

SB Number:	SB 2GR-010	Creation Date: 04/02/2008
Subject:	<i>Incorrect detection of Service Call C6020</i>	
Model:	KM-3050/4050/5050	

Phenomenon

When electrical noise affects the signal line from the thermistor, the machine detects an abnormal high temperature of the fuser thermistor, this may cause service call C6020 (Abnormally high fuser temperature).
By using maintenance mode U163 (resetting the fuser problem data) the machine can be used again.

Cause

Due to tolerance poor connection between the fuser drawer and the connector in the main unit may happen.
As a result electrical noise could mistakenly cause the machine to detect abnormal high temperature in the fuser unit.

Firmware changes

To prevent the temperature of the fuser from being detected mistakenly, the engine firmware has been changed as follows.

1. C6020 will not be detected during the first 13 temperature calculations.
2. The detection time for service call C6020 has been changed from 40 milliseconds to 480 milliseconds.

Hardware changes

Replace the connector from the Wire primary c going into the Mount fixing drawer (2BL26290), or exchange the whole Wire primary c (302GR46360) for a Wire fixing drawer (302GR46760), which will be supplied as a Spare part.

Field Measure: When the above mentioned phenomenon occurs, please perform number 1 and 2.
If this is not successful, perform number 3.

1. Upgrade the firmware to version 2.03B or newer.
2. Pull out and insert the connector C216/C225 (See instruction 4) of the Wire motor carefully 2 times.
3. Remove the Wire primary c attached to the Mount fixing drawer, following the instructions on page 2 and 3.

Engine firmware changes		
	Machine	Affected serial number
1	KM-3050	PAH7812073 and higher
2	KM-4050	PAJ7805523 and higher
3	KM-5050	PAK7804402 and higher

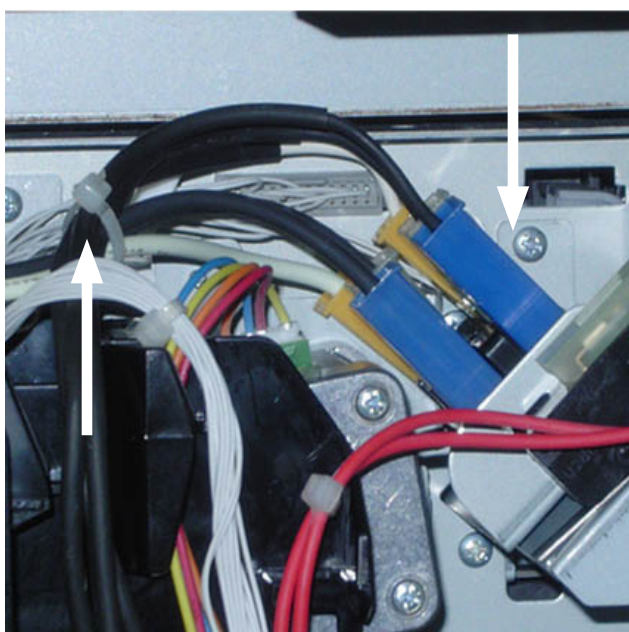
Latest firmware as of April 2007		
Type	Program Number	Version
MAIN	S2GR_2000008025	008025
MMI	S2GR_7000009001	009001
ENGINE	S2GR_1000006002	006002
SCANNER	S2GR_1200003001	003001

No.	Old Parts No.	New Parts No.	Description	Q'ty		Interchange ability		SP
				Old	New	Old	New	
1	302GR46340 2GR46340	302GR46341 2GR46341	WIRE MOTOR(C)	1	1	X	O	-
2	-----	302GR46760 2GR46760	WIRE FIXING DRAWER SP	-	1	-	O	O

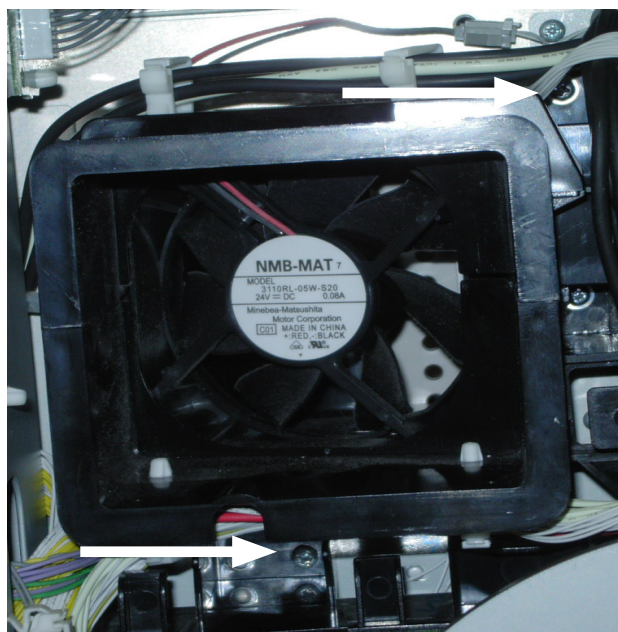
Instructions for replacing the Wire primary C.

1. Remove the rear cover and the fly wheel.
2. Remove clip holder, screws and waste toner bottle.
3. Remove the front left cover.
4. Take the fuser unit out.

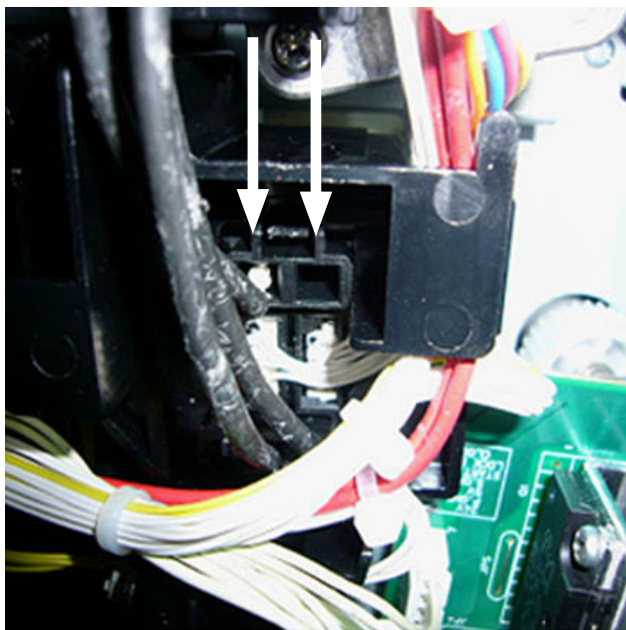
- 1 Cut the binding band, and be careful that the wires do not get damaged.
Then remove blue, white and yellow connectors on the upper right.



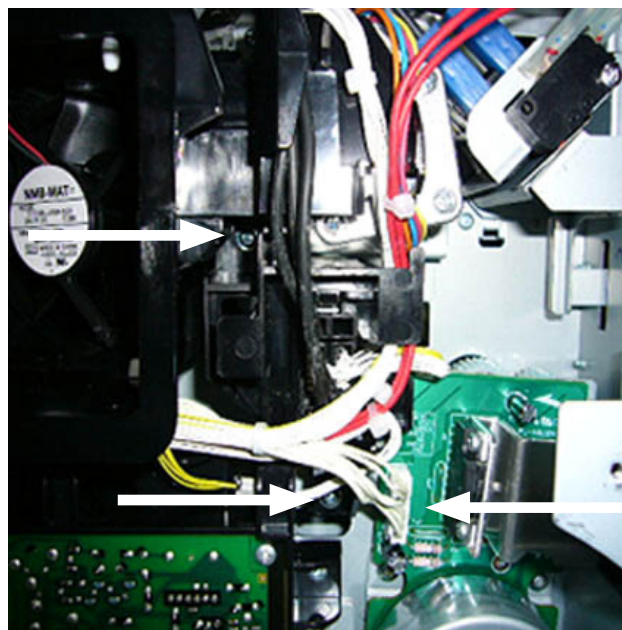
- 2 Remove the screws that hold the fan.
This is not to remove the fan, but to create enough space to remove the Mount fixing drawer.



- 3 Remove the 2 connectors (C216/C225) from the Wire primary c that is connected to the Mount fixing drawer (2BL26290).



- 4 Take the connector out of the Motor feed (302GR4260), then remove the 2 screws that hold the Mount fixing drawer. Now remove the Mount fixing drawer with the Wire primary c .



- 5 Disconnect the 2 claw connectors and remove Wire primary c (302GR46360) from the Mount fixing drawer. Now replace this wire with the Wire fixing drawer (302GR46760).

