



**Notification No.:** 20140124

**Version:** 1.0

**Page:** 1 of 2

**Release Date:** January 24, 2014

**Effective Date:** January 24, 2014

**Notification Status:**       Advisory       Mandatory       Announcement

**Classification:**             Firmware       Hardware       Policy/Procedure

**Description:** TBV™ Transport Roller Dimension

**Hardware:** TBV Transport Rollers

**Territory:** All

**Interface:** N/A

**Check Sum:** N/A

**Firmware Version(s):** N/A

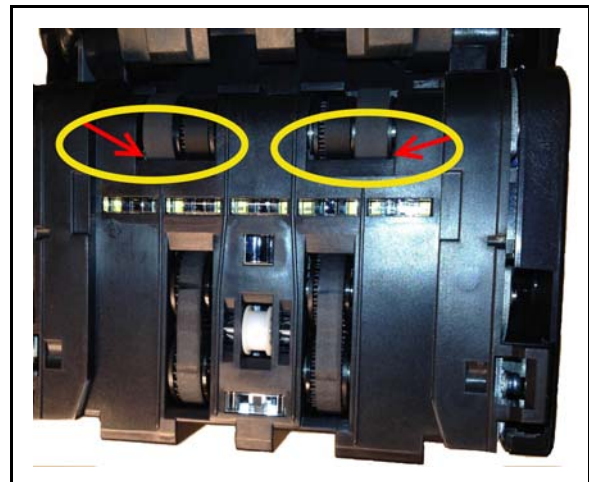
**CRC (seed = 0000):** N/A

**Conditions:**

JCM Engineering has received reports of the TBV Motor Speed being slower than normal, and intermittent “Banknote Length” errors being generated on some TBV Units. After investigation, JCM Engineering determined that a small quantity of TBV Units were manufactured with Rear Transport Feed Rollers that had a larger diameter (17.6 mm) than specified (16.6 mm). The increased diameter caused interference between the Transport Feed Roller and the Transport Lower Guide (Figure 1).



**Figure 1: Roller Rubbing Guide**



**Figure 2: Roller with Clearance**

(continued on reverse)



# Customer Notification



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## Resolution:

There should be 0.25 mm or greater clearance between the Transport Feed Pulley Roller and the Transport Lower Guide (Figure 2). If the TBV motor is slow, slide a 0.25 mm Feeler Gauge into the gap between the Transport Feed Roller and the Transport Lower Guide (see red arrows in Figure 2). The Feeler Gauge should slide into place easily.

For TBV units that show indications of roller rubbing, please contact your local JCM Customer Service Representative to arrange for service/repair.

## Note:

The intent of this announcement is to accurately reflect information available as of this writing. This information is subject to change without notice. Please contact your local JCM Sales Representative or JCM Customer Service for additional information.