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| SB Number: | SB 2H0-019 | Creation Date: 12/01/2010 |
| Subject: | No response from the touch panel | |
| Model: | KM-2560/3060, TASKalfa250ci/300ci/400ci/500ci | |

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| Phenomenon | The touch panel may not respond. |
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| Cause | When too much pressure is used operating the touch panel, it may be possible a gap is created between the operation panel cover and the touch panel. Foreign particles may enter the gap, causing the touch panel to stop responding. |
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| Solution | The sponge LCD at the front side of the operation panel (between the LCD operation and the tablet operation) has been changed from sponge LCD 302H005610 to cushion LCD 302H705610 . |
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| Parts | No. | Old Parts No. | New Parts No. | Description | Q'TY | | Interchangeability | | SP |
|-------|-----|------------------------|------------------------|---|------|-----|--------------------|-----|----|
| | | | | | Old | New | Old | New | |
| | 1 | 302H093145 2H093145 | 302H093146 2H093146 | PARTS OPERATION UNIT EXP (KM-2560/3060) | 1 | 1 | X | O | O |
| | 2 | 302H793490 2H793490 | 302H793491 2H793491 | PARTS OPERATION UNIT (E,A) (TASKalfa250ci/300ci/400ci/500ci) | 1 | 1 | X | O | O |
| | 3 | ----- | 302H705610 2H705610 | + CUSHION LCD | - | 1 | - | O | - |
| | 4 | 302H005610 2H005610 | 302H005610 2H005610 | + SPONGE LCD | 2 | 1 | O | - | - |

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| Classification | <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 |
| Field measure | When the above mentioned phenomenon occurs, replace the sponge LCD 302H005610 at the front of the operation panel with a cushion LCD 302H705610 . | | | |

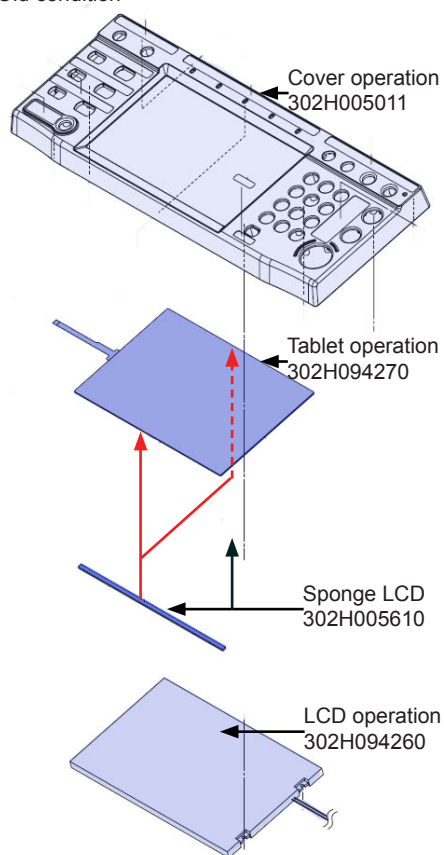
Serial numbers of affected machines

| Type | Serial number |
|---|-------------------------|
| KM-2560/3060, TASKalfa250ci/300ci/400ci/500ci | January 2009 production |

Machines produced after the above mentioned production date, should not have the above mentioned phenomena.

Solution; replace the sponge LCD at the front of the operation panel with a cushion LCD

Old condition



New condition

