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| SB Number: | SB 2H7-021 | Creation Date: 10/12/2009 |
| Subject: | Error codes due to a damaged fuse on the motor DLP/CLN | |
| Model: | TASKalfa250ci/300ci/400ci/500ci | |

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|-------------------|---|
| Phenomenon | <p>The following error codes may occur:</p> <ol style="list-style-type: none"> 1. C2351 (cleaning motor K error) 2. C2352 (cleaning motor MCY error) 3. C7000 (toner motor error) 4. C710* (*1`4: toner sensor K/C/M/Y error) |
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| Cause | <p>The electrical resistance of the fuse on the motor DPL/ CLN is too high. Under this condition the fuse may melt when the internal temperature of the machine increases too much when operating.</p> |
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| Solution | <ol style="list-style-type: none"> 1. The maximum rating current of the fuse on the motor DLP and motor CLN, has been changed from 250mA to 1000mA. 2. Due to the above mentioned change, the lot number on the label of the motor DLP/CLN has been changed accordingly. (see page 2) |
|-----------------|---|

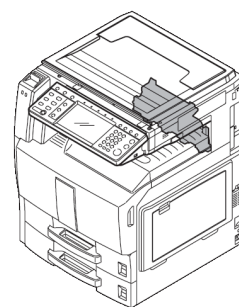
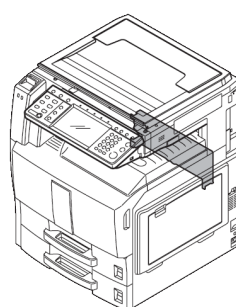
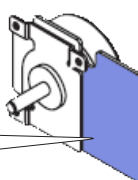
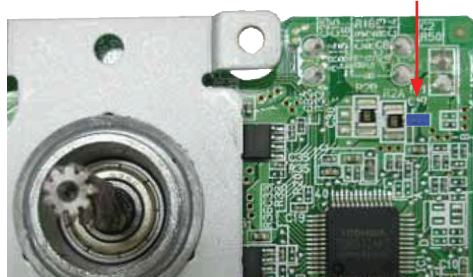
| Parts | No. | Old Parts No. | New Parts No. | Description | Q'TY | | Interchange-ability | | SP |
|-------|-----|------------------------|------------------------|---|------|-----|---------------------|-----|----|
| | | | | | Old | New | Old | New | |
| | 1 | 302H793090 2H793090 | 302H793091 2H793091 | PARTS MOTOR DLP (developer motor MCY/ cleaning motor MCY) | 2 | 2 | X | O | O |
| | 2 | 302H793100 2H793100 | 302H793101 2H793101 | PARTS MOTOR CLN (developer motor K/ cleaning motor K/ toner container motor) | 3 | 3 | X | O | O |
| | 3 | 302H793070 2H793070 | 302H793071 2H793071 | PARTS MAIN DRIVE H UNIT | 1 | 1 | X | O | O |
| | 4 | 302JZ93040 2JZ93040 | 302JZ93041 2JZ93041 | PARTS MAIN DRIVE L UNIT | 1 | 1 | X | O | O |
| | 5 | 302H793210 2H793210 | 302H793211 2H793211 | PARTS CONT DRIVE UNIT | 1 | 1 | X | O | O |
| | 6 | 302H793440 2H793440 | 302H793441 2H793441 | PARTS CONT DRIVE UNIT(E) | 1 | 1 | X | O | O |

Serial numbers of affected machines

| Type | Serial number |
|---------------|---------------|
| TASKalfa250ci | QJK9808593 |
| TASKalfa300ci | QJE9801874 |
| TASKalfa400ci | QJA9801218 |
| TASKalfa500ci | Not available |

Machines produced after the above mentioned serial numbers, should not have the above mentioned phenomena.

The maximum current of the fuse at the parts motor DLP and parts motor CLN has been changed from 250mA to 1000mA, to prevent damage due to heat when the machine operates.



View from the back of the motor DLP/CLN:

Due to the above mentioned change, the lot number at the back of the motor DLP and motor CLN has been changed



| | Description | Condition | Lot number |
|---|-----------------|-----------|------------|
| 1 | PARTS MOTOR DLP | Old | 302H731060 |
| 2 | PARTS MOTOR DLP | New | 302H731061 |
| 3 | PARTS MOTOR CLN | Old | 302H731070 |
| 4 | PARTS MOTOR CLN | New | 302H731071 |

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| 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 phenomena mentioned on page 1 occur, please check which motor is damaged according to the procedure mentioned on page 3. |

Checking which motor is damaged.

1. Measure the electric resistance of the fuse on the applicable motor according to the phenomenon.
2. In case the electric resistance of the fuse is between 200kohm and 350kohm, replace the motor with the latest type.
3. If the resistance is around 0ohm the motor is not damaged and the developer or drum unit should be checked.

| | Phenomenon | Applicable motor | Description | Location |
|---|--|-----------------------|-----------------|----------|
| 1 | C2351(Cleaning motor K error) | Cleaning motor K | PARTS MOTOR CLN | A |
| 2 | C2352(Cleaning motor MCY error) | Cleaning motor MCY | PARTS MOTOR DLP | B |
| 3 | C7101(Toner sensor K error) | Developer motor K | PARTS MOTOR CLN | C |
| 4 | C7102/C7103/C7104(Toner sensor C/M/Y error) | Developer motor MCY | PARTS MOTOR DLP | D |
| 5 | C7000(Toner motor error) | Toner container motor | PARTS MOTOR CLN | E |
| 6 | Toner replace message disappears | Toner container motor | PARTS MOTOR CLN | E |

Cross section of the machine: Locations of the motor DLP and motor CLN

