



**Date:** August 27, 1999

**Product(s) Affected:**

The DC Power Supply on XiII printers and 170PAX printers that are in the following serial number range:

<b>Model:</b>	<b>Serial Numbers Affected</b>		
90XiII	986029	through	986670
140XiII	8532393	through	8533598
170XiII	722725	through	723491
220XiII	2004598	through	2004770
170PAX2	118868	through	119066

**Issue:**

Capacitor C9 on the DC Power Supply may not operate properly due to a broken lead. This condition may cause C49 to malfunction and cause the DC Power Supply to fail.

**Diagnosis and Cure:**

The DC power supply incorporates a filter capacitor (C9) that reduce voltage ripple to the Printhead Voltage Generator. An improperly installed/inoperable C9 in this circuit may result in the failure of C46 and cause a DC Power Supply failure.

If a loose component (C9) is identified, Zebra recommends replacing the DC power supply module to correct this issue. Zebra does not recommend component level rework of the DC power supply module.

**Implementation:**

1. A printer that qualifies for this bulletin should be inspected to determine if it has been previously reworked to correct this issue. See the attached section of this bulletin for the inspection procedure.
2. Should you identify the need to have the DC power supply replaced or reworked, contact Zebra Technologies to arrange for a replacement DC power supply module or information on return of the product for depot repair.

**For Zebra Service Supplier Only**

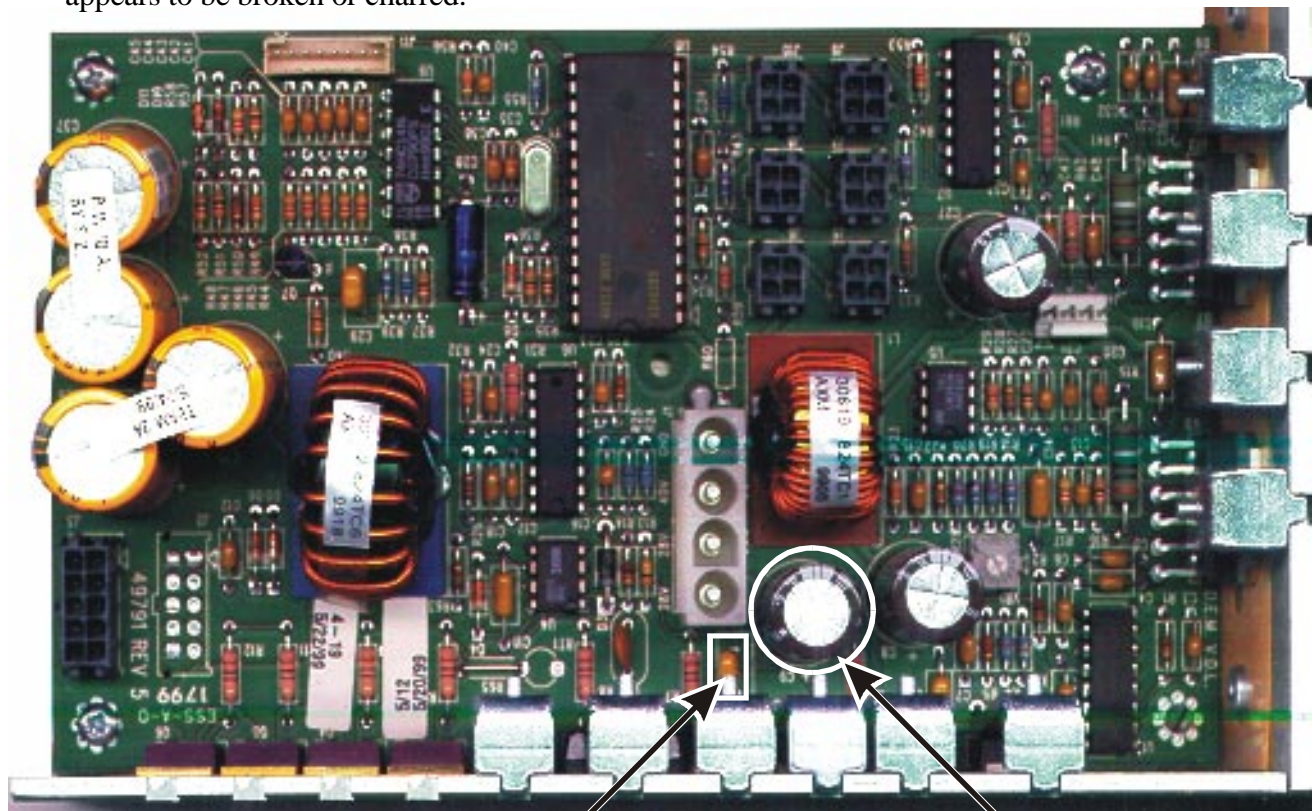
If additional assistance is needed, contact **Zebra's Hotline Support** at (847) 913-2259 USA or +44(0)1494-472872 UK

**THE ABOVE CHANGE OR MODIFICATION IS INTENDED TO BE INSTALLED BY A QUALIFIED ELECTRONICS TECHNICIAN. TO QUALIFY FOR WARRANTY IMPLEMENTATION THE PRINTER OR SUBASSEMBLY MUST BE RETURNED TO THE FACTORY OR TO AN AUTHORIZED SERVICE CENTER. DAMAGE DUE TO IMPROPER INSTALLATION MAY VOID YOUR WARRANTY.**

**Inspection Procedure**

**Note :** Use proper static precaution when exposing the printer electronics.

1. Turn the printer off and remove the power cord from the printer.
2. Access the electronic compartment of the printer by removing the electronics cover.
3. Locate the DC power supply module (refer to the printer maintenance manual for location).
4. Locate capacitor C9 as shown in the diagram. If C9 was reworked or replaced, there will be visible red mark on top of the capacitor.
5. To determine if C9 is defective, lightly move C9 up and down relative to the picture below. If the capacitor exhibits movement, replace the DC Power Supply. Also check to see if C46 appears to be broken or charred.



C46

C9

If C9 has movement in this direction  
(relative to this picture)

-or-

if C46 appears broken or charred,  
the DC Power Supply is defective