

Technical Advisory Bulletin (TAB)

Bulletin #: TBBEE1620A

April 22, 2019

Product: BERNINA E16

Implementation: ☐ Urgent ☐ Mandatory ☒ As Required ☐ Info Only

Reference: N/A

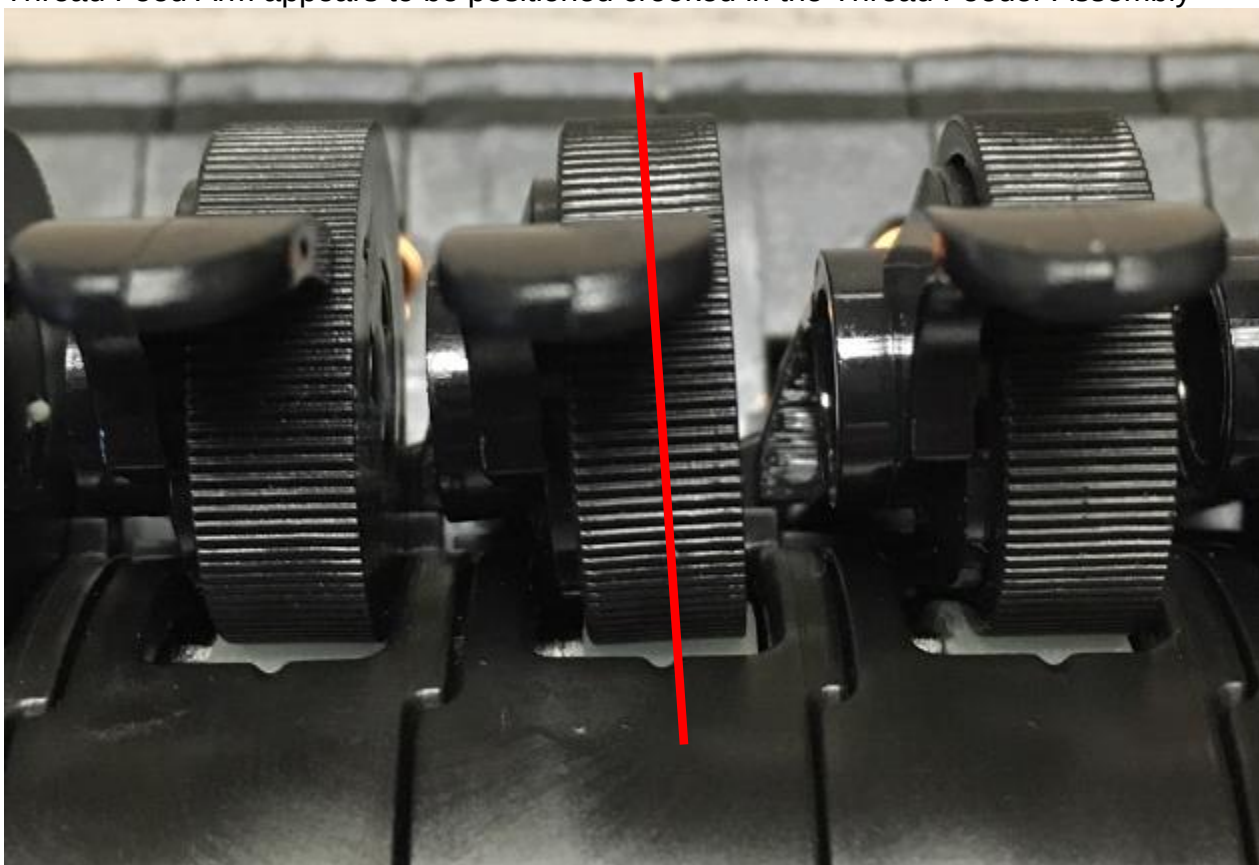
Subject: Potential Occurrence of Broken Thread Feeder Arms

SITUATION:

We have encountered broken Thread Feeder Arms (30618-03) on two machines during final QA testing at Melco. We also have received reports from customers who encountered broken Thread Feed Arms on their machine.

Broken Thread Feed Arms can be identified as follows:

- Thread Feed Arm appears to be positioned crooked in the Thread Feeder Assembly



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- Thread Feed Arm is visibly broken



SOLUTION:

The root cause for the breaking of Thread Feed Arms has been traced back to blow holes within the part induced during the mold process. These cavities weaken the structure of the part and leave sharp edges on the part surface, which can result in a trigger point for fractures. The supplier of this part had been notified and has implemented changes in their controls of the mold process.

The machine serial numbers that potentially could have been assembled with weakened Thread Feed Arms has been narrowed to the following ranges:

BERNINA: 120361327 to 120361345

RECOMMENDED ACTION:

A machine within the above serial number range should be inspected for already broken Thread Feed Arms:

1. Check for already visibly broken Thread Feed Arms or Thread Feed Arms that appear to be positioned crooked within the Thread Feed Assembly.
2. Functional check: Lift each of the 16 Thread Feed Arms up into their open position and then move them back into their closed position three times.

Even with these two checks, weakened parts might not be found right away. These parts might break at some point in the future, or never.

Broken Thread Feed Arms need to be replaced under warranty.