



KYOCERA Service Bulletin

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	

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)
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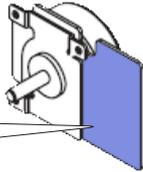
Parts	No.	Old Parts No.	New Parts No.	Description	Q'TY		Interchange-ability		SP
					Old	New	Old	New	
	1	302H793090 2H793090	302H793091 2H793091	PARTS MOTOR DLP (developer motor MCY/ cleaning motor MCY)	2	2	X	O	O
	2	302H793100 2H793100	302H793101 2H793101	PARTS MOTOR CLN (developer motor K/ cleaning 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

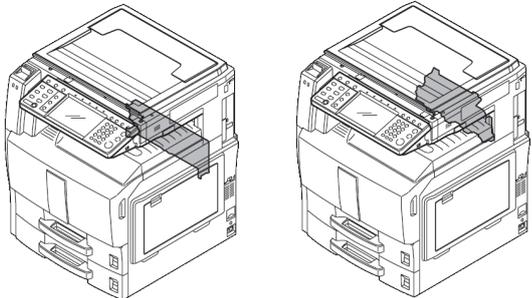
Serial numbers of affected machines

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

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

