

<b>SB Number:</b>	<b>SB 2HP-021</b>	<b>Creation Date: 01/10/2009</b>
<b>Subject:</b>	<b><i>Damage to the gears at the developing unit due to toner leakage</i></b>	
<b>Model:</b>	<b>FS-C8100DN</b>	

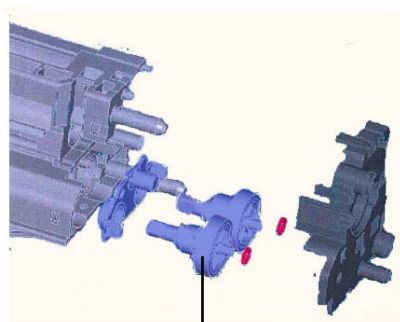
<b>Phenomenon</b>	<p>The following phenomena may occur:</p> <ol style="list-style-type: none"> <li>1. Error code C710X (Toner sensor error)</li> <li>2. White spots on the image.</li> <li>3. One side of the image is not printed.</li> </ol>
-------------------	--

<b>Cause</b>	<p>Toner might enter the oil seal of the bush screw, resulting in the bearing being damaged and toner leakage may occur.</p> <p>This toner leakage might cause the gear screw Z27 to get damaged, resulting in the gear to skip.</p>
--------------	--

Parts	No.	Old Parts No.	New Parts No.	Description	Q'TY		Interchange-ability		SP
					Old	New	Old	New	
	1	302HP93044 2HP93044	302HP93045 2HP93045	PARTS DV-821K(PR)	1	1	X	O	O
	2	302HP93054 2HP93054	302HP93055 2HP93055	PARTS DV-821Y(PR)	1	1	X	O	O
	3	302HP93064 2HP93064	302HP93065 2HP93065	PARTS DV-821C(PR)	1	1	X	O	O
	4	302HP93074 2HP93074	302HP93075 2HP93075	PARTS DV-821M(PR)	1	1	X	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 phenomena occur, please replace parts DV-821(PR) (depending on which toner leaks) with the latest type.

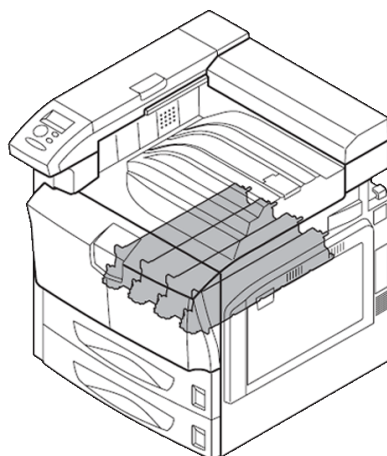
Affected serial numbers	Type	Serial number
	FS-C8100DN	AAB8Z00116 and higher
	PARTS DV-821K(PR)	KUL8903314 and higher
	PARTS DV-821Y(PR)	KUM8903237 and higher
	PARTS DV-821C(PR)	KUN8X03209 and higher
	PARTS DV-821M(PR)	KUP8903242 and higher



GEAR SLEEVE Z17H  
302FZ14180



GEAR IDLE Z15H DLP  
302FZ14170



**Phenomenon;** Toner comes between the oil seal and the bearing, then the gears damage and the toner starts to leak.

