

SB Number:	SB 2HG-011	Creation Date: 23/06/2010
Subject:	False toner empty detection	
Model:	FS-C5400DN	

Phenomenon	The message "Replace toner" may be displayed, while the toner container is not empty.
Cause	Improper toner distribution to the developing unit.
Solution	<p>The following changes have been made:</p> <ol style="list-style-type: none"> <li>1. The diameter of the <b>spring wire</b> has been changed from 0.3mm to 0.4mm.</li> <li>2. The shape of the <b>spring toner feed</b> has been changed from <b>compressed curling</b> to <b>circular cone</b> type.</li> </ol>

DV-570 (K, Y, M or C).



Toner feed entrance.

Spring toner feed.



Spring toner feed.

Old condition



New condition



## Parts

No.	Old Parts No.	New Parts No.	Description	Q'TY		Interchangeability		SP
				Old	New	Old	New	
1	302HG93023 2HG93023	302HG93024 2HG93024	DV-570(K)	1	1	O	O	O
2	302HG93033 2HG93033	302HG93034 2HG93034	DV-570(Y)	1	1	O	O	O
3	302HG93043 2HG93043	302HG93044 2HG93044	DV-570(M)	1	1	O	O	O
4	302HG93053 2HG93053	302HG93054 2HG93054	DV-570(C)	1	1	O	O	O

<b>Classification</b>	<input type="checkbox"/> Entire stock rework	<input type="checkbox"/> In-field modification at next visit	<input checked="" type="checkbox"/> In-field modification by case	<input type="checkbox"/> No modification necessary
<b>Field measure</b>	When the above mentioned phenomenon occurs, please replace the <b>DV-570 (K, Y, M or C)</b> with the latest type.			

**Serial numbers of affected machines**

Type	Serial number
FS-C5400DN	June 2010 production/XAC0602151

The above mentioned changes have been applied to machines produced after the above mentioned production date/serial number.

**Serial numbers of affected units**

Type	Item number	Serial number
DV-570(K)	302HG93024	WWR0608779
DV-570(Y)	302HG93034	WWS0608779
DV-570(M)	302HG93044	WWT0608785
DV-570(C)	302HG93054	WWV0608791

The above mentioned changes have been applied to units produced after the above mentioned serial numbers.