



Notification No.: 20130320

Version: 1.0

Page: 1 of 2

Release Date: March 20, 2013

Effective Date: March 20, 2013

Notification Status: Advisory Mandatory Announcement

Classification: Firmware Hardware Policy/Procedure

Description: TBV Intermittent Operation

Hardware: TBV-100 and TBV-101

Territory: All

Interface: N/A

Check Sum: N/A

Firmware Version(s): N/A

CRC (seed = 0000): N/A

Conditions:

JCM Engineering has received field reports of TBV-100 and TBV-101 Transports exhibiting the following conditions: low acceptance rates, increased bill jams, and/or continuous cycling at power-up. After a detailed investigation, JCM Engineering identified a risk of possible damage to the Sensor (In-Down) PCB Harness during installation of the Right Side Cover on the TBV Unit. The wires can become pinched between the cover and the TBV frame (Figures 1 and 2).

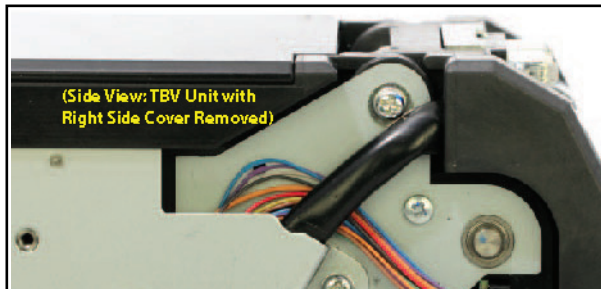


Figure 1

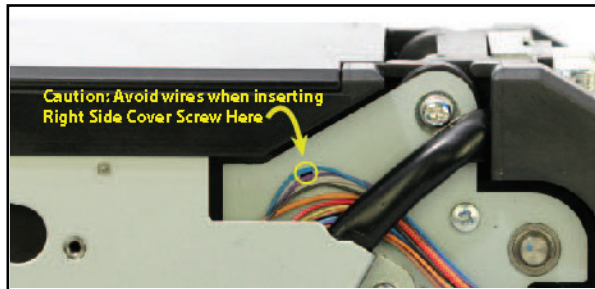


Figure 2

Resolution:

If the TBV Unit is demonstrating the above error conditions, remove the Right Side Cover and examine the Sensor (In-Down) PCB Harness for damaged wires. The Harness should be replaced if damage is visible (replace with Sensor Harness 1 (ID), EDP Part Number 151467). To prevent further damage, use a tie wrap to secure the Sensor (In-Down) PCB Harness to the Sensor (Out-Up) PCB Harness, to move the Harnesses away from the cover mounting screw (Figure 3).

(continued on reverse)



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Resolution (continued):

If the TBV Unit continues to exhibit any of these error conditions after the Harness has been replaced, the CPU may have been damaged due to a short circuit occurring between the Harness wires and the frame. In this event, replace the CPU board (EDP Part Number 188462).

For harness or CPU board replacement, please contact your local JCM Sales Representative or JCM Customer Service at (800) 683-7248.

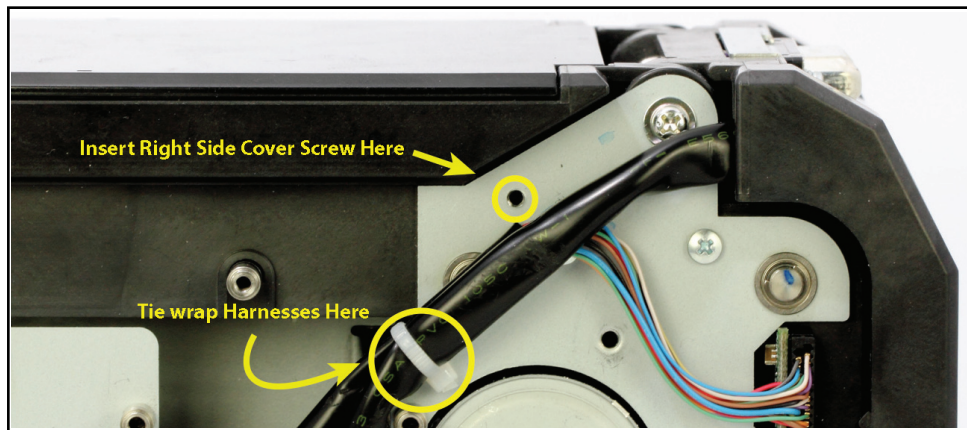


Figure 3

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 at (800) 683-7248 for additional information.