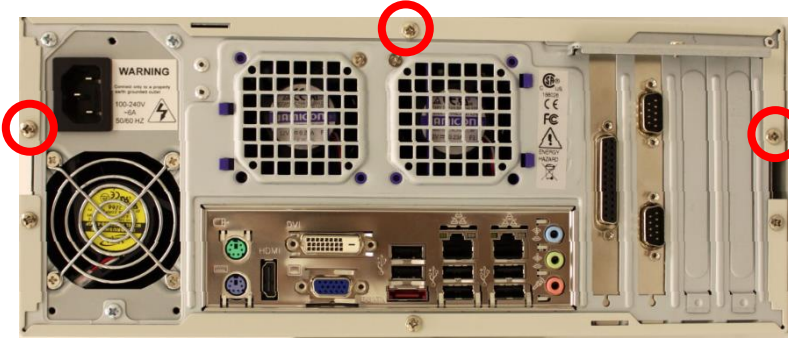| **Purpose**	This TSB provides directions to verify the installed RAM within BCM SCCs (using Part Number 01L67-003 or 01L67-004) to ensure that they have the required 2 x 2GB RAM chips installed. If needed, this TSB details how to install RAM to bring the SCC to the correct configuration.	**System**	m2000sp E-Series System
Tools and Materials	- Standard FSE Tool Kit - Anti-static Mat - Anti-static Wrist strap	**Estimated Time**	Installation: 10 minutes Verification: 5 minutes Total Time: 15 minutes
Parts	RAM (BCM) 50-148411	**Distribution**	This TSB is for distribution in all areas and internal Abbott Molecular systems.
Implementation	**MANDATORY** Completion is required and must be recorded for all applicable instruments by: **November 30, 2019**	**Instruments Requiring Modification**	Refer to Supplement Document for Bracketing
Instrument TSB Level	The instrument must be at TSB Level *606-057 m2000sp E-Series Release 8.1 Software Install Instructions for RAD945 Platforms and BCM Platforms* prior to performing this TSB.		
Changes to this Revision	N/A		
Support Files Attached to this TSB	TSB_606-063_Bracketing.xlsx		

Overview

Action	Steps	Reference
Overview	Some BCM SCCs with Part Number 01L67-003 or 01L67-004 have a shortage of RAM. To make sure that every BCM has the correct memory configuration, this TSB provides instructions to inspect the quantity of RAM on SCCs and install additional RAM if needed.	N/A

Review with AbbottLink

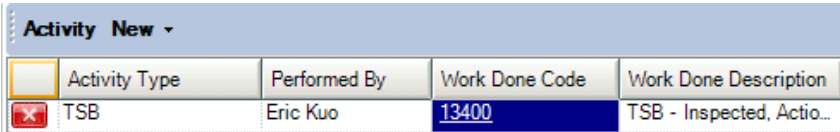| Action	Steps	Reference
Review the SCC with AbbottLink	If the instrument has an AbbottLink connection, please follow the instructions below to verify the quantity of RAM. 1. Log in to your AbbottLink account. 2. Enter the instrument serial number into <**Asset**> and instrument type into <**Asset Group**> and hit <**Enter**>. 3. Click the serial number under the **Name** column. 4. Click <**Historical**> under <**Data**>. 5. Select <**Instrument Notification Text**> and click <**Filter**>. 6. Look for the message below to check if there are 3.89 gigabytes memory in the SCC. AIM=8007 | Startup of System Computer Manufacturer To be filled by O.E.M. Processor Intel(R) Core(TM) i5-2400 CPU @ 3.10GHz Memory gigabytes 3.89 Instrument Software Version 8.1.9.0 | 08/15/2018 | 13:01:04 If yes, proceed to the **Documentation** section. There is no need to inform the customer if the RAM is sufficient on the SCC. If not, proceed to the **RAM Inspection/Installation** section. **NOTE**: The SCC reports RAM information to AbbottLink at bootup. You may wish to contact the customer and ask them to power cycle the SCC if this hasn't been done recently.	N/A

RAM Inspection/Installation

Action	Steps	Reference
Conversation with Customer **IMPORTANT** ▲	Prior to performing the steps outlined in this TSB, locate a member of laboratory management (or their representative) and do the following: 1. Record the FULL name and title of the lab manager or representative. This *must be included* as part of the service ticket, as described below under **Documentation**. 2. Explain that this TSB is being performed to ensure enough RAM is present on the BCM SCC. 3. Inform the lab manager (or representative) of the following: • The BCM SCCs will be inspected to ensure that they have the required 2 x 2GB RAM chips installed. This TSB details how to install RAM to bring the SCC to the correct configuration, if needed. **Missing RAM does not impact results generated**. 4. Ask the customer if they have understood the information, and document their response in the associated service ticket, as described in the **Documentation** section below.	N/A
Customer Request for Written Information	*If* **the customer requests this information in writing**, an approved letter documenting the actions taken as part of this TSB can be provided per the customer inquiry process. Document this request as described in the **Documentation** section below.	N/A
Inspect the Instrument at Customer Site	Follow the instructions below to verify the quantity of RAM. 1. Log in to Abbott Software as FSE. 2. Go to <**System**> and then <**Explorer**>. 3. Right click on <**Computer**> and select <**Properties**>. 4. Confirm the <**Installed memory (RAM)**> is 4.00 GB. If yes, proceed to **Documentation** section. If not, proceed to **RAM Inspection/Installation** section. **Windows 7 Screenshot** 	N/A

Action	Steps	Reference
	Windows XP Screenshot **NOTE: If, during this check, you determine the SCC is not a BCM (i.e. does not have part number 01L67-003 or 01L67-004), skip to the Documentation section. Use the General SCC Identification steps in TSB 606-057 if necessary to identify the SCC.**	
Prepare the Instrument	1. Power off the instrument and SCC Computer. 2. Unplug any peripherals (monitor, printer, modem, etc.) from the SCC. 3. Remove the power cord from the rear of the SCC. 4. Press the power switch on the front of the SCC to discharge any residual static buildup in the SCC.	N/A
Remove the Computer Cover	1. Remove the three screws securing the cover to the computer. 2. Slide the cover back then lift to remove. 3. Place the cover to one side to create an area to place the components that will be removed and reused in the procedure.	N/A
Preparing for RAM Installation	**IMPORTANT:** Use a grounded wrist strap when handling components to avoid damaging them due to static electricity. 1. Attach the ground strap to *the wrist of the hand* that you will use to handle/touch the memory modules.	N/A

Action	Steps	Reference
	  2. **Follow these guidelines to avoid damaging components**: • Always hold components by the edges to avoid touching the ICs. • Whenever you uninstall any component, place it on a grounded antistatic pad or in the bag that came with the component. • Before you install or remove any component, ensure that the ATX power supply is switched off **and** the power cord is removed from the power supply. Failure to do so may cause severe damage to the motherboard, peripherals, and/or components.	
Install New RAM	1. Remove the three screws securing the Optical Drive. Do not disconnect any cables. Lift the drive out of the way to gain access to the memory modules. 2. Unlatch the locking lever on each side of the existing memory modules. **NOTE**: If 2 x 2GB RAM chips appear to be installed already, you may wish to reseat them, reassemble the SCC, and re-perform the check to verify the SCC has 4.0GB of RAM. If the check still shows the RAM is insufficient, troubleshoot further and replace the memory modules.	N/A

Action	Steps	Reference
	3. Remove the two existing modules. 4. Install the **TWO** new memory modules into the specified slots. Be sure that each module seats firmly into the slot and that the locking tabs secure the module in place.	
Instrument Preparation and Verification	1. Re-install the optical drive. 2. Install the SCC cover. 3. Plug in all instrument peripherals (monitor, printer, etc.) 4. Refer to Inspect the Instrument at Customer Site section to verify that 4 GB of RAM is installed.	N/A

Documentation

Action	Steps	Reference
General Coding to Use During Ticket Closeout	13000 - TSB -Installed Site Visit 13100 - TSB -Customer Refused Mod 13200 - TSB -De-Installed 13300 - TSB -Verified as Being Complete 13400 - TSB - Inspected, Action Not Required **NOTE:** Additional coding might be required in the **Document** section below.	N/A

Document	1. Document completion of TSB 606-063 using the appropriate coding in the call management system. State in the Existing Notes section of the ticket whether the RAM passed inspection or it was replaced.
	
	A. If the RAM passed onsite inspection or AbbottLink review, document the activity as follows:
	   i. Add a "New" Activity and select the following:
	       • Activity Type = TSB
	       • Work Done Code =13400
	
	   ii. Under the Part Usage section, add the following part:
	       • Part # = 50-148411
	       • Action Taken = N030-Inspected
	       • Reason for Action = FA21- TSB/ISA Related – Not FA Mandatory
	
	   iii. State in the Existing Notes section that the RAM passed inspection.
		See **Attachment A: Service Ticket Examples** regarding Step 1 and 2 and the Existing Notes

B. **If RAM was found to be faulty, poorly seated, or the SCC had an issue which resulted in insufficient RAM being reported**, mark the TSB as completed in the Planned Service ticket and document the repair in a new Demand Service ticket. Cross reference both tickets.

    i. Document the TSB Activity in the Planned Service ticket as follows:
        1. Add a "New" Activity and select the following:
- Activity Type = TSB
- Work Done Code = 13000

        2. Under the Part Usage section, add the following part:
- Part # = 50-148411
- Action Taken = Select the appropriate action you performed
- Reason for Action = FA21 – TSB/ISA Related – Not FA Mandatory

   ii. Open a Demand Service ticket to document the steps to repair the SCC. Be sure to cross reference the Planned Service ticket.

C. **If the RAM was missing** and required new RAM installation, mark the TSB as completed in the Planned Service ticket and document the replacement in a separate Demand Service ticket. Cross reference both tickets.

  i. Document the TSB activity in the Planned Service ticket as follows:
   1. Add a "New" Activity and select the following:
      - Activity Type = TSB
      - Work Done Code = 13000

   2. State in the Existing Notes section that the RAM was missing and a new RAM was installed which is documented in the associated Demand Service ticket.

  ii. Document the Demand Service ticket detailing the installation of missing RAM.
   1. In the Part Usage section, select the following:
      - Part # = 50-148411
      - Action Taken = N110-Replaced
      - Reason for Action = FA21 – TSB/ISA Related – Not FA Mandatory
      - Qty = 1

   2. **Elevate the ticket** to a Complaint by generating the following Issue code:

D. If the customer refused to acknowledge the information:
    i. Add a "New" Activity and select the following.
- Activity Type = TSB
- Work Done Code = 13100

    ii. State in the Existing Notes section that the customer refused to acknowledge or accept the information and refused the configuration updates on the instrument. No further action required.

E. If any SCC other than BCM SCCs (Part Number 01L67-003 or 01L67-004) was identified on site:
    i. Add a "New" Activity and select the following.
- Activity Type = TSB
- Work Done Code 13400

    ii. State in the Existing Notes section of the ticket that what kind of SCC was identified and action not required.

2. **IMPORTANT—Document the discussion held with the customer:**
    a. **Record** the *full name* AND **title** of the customer. If recorded in the Existing Notes section, please ensure that the name matches the one selected in the Contacts Field.
    b. **State** in the Existing Notes section that the customer was informed of the configuration updates.
    c. **Record** the customer's response. Refer to **Attachment A: Service Ticket Examples.**

    IMPORTANT: *If* an approved letter documenting the actions taken in this TSB was requested by the customer:
- Create an Inquiry ticket.
- Ensure "follow-up required" is selected.
- Reference the Inquiry ticket number within the service ticket in the call management system.

Attachment A: Service Ticket Examples

Example 1: If the SCC passed via AbbottLink review, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 606-063 m2000sp E-Series BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The BCM SCC was reviewed via AbbottLink to ensure that it has the required 2 x 2GB RAM chips installed.
>
> **Verification:** The FSE completed the verification steps listed in TSB 606-063. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer was not notified since no actions were taken and the instrument is working per specifications.

Example 2: If the customer accepts the information and has no further questions per scenario A from the Documentation section, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 606-063 m2000sp E-Series BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that their BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed.
>
> **Verification:** The FSE completed the verification steps listed in TSB 606-063. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer accepted that the verification of the RAM within the BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 3: If the customer accepts the information, but requests the information in writing per scenario A from the Documentation section, below is an example of the Existing Notes section:

> **Reason for Service:** Perform the mandatory TSB 606-063 m2000sp E-Series BCM SCC RAM Inspection and Installation
>
> **Action Taken:** The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that their BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. The customer acknowledged that they understood the reason for the RAM inspection, but requested that the information be provided in writing.
>
> A new Inquiry ticket (*LIST ticket number*) was initiated to provide a Customer Letter to address the customer's request. The letter was received and accepted by the customer.
>
> **Verification:** The FSE completed the verification steps listed in TSB 606-063. The instrument is working as per specifications.
>
> **Customer Acceptance:** The customer accepted that the verification of the RAM installation within the BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 4: If the customer accepts the information and has no further questions per scenario B from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 606-063 m2000sp E-Series BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that the BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. *(Please indicate the steps taken to return the SCC to 4GB of RAM).*

A new Demand Service ticket (*LIST ticket number*) was initiated to document the RAM issue.

Verification: The FSE completed the verification steps listed in TSB 606-063. The instrument is working as per specifications.

Customer Acceptance: The customer accepted that verification of the RAM installation within the SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 5: If the customer accepts the information, but requests the information in writing per scenario B from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 606-063 m2000sp E-Series BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that the BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. The customer acknowledged that they understood the reason for the RAM inspection, but requested that the information be provided in writing.

A new Inquiry ticket (*LIST ticket number*) was initiated to provide a Customer Letter to address the customer's request. The letter was received and accepted by the customer.

A new Demand Service ticket (*LIST ticket number*) was initiated to address the RAM issue. *(Please indicate the steps taken to return the SCC to 4GB of RAM).*

Verification: The FSE completed the verification steps listed in TSB 606-063. The instrument is working as per specifications.

Customer Acceptance: The customer accepted that verification of the RAM installation within the SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 6: If the customer accepts the information and has no further questions per scenario C from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 606-063 m2000sp E-Series BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that their BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. During inspection, it was found that a RAM chip was missing and a new RAM chip was installed. While a RAM chip was missing, there was no impact to any results.

A new Demand Service ticket (*LIST ticket number*) was initiated to address the missing RAM issue.

Verification: The FSE completed the verification steps listed in TSB 606-063. The instrument is working as per specifications.

Customer Acceptance: The customer accepted that the verification of the RAM installation within the BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 7: If the customer accepts the information, but requests the information in writing per scenario C from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 606-063 m2000sp E-Series BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed that their BCM SCC was inspected to ensure that it has the required 2 x 2GB RAM chips installed. The customer acknowledged that they understood the reason for the RAM inspection, but requested that the information be provided in writing. During inspection, it was found that a RAM chip was missing and a new RAM chip was installed. While a RAM chip was missing, there was no impact to any results.

A new Inquiry ticket (*LIST ticket number*) was initiated to provide a Customer Letter to address the customer's request. The letter was received and accepted by the customer.

A new Demand Service ticket (*LIST ticket number*) was initiated to address the missing RAM issue.

Verification: The FSE completed the verification steps listed in TSB 606-063. The instrument is working as per specifications.

Customer Acceptance: The customer accepted that the verification of the RAM installation within BCM SCC was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

Example 8: If the customer REFUSED to acknowledge the information per scenario D from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 606-063 m2000sp E-Series BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed of the RAM inspection on the BCM SCC.

Verification: The customer refused the TSB execution. Verification does not apply.

Customer Acceptance: The customer refused to acknowledge or accept the information and refused the RAM inspection. No further action required.

Example 9: If any SCC other than BCM SCCs (Part Number 01L67-003 or 01L67-004) was identified on site per scenario E from the Documentation section, below is an example of the Existing Notes section:

Reason for Service: Perform the mandatory TSB 606-063 m2000sp E-Series BCM SCC RAM Inspection and Installation

Action Taken: The customer (*INSERT Customer First Name, Last Name, and Title*) was informed of the RAM inspection on the SCC. Upon inspection, (*INSERT SCC Identified*) was identified and does not need any further action.

Verification: The identified SCC does not require further action. Verification does not apply.

Customer Acceptance: The customer accepted that TSB 606-063 was performed. The customer acknowledged that they understood the reason why these actions were performed and that they had no further questions.

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