

SB Number:	<b>SB 2BJ-039</b>	Creation Date:	<b>06/12/2004</b>
Subject:	'LIFT MOTOR' damage (C1010 / 1020 / 1030 / 1040)		
Model:	<b>KM-2530 / 3530, KM-4030, FS-9100DN / 9500DN</b>		

In addition to the phenomena related to the occurrence of C1010, C1020, C1030 or C1040, as already mentioned in [SB 2BJ-024](#), please be informed of another phenomenon that may trigger the above service calls.

### Phenomenon & Cause

When using 8.5" x 11"R size paper and the 'CURSOR C, CASSETTE' (P/N: 2AR07080) that adjusts the long edge direction is set to A4R by mistake, the 'LIFT MOTOR' may become damaged due to the unusual rise of lift plate. (The paper does not hit the paper feed pulley and then the lift plate rises abnormally.)

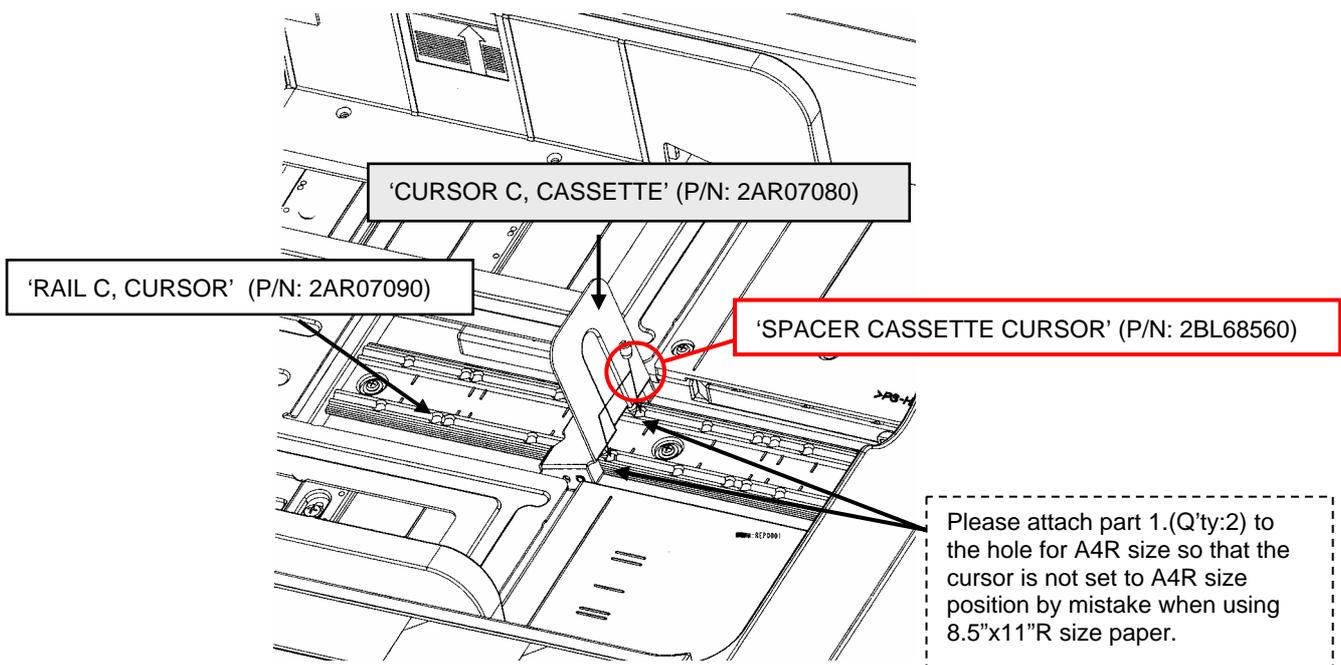
As a result, the following service call may arise.

- 1<sup>st</sup> cassette → **C1010**                      3<sup>rd</sup> cassette → **C1030**
- 2<sup>nd</sup> cassette → **C1020**                4<sup>th</sup> cassette → **C1040**

### Field Measure

The '**SPACER CASSETTE CURSOR**' (P/N: 2BL68560) is supplied as spare parts so that the cursor cannot be set to the incorrect position.

If the phenomenon arises, please attach part no. 1 to the hole for A4R size on 'RAIL C, CURSOR' to cover the hole.



### Parts Table

No.	Part No. OLD	Part No. NEW	Description	Q'ty		Interchangeability		Remarks
				Old	New			
1	-----	2BL68560	SPACER CASSETTE CURSOR	-	2	-	○	2 pieces of spacer per cassette

The part mentioned above is a spare part for field service (it is not integrated into the production line.) Therefore, no affected machine serial numbers are applicable.