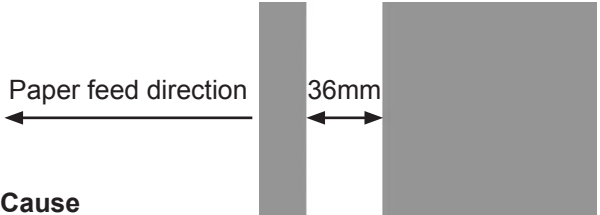


|                   |                          |                                  |
|-------------------|--------------------------|----------------------------------|
| <b>SB Number:</b> | <b>SB 2GR-041</b>        | <b>Creation Date: 26/04/2010</b> |
| <b>Subject:</b>   | <b>Firmware upgrade</b>  |                                  |
| <b>Model:</b>     | <b>KM-3050/4050/5050</b> |                                  |

| Item  | Contents  |
|---|---|
| 1 Error code CF423  | <p><b>Phenomenon</b><br/>When a fax is sent using the address book data in the controller, the address book data is sent to the fax board for synchronization. If the data is garbled an internal error may occur and error code CF423 may be displayed.</p> <p><b>Solution</b><br/>The address book data will not be sent to the fax board, unless the information has been changed.</p>   |
| 2 White band in the main scan direction.  | <p><b>Phenomenon</b><br/>In rare cases, a white band of about 36mm may appear on the print-out in the main scanning direction at various positions.</p>  <p><b>Cause</b><br/>When tasks are duplicated during internal processing, the data is over written and the starting position of the image may be abnormally allocated outside the printable area.</p> |
| 3 Lower fuser temperature when repeating A3/LD size print jobs during the idle run. | <p><b>Phenomenon</b><br/>The fuser temperature may be lowered to 15% capacity when starting multiple A3 or LD sized print jobs during the idle run of the machine.</p> <p><b>Solution</b><br/>The heater duty is set to 50% when starting to print on A3 and LD sized paper.</p>  |

## Firmware

| Type    | Program No.     | Check SUM | Version |
|---------|-----------------|-----------|---------|
| MAIN    | S2GR_2000032002 | -----     | 031.007 |
| MMI     | S2GR_7000032001 | -----     | 031.008 |
| ENGINE  | S2GR_1000018001 | -----     | 017.002 |
| SCANNER | S2GR_1200006001 | -----     | 006.001 |

|                       |  |
|-----------------------|--|
| <b>Classification</b> | <input type="checkbox"/> Entire stock rework <input type="checkbox"/> In-field modification at next visit <input checked="" type="checkbox"/> In-field modification by case <input type="checkbox"/> No modification necessary   |
| <b>Field measure</b>  | When the above mentioned phenomena occur, please upgrade the firmware to the latest version. Please upgrade the firmware twice, when upgrading from version 2.20D to enable the ECC (Error correction code) to solve common CF error codes. (See service bulletin 2GR-029 for further details) |

## Serial numbers of affected machines

| Type                          | Serial number |
|-------------------------------|---------------|
| KM-2540/3040/2560/3060/PF-670 | Not available |

The above mentioned changes have been applied to machines produced after the above mentioned production date.