

SB Number:	SB 2GR-017	Creation Date: 28/08/2008
Subject:	<i>Additional measures to prevent 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. Performing maintenance mode U163 (resetting the fuser problem data) the machine can be used again.
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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.
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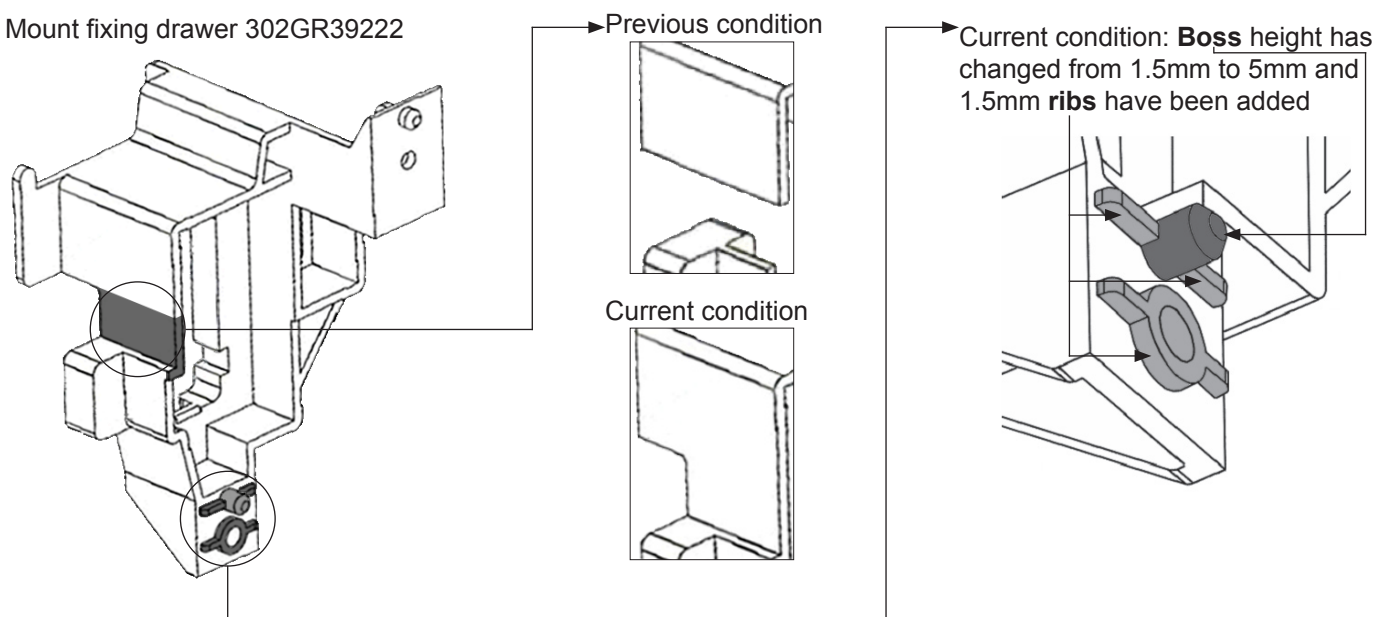
Solution	The following additional measures have been taken to prevent service call C6020. The shape of the mount fixing drawer (302GR39221), the upper frame fuser (302GR25012) and lower frame fuser (302GR25022) have been changed to improve their fitting. (See service bulletins 2GR-010 and 2GR-013 for the previous measures)
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Parts	No.	Old Parts No.	New Parts No.	Description	Q'TY		Interchange-ability		SP
					Old	New	Old	New	
	1	302GR39221 2GR39221	302GR39222 2GR39222	MOUNT FIXING DRAWER	1	1	O	O	-
	2	302GR93064 2GR93064	302GR93065 2GR93065	FK-715 E	1	1	X	O	O
	3	302GR25012 2GR25012	302GR25013 2GR25013	+UPPER FRAME FUSER	1	1	X	O	-
	4	302GR25022 2GR25022	302GR25023 2GR25023	+LOWER FRAME FUSER	1	1	X	O	-
	5	302GR46360 2GR46360	302GR46361 2GR46361	WIRE PRIMARY(C)	1	1	O	X	-
	6	-----	302GR46760 2GR46760	WIRE FIXING DRAWER SP	-	1	-	X	-
	7	-----	M0207000	BINDING BAND,KB-100-1	-	1	-	-	-

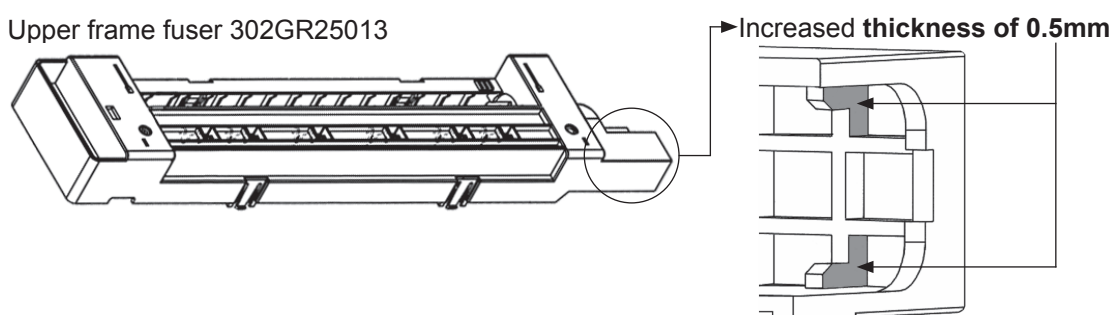
Classification	<input type="checkbox"/> Entire stock rework	<input type="checkbox"/> In-field modification at next visit	<input checked="" type="checkbox"/> In-field modification by case	<input type="checkbox"/> No modification necessary
Field measure	When the above mentioned phenomenon occurs, replace mount fixing drawer 302GR39221 with 302GR39222 and upgrade the firmware to version 2.03B or newer.			

Affected serial numbers	Type	Serial number
	KM-3050	PAH8519685 and higher
	KM-4050	PAJ8507595 and higher
	KM-5050	PAK8508707 and higher

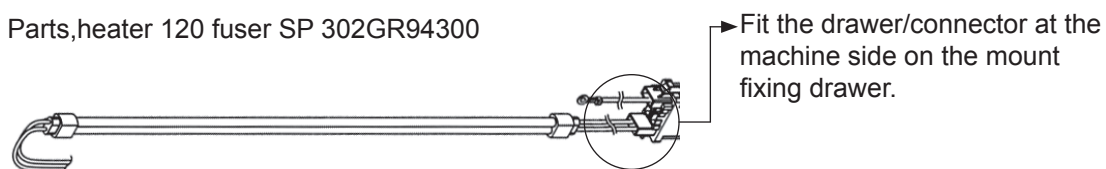
Mount fixing drawer 302GR39222



Upper frame fuser 302GR25013



Parts,heater 120 fuser SP 302GR94300



Lower frame fuser 302GR25023

