



FIELD SERVICE BULLETIN

2300 Orchard Parkway
San Jose, CA 95131-1017
Customer Assistance Center: 1-408-428-7907

FSB #: 098-50620-039

DATE: October 13th, 2010

System: bc635/637 PMC Bus Card

Product Identity: bc635/637 PMC — bc12073-X001 PMC Time and Frequency Processor

Product Code: Description: CLEI Code: N/A

BC635PMC
BC637PMC

BC12073-1001 PMC TIME & FREQUENCY PROCESSOR
BC12073-2001 PMC TIME & FREQUENCY PROCESSOR GPS

Technical Support: Worldwide 1-408-428-7907 (1)(1) or USA toll free 1-888-367-7966 (1)(1)
Customer Relations: Worldwide 1-408-428-7907 (2)(1) or USA toll free 1-888-367-7966 (2)(1)

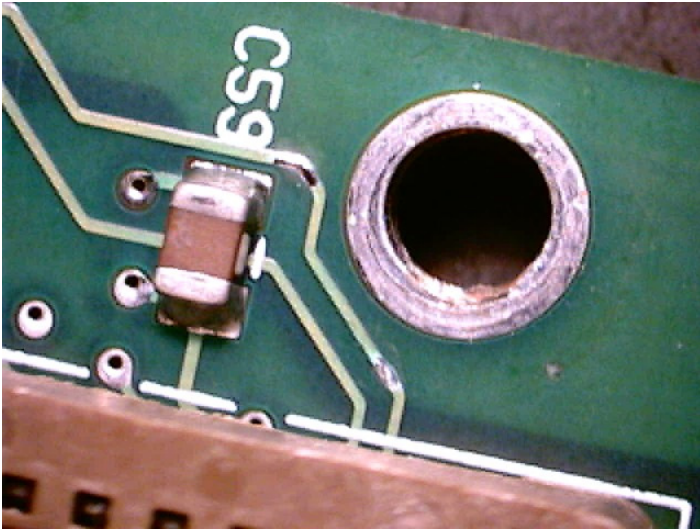
NOTE: Find a copy of this FSB in Support section of our website at <http://www.symmetricom.com>.

1. When attaching the card to the host board with the supplied metal standoffs there is a possible short from the metal standoff to a nearby trace on non-component side of the PCA.

Recommended Actions: If you have the metal standoffs on your bc12073-x001 PMC bus card please contact technical support for the nylon standoff replacements.

Permanent Solution: Nylon standoffs now are being supplied with the board.

See picture below for area of concern:



Contact Information: E-mail technical support at support@symmetricom.com
Symmetricom Inc
3750 Westwind Blvd
Santa Rosa CA 95403

Toll Free Calls: 888.367.7966 option 1, then option 2
Toll Calls: 408.428.7907 option 1, then option 2
<http://www.symmetricom.com>