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BULLETIN NO. 415SE-2 Rev B

DATE: October 28, 2013

APPLICABLE TO: 415SE DME (098739-0001)

SUBJECT: Samsung Memory Integrated Circuits (ICs) on Monitor (MON) Circuit-card Assembly (CCA)

UNITS AFFECTED: MON CCA (Part Number 474910013-01)

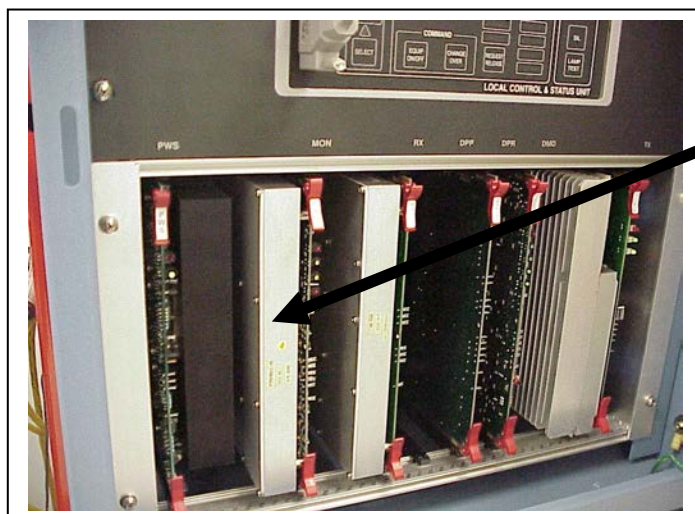
Thales has found that the use of Samsung brand static random-access memory (RAM) ICs in the monitor CCA can cause an undesired shut down in some systems. The shutdown caused by faulty Samsung parts normally causes the warning “CSB-MON 1 communication faulty” and “CSB-MON 1 not initialized”. Also, two red LEDs on the front edge of the monitor assembly will be illuminated. If this problem has been experienced, Thales recommends the MON board be checked for the presence of the Samsung parts. Thales will replace these parts on a MON board that is returned to the Thales factory in Shawnee, KS in accordance with the instructions included at the end of this service bulletin.

NOTE

The replacement of the Samsung components is at the discretion of the user.

How to Find the MON CCA

The location of the MON CCA is marked above the card cage. See figure 1.



The CCA is below the MON identifier above card cage.

Figure 1

How to Locate Static RAM ICs

The location of the static RAM ICs are shown in figures 2, 3, and 4.

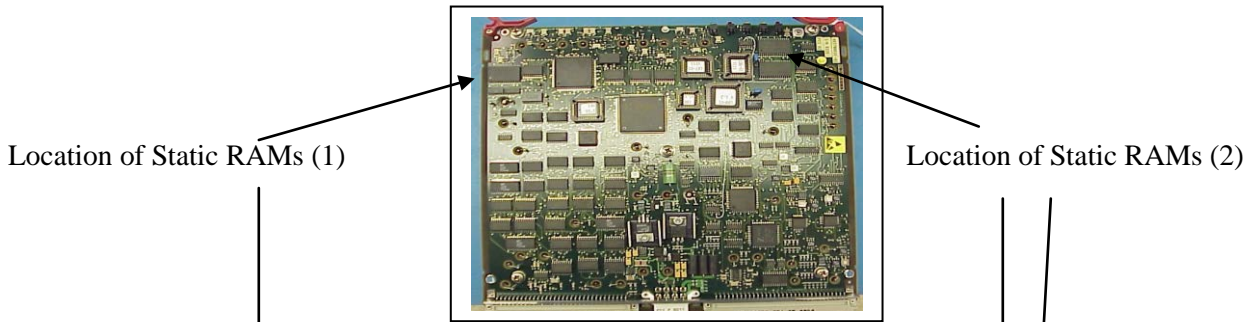


Figure 2

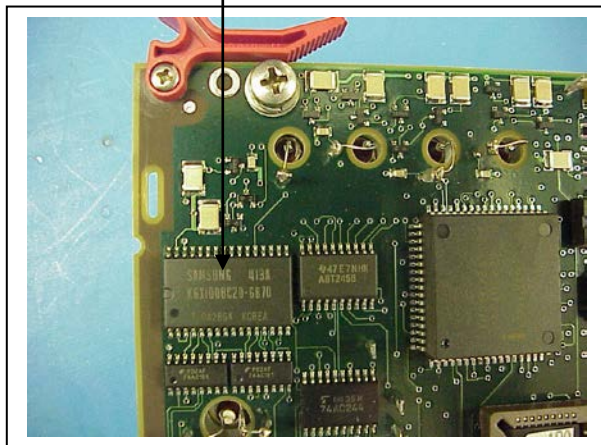


Figure 3

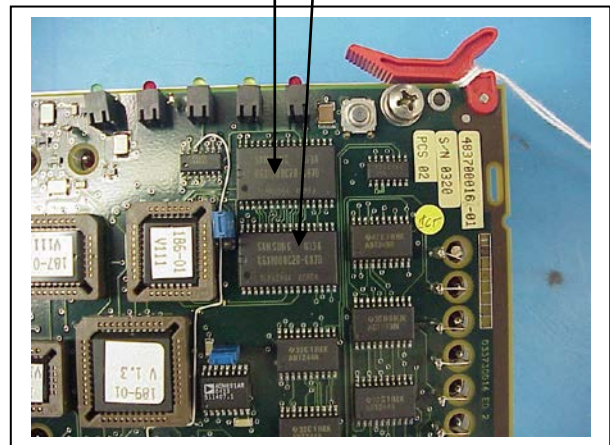


Figure 4

Instructions for Returning MON CCAs to Thales

1. Contact THALES ATM at 1-800-526-3433 (follow the prompts from the Thales phone system -choose option 2 for customer service and then option 1 for domestic) within the continental U.S. or 913-422-2735 to obtain a Material Return Authorization (MRA) number or contact us at e-mail address product.support@thalesdsi.com.
2. Package assembly in a manner that will protect it from shipping damage.
3. Ship prepaid (no collect shipments accepted) to:

Thales Defense and Security, Inc.
10950 El Monte, Suite 110
Overland Park, Kansas 66211 U.S.A.
Attn: Repair Department
4. Be sure to include in the shipment, your name, the return address for the repair item, point of contact telephone, (e-mail optional) and MRA number.
5. Thales will repair or replace the assembly at our option.
6. Thales will pay for return shipment (INCOTERM CFR) to shipping destination.