

SB Number:	SB 2HG-012	Creation Date: 25/08/2010
Subject:	<i>Firmware upgrade (False toner empty detection)</i>	
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	The time to collect the developer powder in the developer unit has been changed from 10 seconds in half speed to 5 seconds in half speed, by changing the specifications of the motor reverse for the developer powder control. Please upgrade the firmware to the latest version to implement the above mentioned changes. See service bulletin 2HG-011 for the parts change information to prevent the above mentioned phenomenon.

Firmware

Type	Program No.	Check SUM	Version	Staus Date
SYSTEM	2HG_3000005017	2da9	005.017	21/10/2009
ENGINE	2HG_1000009001	1cee	009.001	31/05/2010

Classification	<input type="checkbox"/> Entire stock rework	<input type="checkbox"/> In-field modification at next visit	<input type="checkbox"/> In-field modification by case	<input type="checkbox"/> No modification necessary
Field measure	When the above mentioned phenomenon occurs, please upgrade the firmware to the latest version.			

Serial numbers of affected machines

Type	Serial number
FS-C5400DN	XAC062151

Machines produced after the above mentioned serial number, should not have the above mentioned phenomena.