

# Service Bulletin

 Ref. No. **2R7-0038 (J135)**

&lt;Date&gt; August 1, 2019

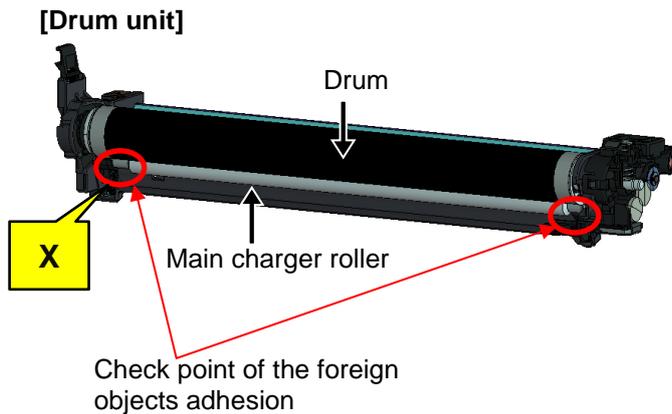
[Service information]

<b>Subject:</b>	<b>Corrective measure for the horizontal streaks in 30mm interval (removing the foreign objects on the main charger roller shaft)</b>		
<b>Model:</b>	<b>M5526cdw, M5526cdn, M5521cdw, M5521cdn, P5026cdw, P5026cdn, P5021cdw, P5021cdn, M5520cdw, M5525cdn, M5520cdn, P5025cdn, P5020cdw, P5020cdn, M5021cdn, P5018cdn</b>		
<b>Classification:</b>	Field measures timing:	<input type="checkbox"/> At Set Up <input checked="" type="checkbox"/> Next Visit/Service Call	<input type="checkbox"/> Next Periodic Maintenance <input type="checkbox"/> Information only
	Phenomenon:	<input type="checkbox"/> SC/Error <input checked="" type="checkbox"/> Image	<input type="checkbox"/> Paper Feeding/Conveying <input type="checkbox"/> Machine operation <input type="checkbox"/> Other
	Type of change:	<input type="checkbox"/> Hardware <input type="checkbox"/> Firmware and Software	<input checked="" type="checkbox"/> Information

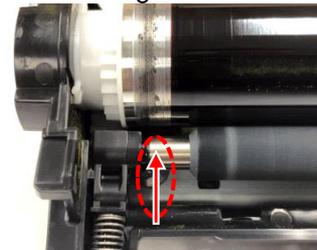
**Perform the field measure below before replacing the drum unit or main charger roller unit when the horizontal streaks in about 30mm interval.**

## [Field Measure]

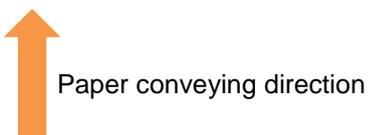
- Detach 4-color drum units from the main unit and check if foreign objects such as developer powder and grease adhere to the metal shaft of the main charger roller. (In case 4-color streaks are not observed, check all-color main charger rollers.)
- Clean with dry cloth to remove the foreign objects if adhered.


**Example of foreign objects at section X**  
 (Developer powder)


(Grease) \*applied inside the main charger roller bushing


 Grease  
 \*remove if getting out of the bushing

## [Example of the horizontal streaks]

 \*Single color, multi-color and all color patterns are anticipated  
 (Pattern 1: single color of Magenta) ((Pattern 2: 4 colors))


About 30mm interval (by main charger roller diameter)

KDC No. Q1906017; Q1906001; KDCQA-3380; KDCQA-3553