

Reissued:07-Oct-09

Model: Decurl Unit DU5000 (D457)	Date: 09-Sep-09	No.: RD457001a
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RTB Reissue

The items in ***bold italics*** were corrected or added.

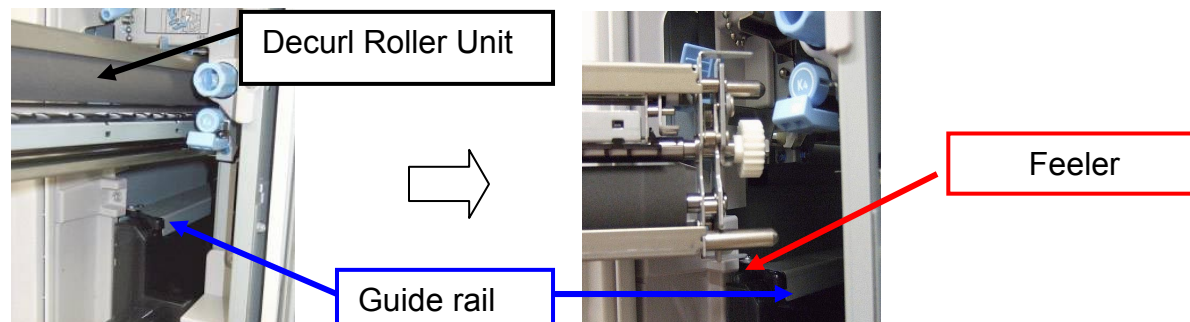
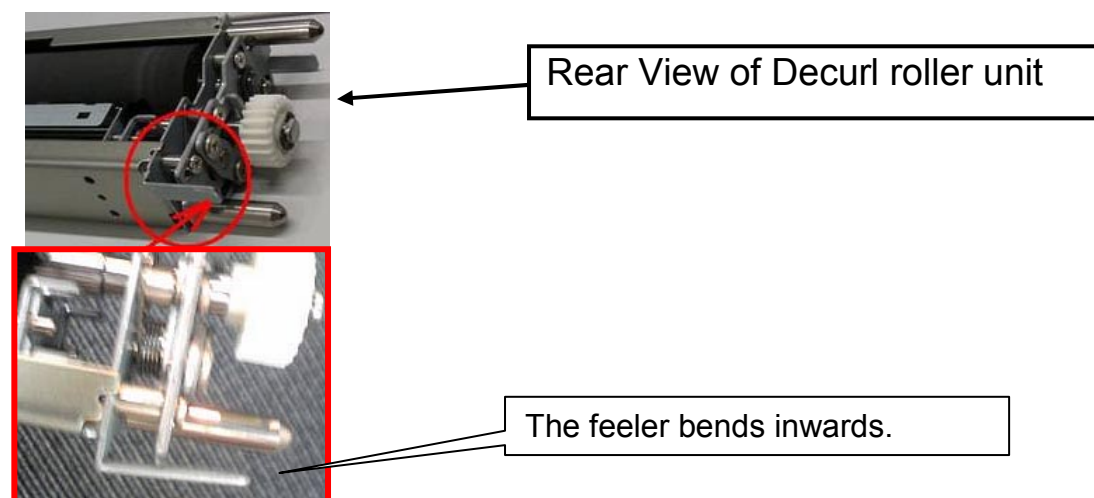
Subject: Undetected roller unit due to deformed feeler		Prepared by: K. Tsutsui	
From: PPMC Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

Symptom

A message indicating "Set Decurler correctly." could appear on the operation panel when the Decurl unit is set after being removed.

Cause

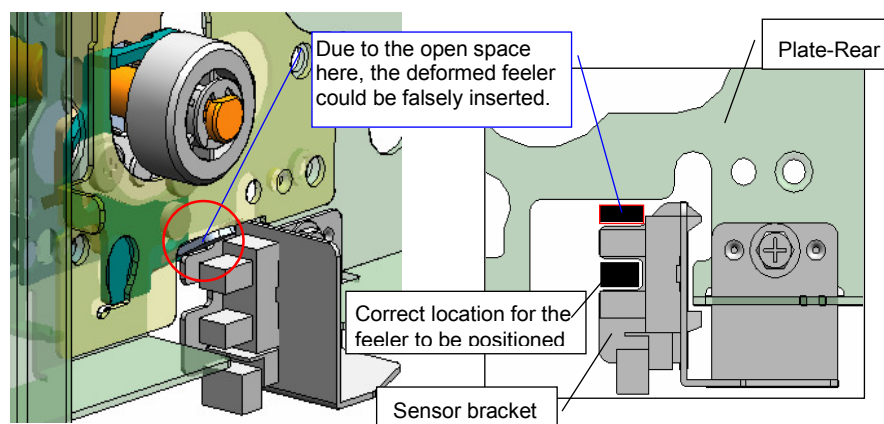
When pulling out the roller unit, the feeler, which is positioned to fit between the sensors, hits another component (such as the guide rail) and deforms due to its own weight, causing it to incorrectly fit in a position where it cannot be detected by the sensors.



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The decurl unit set sensor cannot detect the feeler when the feeler is falsely inserted into the area colored red in the following diagram.

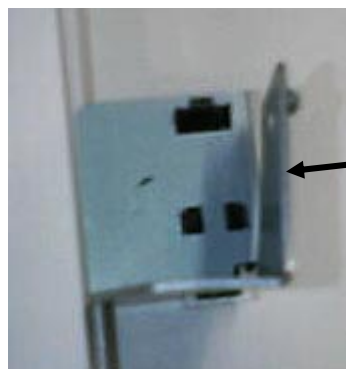


Temporary Countermeasure 1

Fix the bent feeler with pliers or a similar tool so that the feeler will be inserted into the correct position and detected by the decurl unit set sensor.

Temporary Countermeasure 2

In addition to the above "countermeasure 1", please replace with the modified sensor bracket if it is deformed.



Deformed sensor bracket

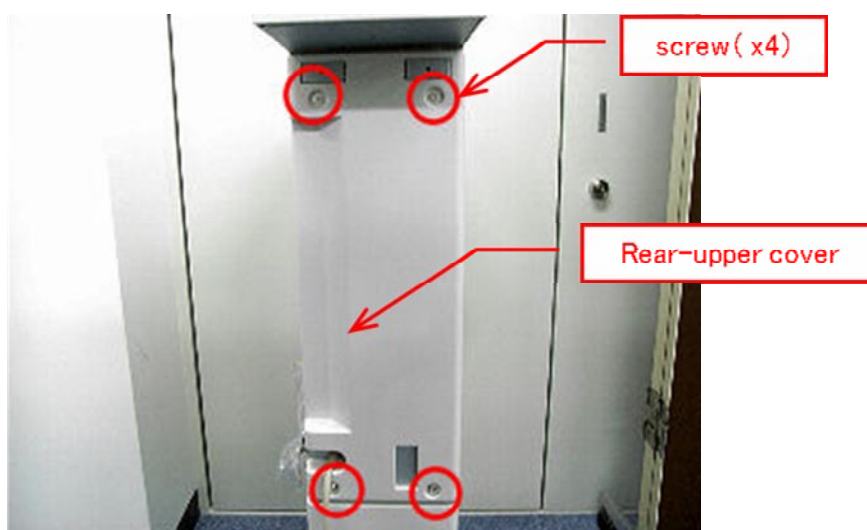
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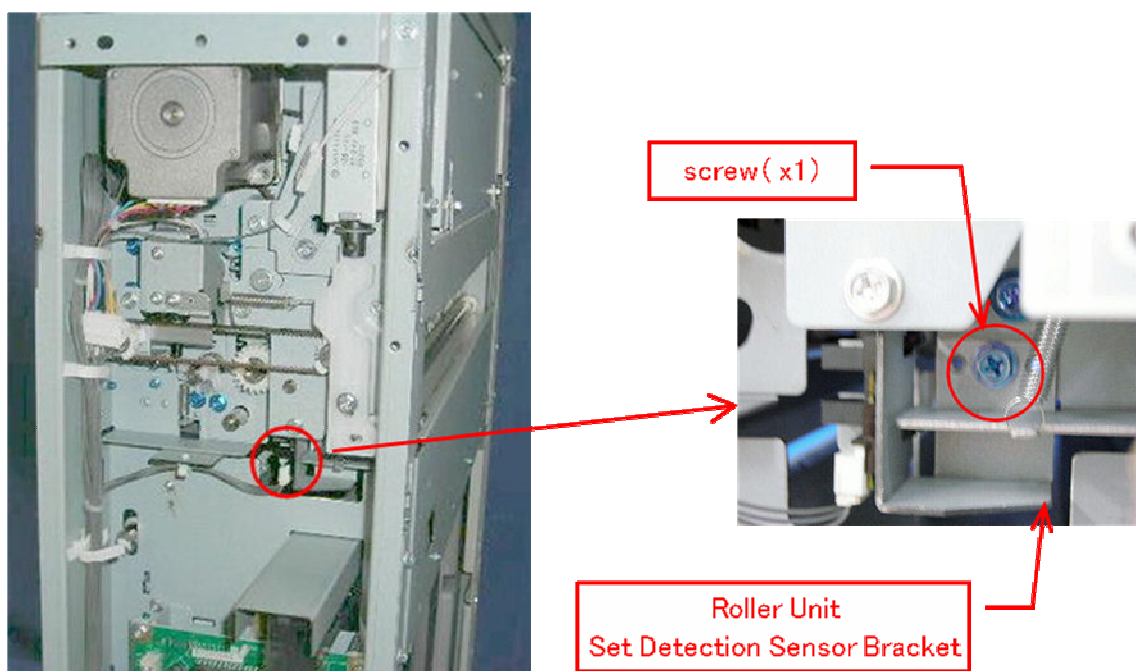
Procedure for Replacing with the Modified Sensor Bracket

Disassembling

- 1. Remove the rear-upper cover. (screw x4)***



- 2. Remove the Roller Unit Set Detection Sensor bracket together with the sensor. (screw x1)***

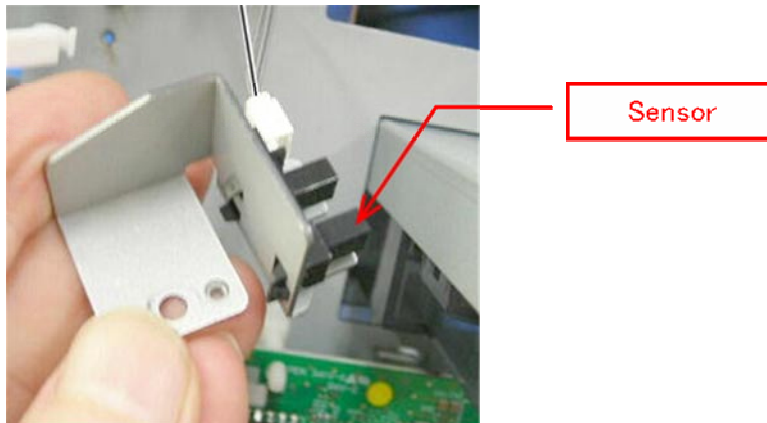


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3. Remove the sensor from the sensor bracket.**Replacing with the MODIFIED Bracket****Replace with the modified Roller Unit Set Detection Sensor Bracket.****Old version
D4574232A****Modified
D4574233****Assembly of the Unit****Follow the above steps in reverse order for assembly and installation of the unit.****IMPORTANT****Please be careful not to damage the sensor harness.**

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The symptom described in this RTB could occur in machines of the following serial number.

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Decurl Unit DU5000	Supplied by Main Frame	US	D457-17	V5490100001~ V5490100015 V5490200001~ V5490200063 V5490300001~ V5490300018

RCL (Japan) Production

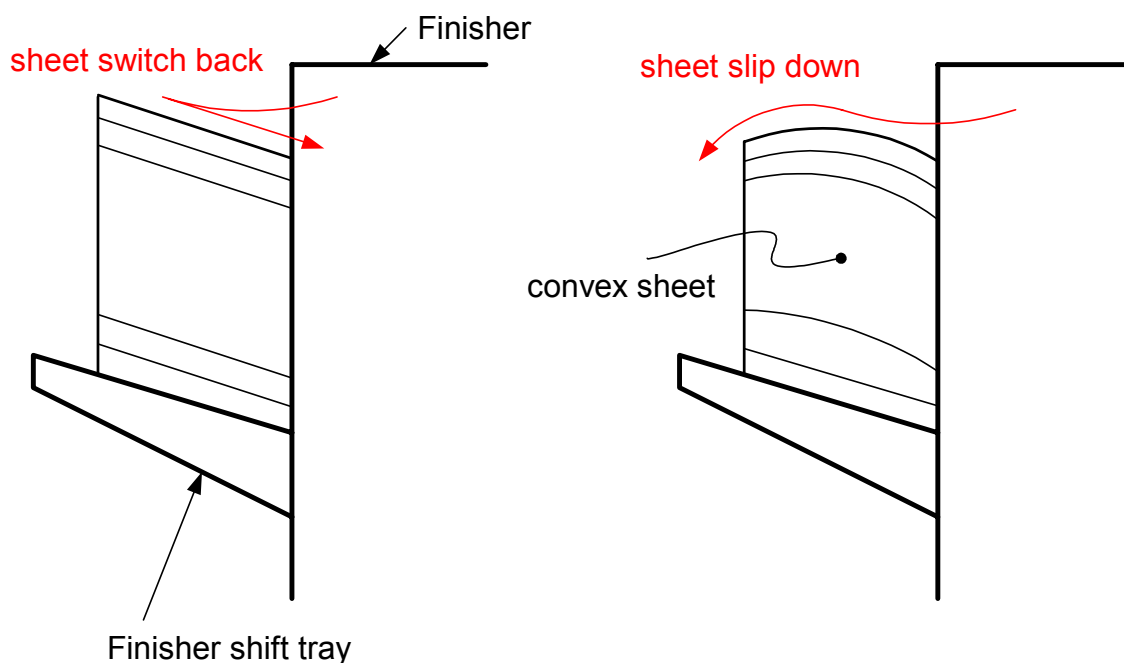
Model: Bellini-C4(Katana-C2)		Date: 09-Nov-09	No.: RD059045
Subject: Adjustment of Decurl Unit DU5000		Prepared by: K. Tsutsui	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

Problem

When convex-curved sheets are stacked on the Finisher shift tray, they could slip down from the tray to the ground.

Cause

The exited sheets are switched back on the Finisher shift tray, which is at an angle. However, when the sheets have convex curl and are stacked in a large amount, the slope becomes flat at the top of the stack. The flat stack stops the exited sheets from switching back and causes them to slip over due to their momentum.



Countermeasure and Action

Set the de-curl roller unit upside down and adjust the value in the User Tools. Refer to the service manual and the operation manuals.

Model: Decurl Unit DU5000 (D457)		Date: 24-Dec-09	No.: RD457002
Subject: Parts Catalog Correction		Prepared by: T.Mimura	
From: PPMC Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

Symptom: Feeler bent in the roller unit.

Solution: Added a decal to draw attention.

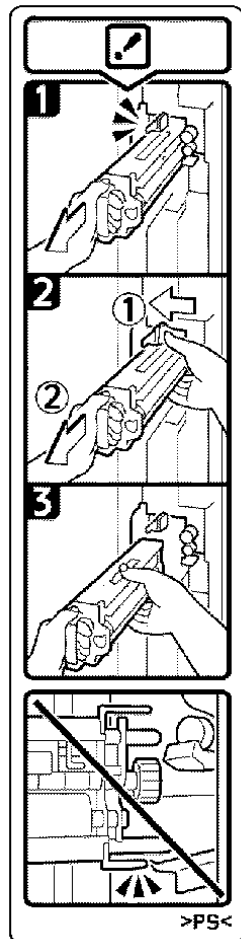
Change/Reason: The part was added in the Parts Catalog.

Added part number	Added description	Q'ty	Page	Index	Note
D4571267	DECAL:OPERATE:ROLLER	1	3	-	-

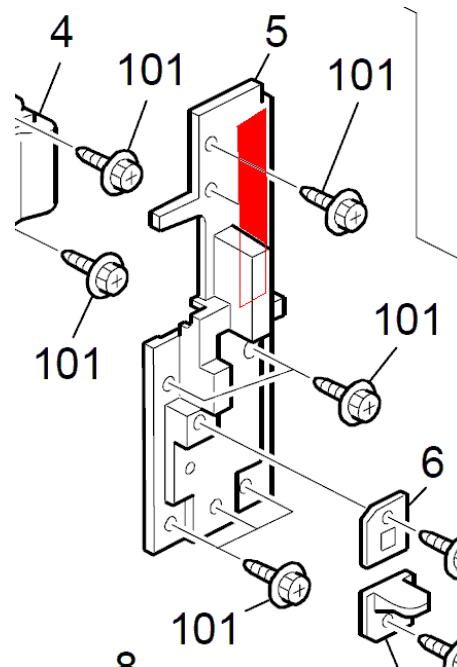
Affected units:

Model Name	Code	Serial Number
Decurl Unit DU5000	D457-17	V5491000015~

Decal figure



Placement figure



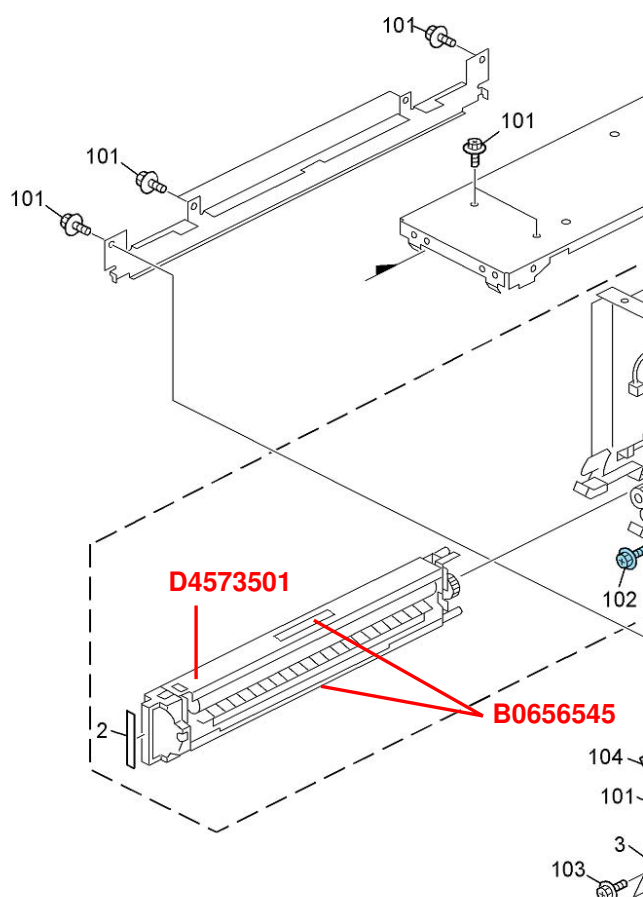
Model: Decurl Unit DU5000 (D457)		Date: 06-Jan-10	No.: RD457003
Subject: Parts Catalog Correction		Prepared by: T.Mimura	
From: PPMC Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

New part number	Description	Q'ty	Page	Index	Note
D4573501	ROLLER:DECURA:ASS'Y	1	6	-	Add
B0656545	DECAL - POSITIONING	2	6	-	Add

Change: Parts were added.

Reason: These parts were missing from the Parts Catalog.

3.Decurl Section 1 (D457)



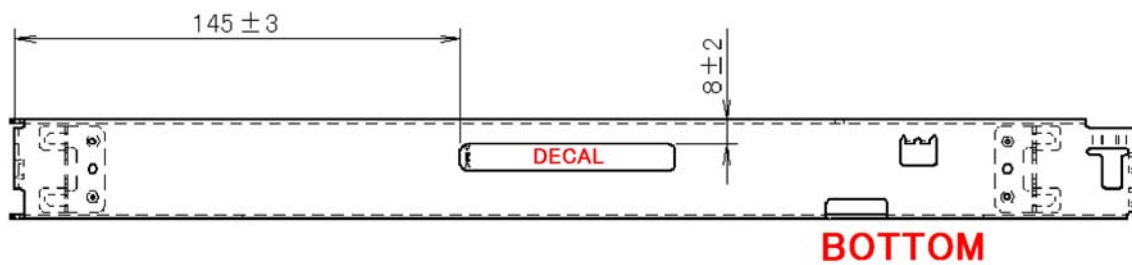
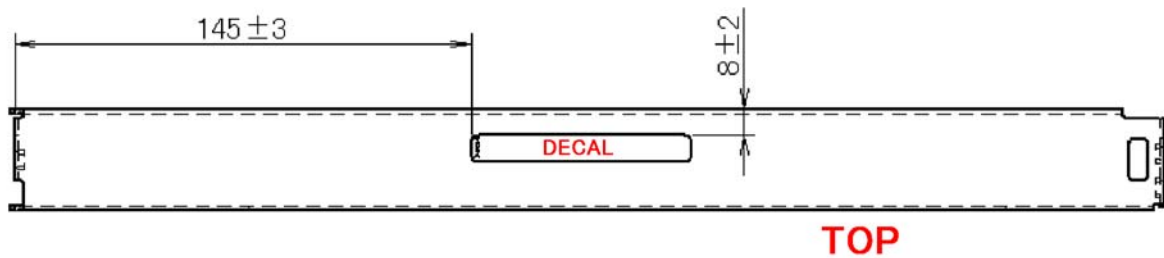
*Please attach the decal B0656545 to the top and bottom of D4573501 if necessary

Model: Decurl Unit DU5000 (D457)

Date: 06-Jan-10

No.: RD457003

*Placement figure



Model: Decurl Unit DU5000		Date:01-Oct-10	No.: RD457004
Subject: Request for Decurl Unit Ass'y Replacement		Prepared by: T. Mimura	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

PROBLEM

Jam occurs after approximately 5000k. (Based on the APV of 300k, the jam is expected to occur approximately 16.6 months after installation.)

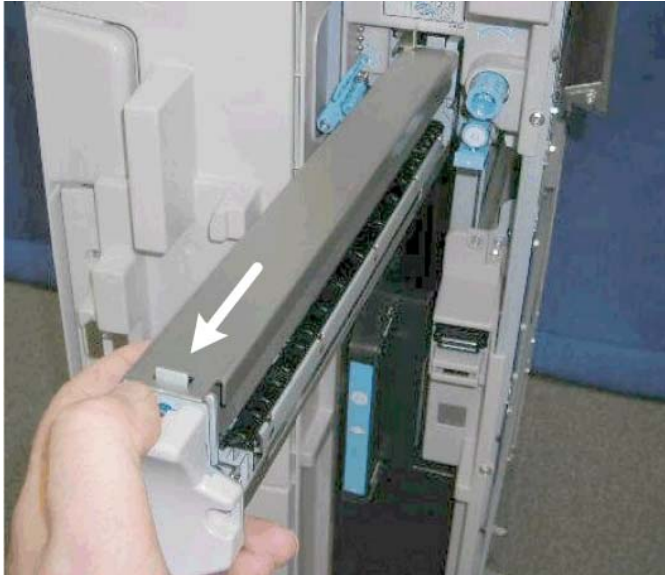
REQUEST

Please replace the Decurl Unit Ass'y with the modified Decurl Unit (P/N: **D4579901** MODIFICATION :DECURA) on your next service visit.

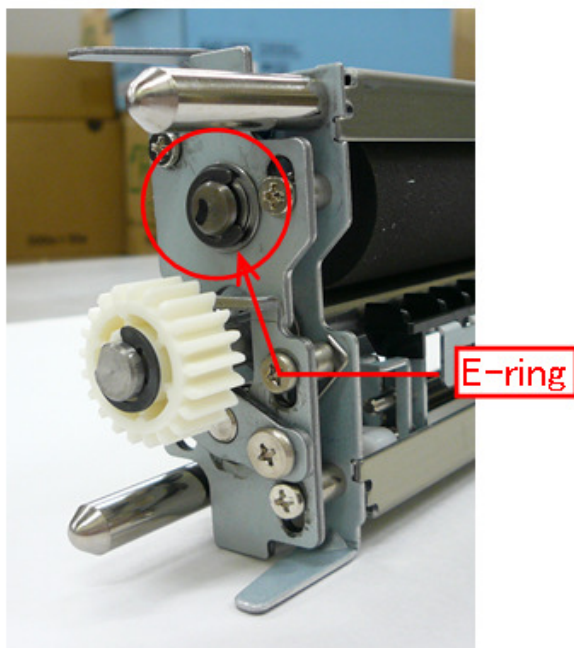
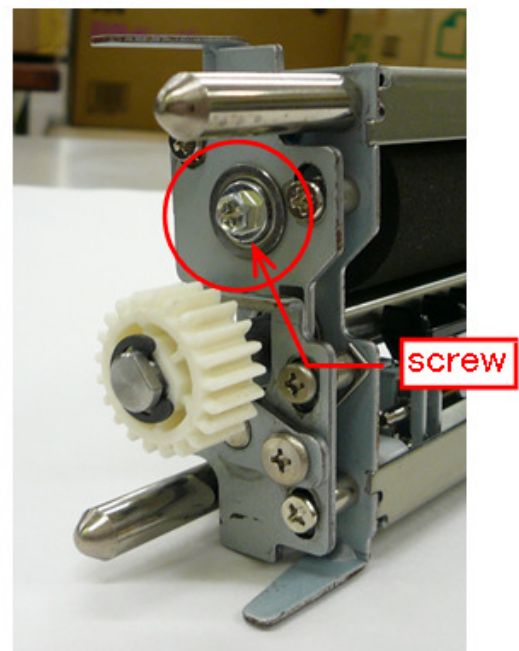
Time required for replacement: 1 min

Verifying the Decurl Unit version

1. Pull out the Decurl Unit.



2. Check the area circled in the photos below, located at the rear of the unit.

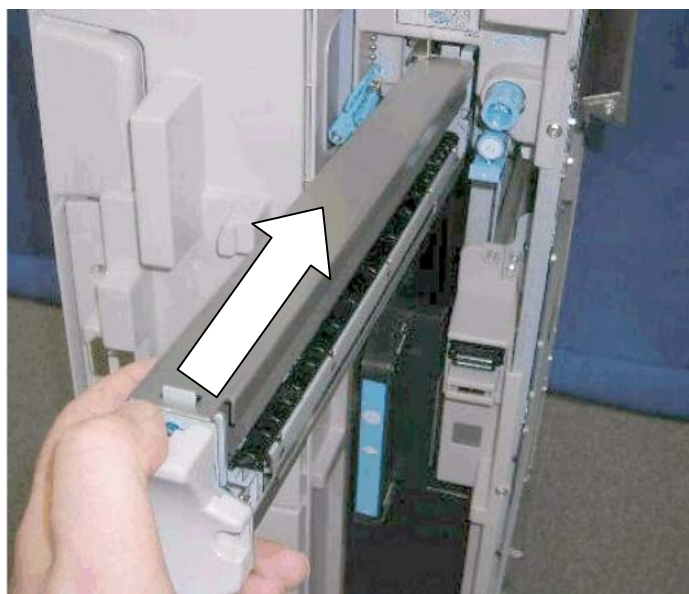
NOT Modified**Modified**

Model: Decurl Unit DU5000

Date:01-Oct-10

No.: RD457004

Replace with the modified unit if the “NOT Modified” version is installed.



SERIAL NUMBER LIST OF AFFECTED UNITS

Production date	Number of units	Start Serial	End Serial
01-2009	15	V5490100001	V5490100015
02-2009	63	V5490200001	V5490200063
03-2009	18	V5490300001	V5490300018
05-2009	21	V5490500001	V5490500021
06-2009	78	V5490600001	V5490600078
07-2009	132	V5490700001	V5490700132
08-2009	228	V5490800001	V5490800228
09-2009	262	V5490900001	V5490900262
10-2009	26	V5491000001	V5491000026
11-2009	17	V5491100001	V5491100017
12-2009	9	V5491200001	V5491200009
01-2010	4	V5400100001	V5400100004
02-2010	12	V5400200001	V5400200012
03-2010	85	V5400300001	V5400300085
04-2010	80	V5400400001	V5400400080
05-2010	72	V5400500001	V5400500072
06-2010	20	V5400600001	V5400600020

Production up to 06-2010 are the affected units installed with the “NOT Modified” units.

Model: Decurl Unit DU5000		Date: 13-Jul-12	No.: RD457005
Subject: P/N change – ROLLER		Prepared by: J Ohno	
From: 1 st PP Tech Service Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

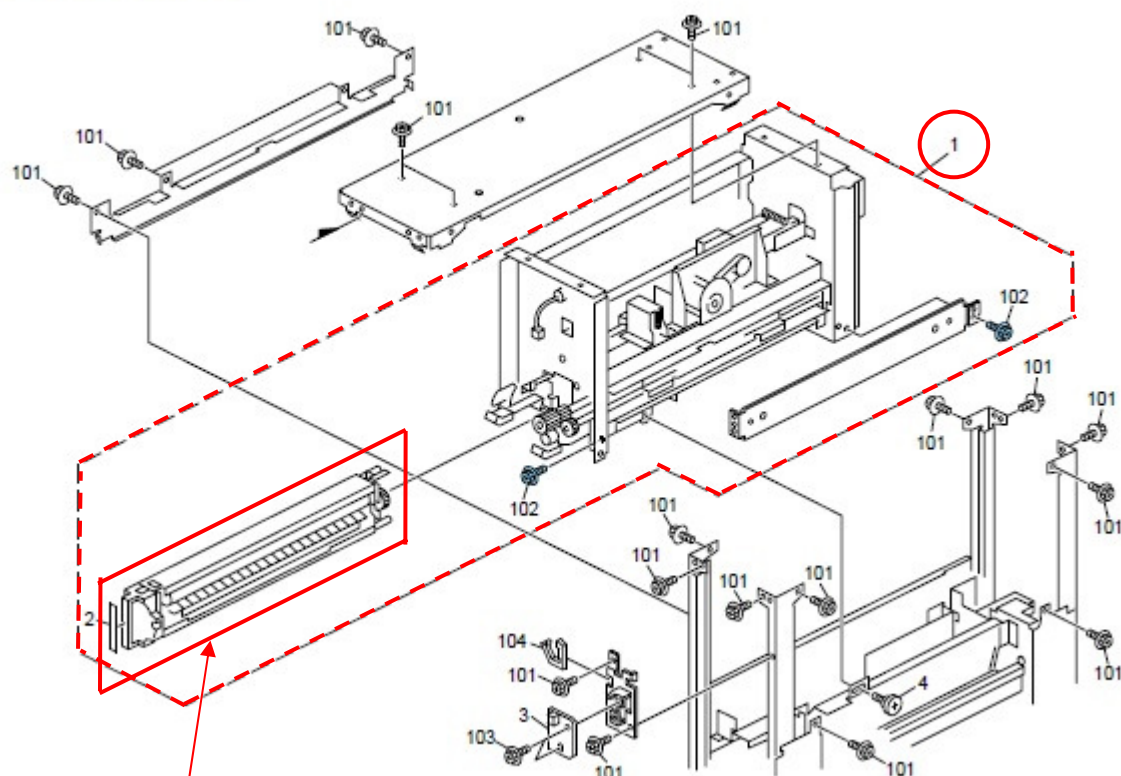
Change: The roller in the transport unit was modified.

Reason: Higher reliability; longer life of the roller

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
D4570192	D4570193	TRANSPORT SECTION: DECURA UNIT	1	X/O	7	1	-
D4573502	D4573503	ROLLER: DECURA: ASS'Y	1	X/O	7	5	-

D4573503 is a sub-part of D4570193.

3.Decurl Section 1 (D457)



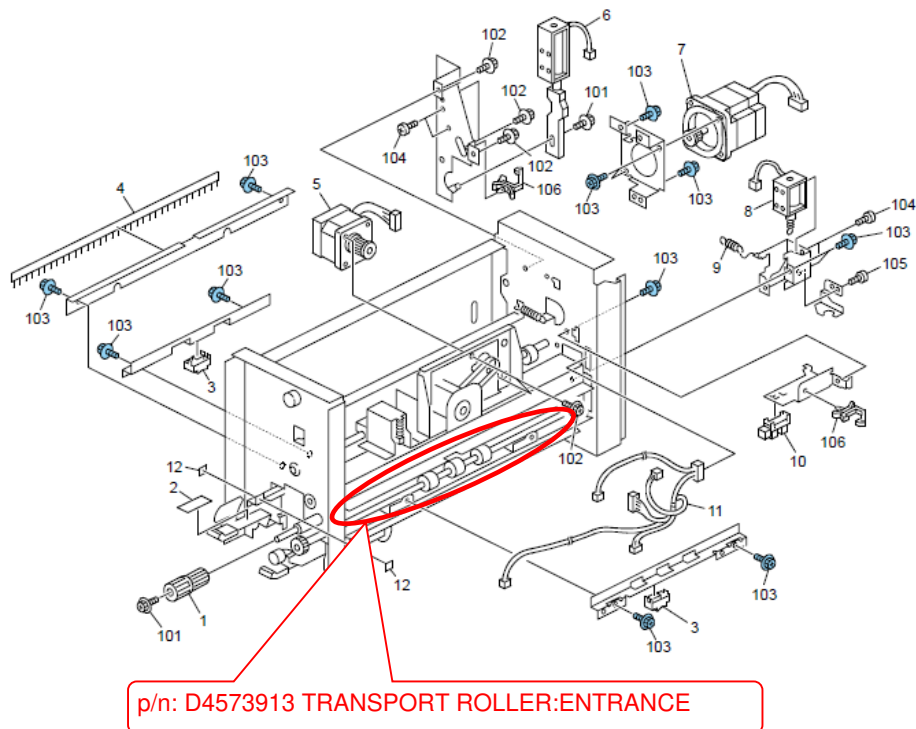
D4533503:
ROLLER: DECURA: ASS'Y

Model: Decurl Unit DU5000		Date: 23-May-14	No.: RD457006
Subject: New service part – Transport Roller		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

The following part was registered as service part to meet requests received from the field.

Old p/n	New p/n	Description	Q'ty	Int	Page	Index	Note
-	D4573913	TRANSPORT ROLLER:ENTRANCE	1	-	9	13	Add

4.Decurl Section 2 (D457)

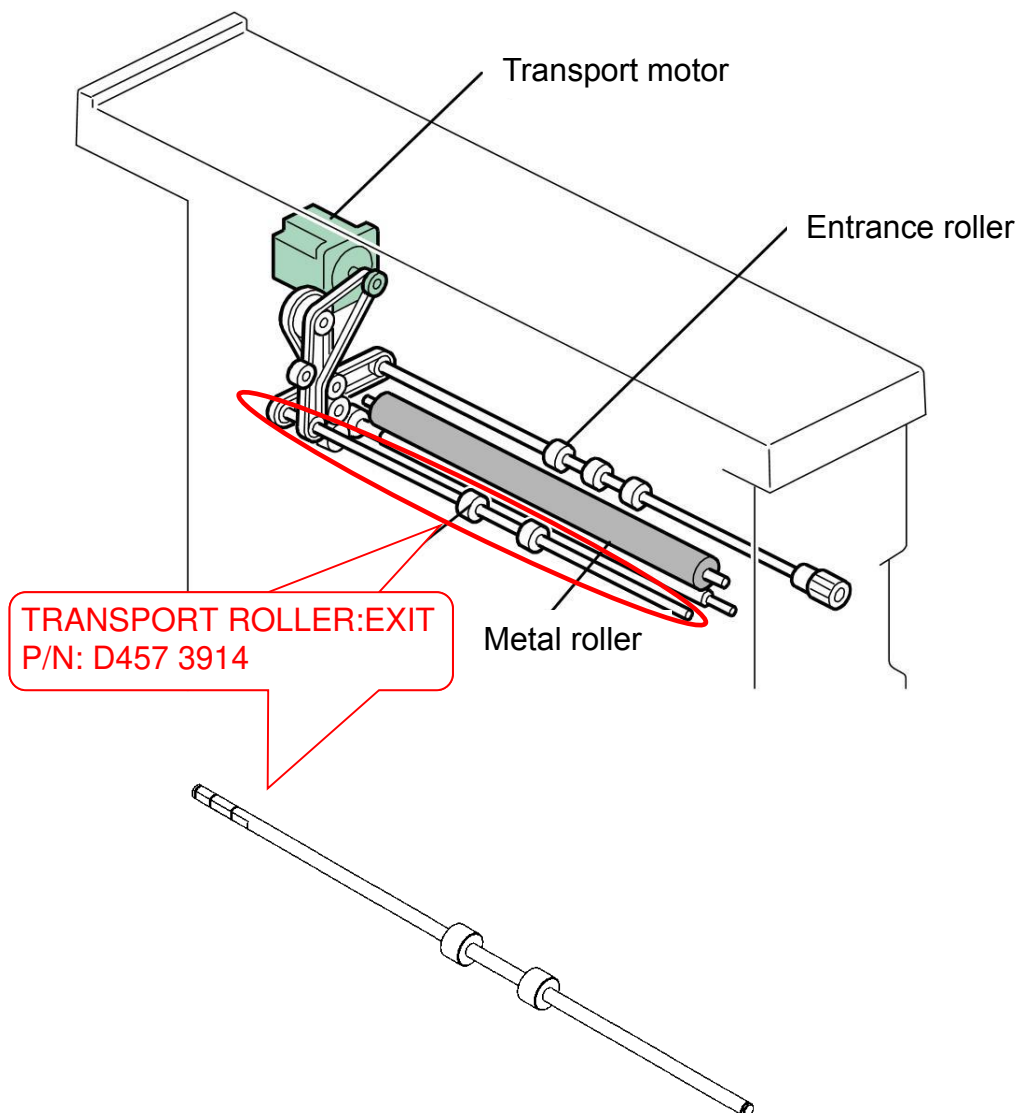


Model: Decurl Unit DU5000 (D457)	Date: 7-May-15	No.: RD457007
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Subject: New service part – Transport roller		Prepared by: T. Suzuki	
From: MFP Tech Service Dept., 2nd MFP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier2

The transport roller was registered as a service part to meet requests received from the field.

Old p/n	New p/n	Description	Q'ty	Int	Page	Index	Note
-	D4573914	TRANSPORT ROLLER:EXIT	1	-	9	14	Add

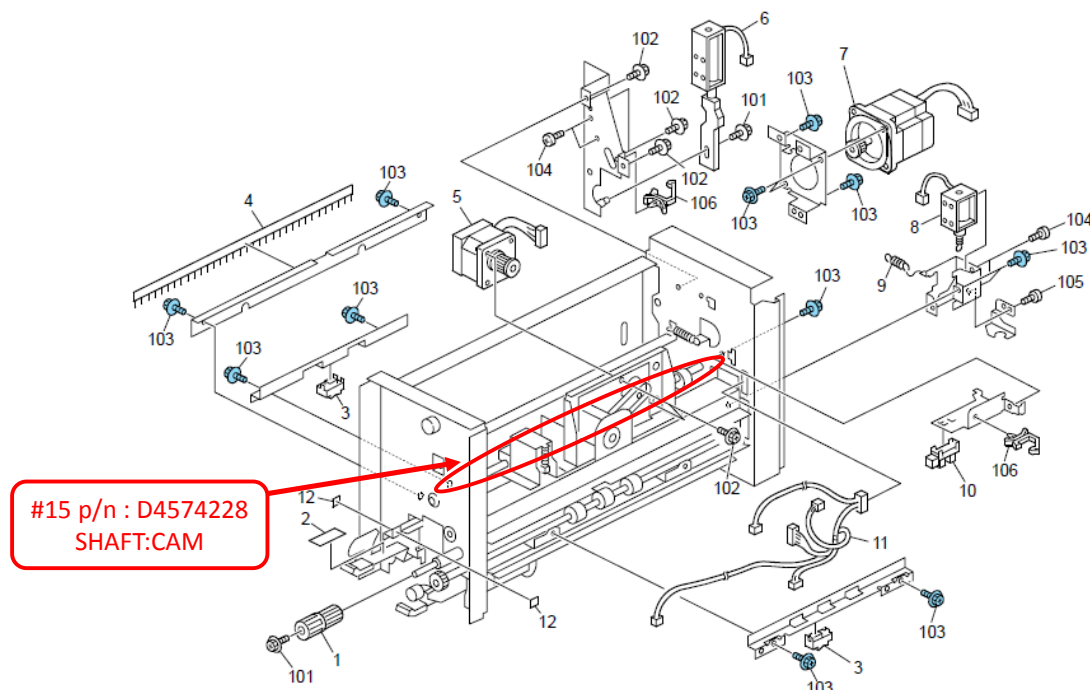


Model: Decurler DU5000 (D457)		Date: 7-May-15	No.: RD457008
Subject: New service part – SHAFT:CAM		Prepared by: T. Suzuki	
From: MFP Tech Service Dept., 2nd MFP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

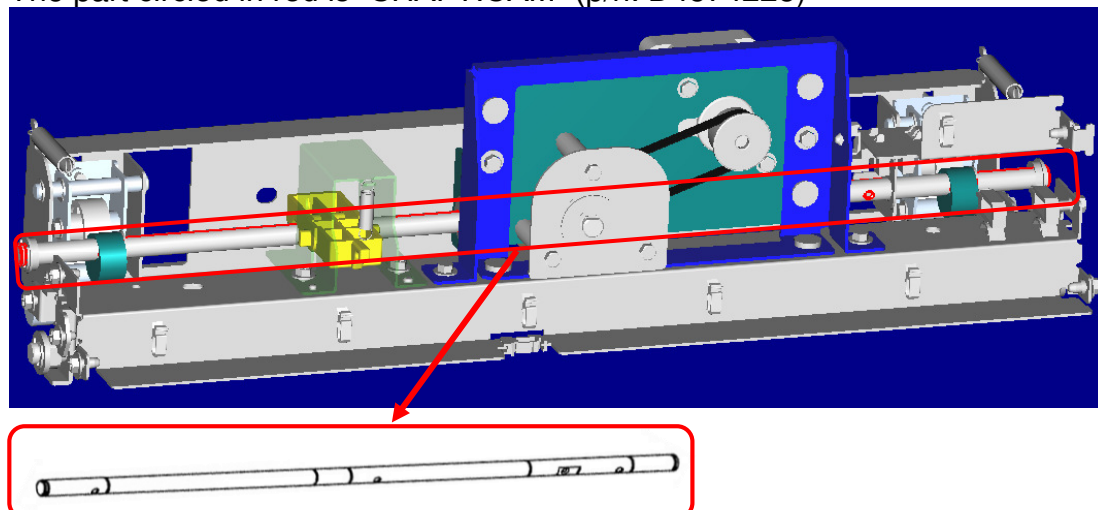
The following was registered as a service part to meet requests received from the field.

Old p/n	New p/n	Description	Q'ty	Int	Page	Index	Note
	D4574228	SHAFT:CAM	1	-	9	15	Add

4.Decurl Section 2 (D457)



The part circled in red is “SHAFT:CAM” (p/n: D4574228)

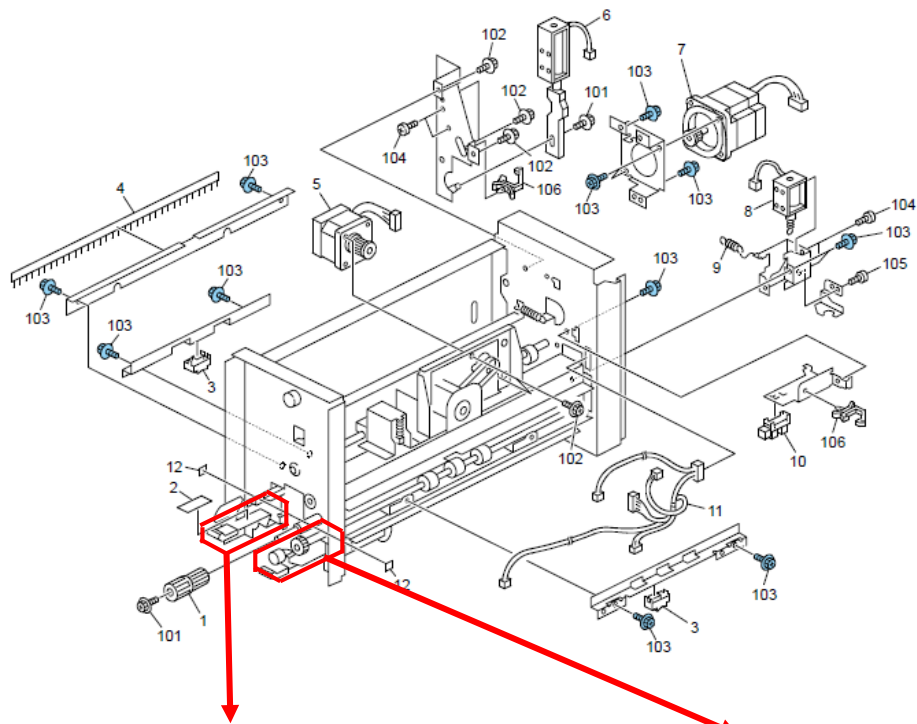


Model: Decurl Unit DU5000		Date: 15-Feb-16	No.: RD457009
Subject: New service part – Jam removal guide plates		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

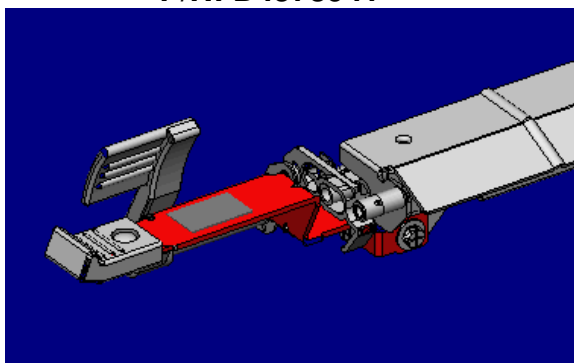
The following parts were registered as service parts to meet requests received from the field.

Old p/n	New p/n	Description	Q'ty	Int	Page	Index	Note
-	D4573941	HANDLE:GUIDE PLATE:LOWER LEFT	1	-	9	16	Add
-	D4573925	LINK:LEVER:GUIDE PLATE:LOWER RIGHT	1	-	9	17	Add

4.Decurl Section 2 (D457)



P/N: D4573941



P/N: D4573925

