

<b>SB Number:</b>	<b>SB 2FZ-056</b>	<b>Creation Date: 01/04/2010</b>
<b>Subject:</b>	<b>Firmware upgrade</b>	
<b>Model:</b>	<b>KM-C2520/3225/3232/2525E/3232E/4035E</b>	

Item	Contents
1 Fuser related error codes C6000/6020/6030.	<p>The conditions when error codes C6000/6020/6030 will be indicated have been changed as follows:</p> <ol style="list-style-type: none"> <li>1. The first detection will be regarded as a system error and will be reset if the print-out is completed properly.</li> <li>2. The error code will be indicated, if it is detected again after turning the main switch to ON.</li> </ol> <p><b>Error code details</b></p> <ul style="list-style-type: none"> <li>• C6000: Fuser heater 1/2 break</li> <li>• C6020: Abnormally high fuser thermistor 1/3 temperature</li> <li>• C6030: Fuser thermistor 1/3 break error</li> </ul>
2 Change of the threshold of the error code C6020 detection.	<p><b>Phenomenon</b> Error code C6020 may occur.</p> <p><b>Cause</b> When the machine suddenly stops due to paper jams, service call errors, system errors, open cover detection or waste toner full detection, the fuser heater is turned off while the fuser temperature rises. When this occurs, error code C6020 may be indicated.</p> <p><b>Solution</b> The condition when error code C6020 will be indicated has been changed as follows:  The C6020 detection temperature during a sudden machine stop has been changed from 240 C to 250 C.</p>
3 Failure to print-out on postcards.	<p>Copying on postcards may not be possible and “no available paper” may be displayed, when pressing the start key under the following conditions:</p> <ol style="list-style-type: none"> <li>1. Machine default: Auto media type (postcard) is set to ON.</li> <li>2. Copy default: Media type (auto colour paper) is set to ON/plain.</li> </ol>
4 Error code C6010	<p><b>Phenomenon</b> Error code C6010 (bitmap problem) may be displayed, when starting a copy job under the following conditions:</p> <ol style="list-style-type: none"> <li>1. Shortcut: Page separation of the open book original to 1-sided.</li> <li>2. The original is detected as A3 size or the A3 paper cassette is selected after power-up.</li> </ol> <p><b>Cause</b> The machine attempts to spread the open book original image to the 1 sided A3 sized paper, since the proper page size is not selected when using the above mentioned shortcut.</p> <p><b>Solution</b> After selecting the above mentioned shortcut, the proper paper source will be selected.</p>

## Firmware

Type	Program No.	Check SUM	Version	Applicable models
MAIN (IPU)	2FZ_2000.038.001	C148	038.001	KM-C2520/3225/3232/2525E/3232E
MAIN (IPU)	2JD_2000.017.001	EC37	017.001	KM-C4035E
ENGINE *1	2FZ_1000.033.001	EBE8	033.001	KM-C2520/3225/3232/2525E/3232E
ENGINE	2JD_1000.016.001	AB64	016.001	KM-C4035E
SCANNER	2FZ_1200.003.001	D2A1	003.001	KM-C2520/3225/3232/2525E/3232E
LANGUAGE E	2FZ_81XE.010.001	6286	010.001	KM-C2520/3225/3232/2525E/3232E
LANGUAGE E	2JD_81XE.003.001	6D99	003.001	KM-C4035E
PRINTER FS	2FZ_3000.010.003	877D	010.003	KM-C2520/3225/3232
PRINTER FS *2	2JD_3000.003.005	0978	003.005	KM-C2525E/3232E/4035E
MAIN BOOT	2FZ_2100.003.002	CC90	003.002	KM-C2520/3225/3232/2525E/3232E/4035E

## Firmware notes

- \*1. When upgrading the engine firmware from older versions then 019.002, please perform reset colour regist adjustment, calibration and manual adjustment.
- \*2. When upgrading the printer firmware from older versions then 002.001, please upgrade this firmware together with main boot (newer then version 003.002) before upgrading the main, engine, scanner and language firmware.

<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.			

## Serial numbers of affected machines

Type	Serial number
KM-C2520/3225/3232/2525E/3232E/4035E	September 2009 production

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