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Subject:                TSB - CVSM_CIWS, Ethernet Failure on MCE
CAR Number:             CAR 1203
Distribution Scope:     WA ASP's and Distributors
                        WA Technical Support, Product Service, & International Service Centers
Product(s) Referenced: CVSM (Connex Vital Signs Monitor) - All Models
                        CIWS (Connex Integrated Wall System) - All Models
SW Version:             NA
Serial No. / Lot Code:  103352, Serv Kit, PLFM, Mainboard MCE

Summary:               The MCE PCBA (407574) has been revised to rev D to remove a potential
                        short in the Ethernet connector.

Issue:                 There is a potential for a short between the Ethernet connector housing,
                        attached to the PCBA ground, and open signal VIA(s) directly below the
                        connector. This failure may not be apparent until the MCE is installed in the
                        serviced device and the internal Ethernet cable is installed.
                        Service kits containing MCE, PCBA 407574 revision B, and PCBA 407574
                        revision C, have the potential for an Ethernet failure.

Action:                Check CVSM or CIWS failing the Ethernet functional test for the presence of
                        the shim under the Ethernet cable connector. If the shim is missing install the
                        shim and retest, if the shim is present and the test still fails replace the MCE
                        PCBA. When replacing the MCE PCBA with 407574 rev D no shim is
                        required.
**Service Strategy:**

Continue to use service kits 103352 that contain MCE, PCBA 407574 revision B or PCBA 407574 revision C. The percentage of failure is extremely small and it is unlikely any of the remaining service stock containing revisions B or C will fail.

Continue to use service kit 103549 VSM 6000 ETHERNET CABLE for Ethernet cable connection. Kit includes shim.

MCE, PCBA's 407574 revision B and C REQUIRE the use of shim under Ethernet connector.

MCE, PCBA 407574 revision D, the Ethernet cable shim is not required.

See service manual for disassembly and reassembly details. Disassembly and repair, Disassemble the main chassis, Remove the main board, reassembly notes.

**Required Training:**

All Welch Allyn employees and contractors engaged in the service and repair of the CVSM / CIWS shall complete a training record indicating they have read and understand this document. The local office shall maintain a file of training records for their service personnel.

**Required Tools:**

See 80016618, Service Manual, VSM6000 1.7. Disassembly and repair, Required tools and equipment.

**Required Materials:**

80016618, Service Manual, VSM6000 1.7.
715003, COVER, USB - COMMS – MMF [shim] (if replacing)
715490, ETHERNET CABLE, 18 in [includes shim] (if replacing)

**Quality Process for failed units or components:**

Refer to DIR 60027700, Portable Monitor Platform Repair and Service Plan, section 5 Repair Part Retention.
**Procedure:**

**Identify PCBA 407574 revision:**

Label on PCBA static bag. Revision D shown in this example.

Label on PCB. Revision D shown in Example.
MCE, PCBA 407574 revision **D**. Ethernet connector has “UDE” logo on top of connector; does not have logo on back of connector.

MCE, PCBA 407574 revision **B** and **C**. Ethernet connector does not have logo on top of connector; has “TDK” logo on back of connector.

**Shim installation requirement:**

Shim Under Ethernet Connector.

When using with MCE, PCBA 407574 revision **B** or **C**, inspect for presence of shim under Ethernet connector.

Shim is not required under Ethernet connector when using PCBA 407574 revision **D**.
Quality Documents:  

**All service centers using SAP to record service transactions:** For each monitor serviced, record the service activity in SAP.

**All other service centers and Field Service:** For each monitor serviced, complete and file a service report and attach to the service DHR.

Notes:

1. Contact the Welch Allyn Complaints Department to initiate or process a medical device complaint resulting from this or other issues.
2. Drawings, illustrations, and part numbers in this document are for reference purposes only and subject to change.

End of Bulletin

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D* - Refer to SAP DIR digital signature log for approval details.