

Reissued: 09-May-12

Model: Internal Finisher Type 3352	Date: 12-Sep-11	No.: RD586001a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Internal Finisher Type 3352		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
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 (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Internal Finisher Type 3352**.

Version	Program No.	Effective Date	Availability of RFU
<i>01.030:04</i>	<i>D5865300E</i>	<i>May 2012 production</i>	<i>Available</i>
01.020:04	D5865300D	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>01.030:04</i>	<i>Symptom corrected: Staples are shifted about 0.5mm toward the rear (non-operator side) of the machine.</i>
01.020:04	1st Mass production

Model: Internal Finisher Type 3352		Date: 26-Dec-11	No.: RD586002
Subject: Stopper		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input 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"/> Tier 2

SYMPTOM

In some cases, the internal finisher slides outward and becomes disconnected from the mainframe when the following operations are performed:

- The duplex cover is closed with force
- The extension tray is extended during a copy job (which can cause a paper jam)

CAUSE

The two operations described above produce slide loads that are larger than expected, causing the finisher to slide to the left.

SOLUTION

Production line:

A stopper was added to the front rail (see **Cut-in Serial Numbers** below).

In the field:

If the symptom occurs, attach the new stopper (P/N D5869900) to the front rail.

See **Procedure** below.

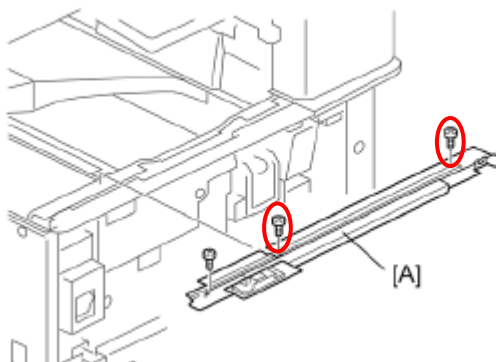
Model: Internal Finisher Type 3352

Date: 26-Dec-11

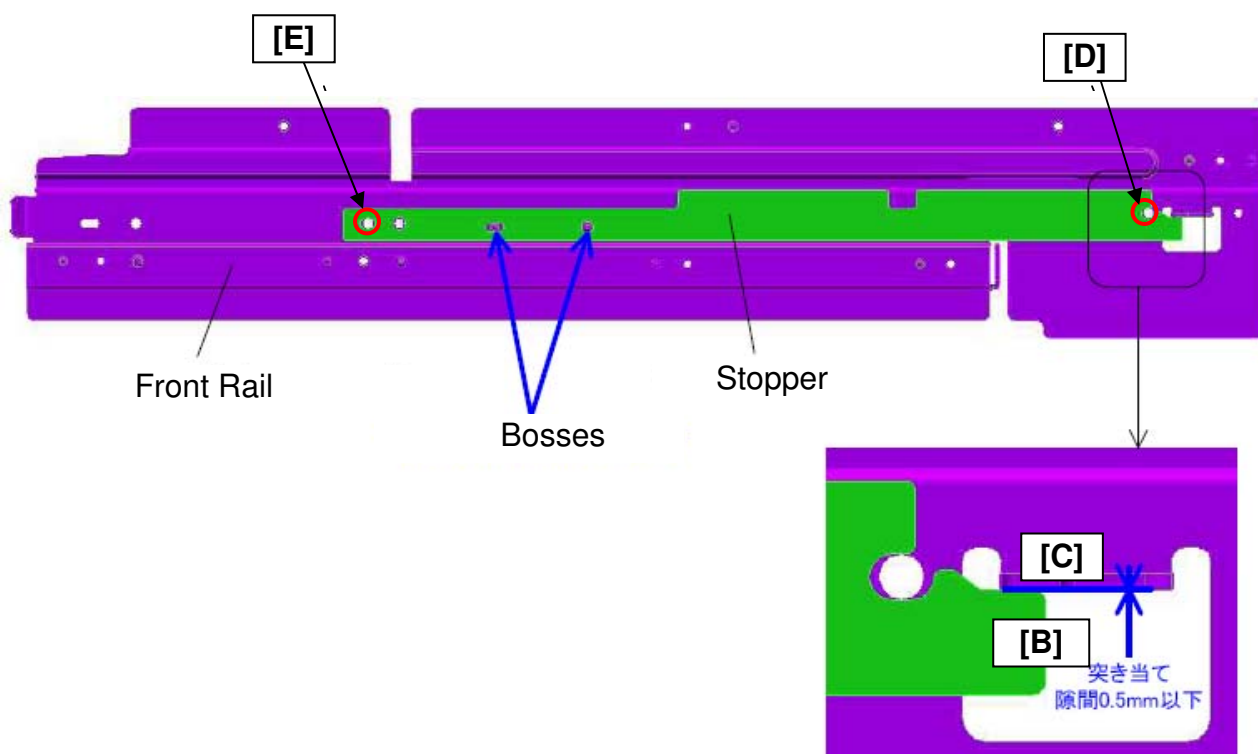
No.: RD586002

Procedure

1. Remove the internal finisher and the finisher right cover (or Punch Unit if installed).
2. Remove the screws (screw x 2).



3. Clean the front rail with alcohol and a cloth.
4. Remove the double-sided tape from the stopper (D5869900).
5. Line up the two bosses on the front rail with the two holes in the stopper, and then push the bosses through the holes.
6. Make sure the gap between the right edge of the stopper [B] and rail [C] is 0.5mm or less.
7. Using the two screws you removed in Step 2, fasten the stopper in place at screw hole [D], and then at screw hole [E].
8. Reattach the internal finisher and finisher right cover (or Punch Unit if installed).



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Cut-in Serial Numbers

NG Finisher:

W741Q700001-0583, W741Q800001-0909, W741Q900001-0955, W741QA00001-1240

Normal Finisher:

W741QA01241~

Model: Internal Finisher Type 3352		Date: 19-Apr-12	No.: RD586003
Subject: Parts Catalog Correction for Lock Lever		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P 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"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D5866102	D5866202	HOLDER:LOCK:ASS'Y	1-1	X/X	-	-	Set as X/O.
D5861036	D5861135	LEVER:LOCK:LARGE	1-1	X/X	-	-	

Change: The shapes of these parts were changed.

Reason: To further strengthen the locking mechanism that keeps the finisher docked to the mainframe.

Important: If either of these parts needs to be replaced, make sure to install both of the new parts shown above **together as a set**.

Model: Internal Finisher Type 3352		Date: 18-Jun-12	No.: RD586004
Subject: Parts Catalog Correction for Stapler Tray		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
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"/> Tier 2		

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
D5864156	D5864155	GUIDE:EXIT ROLLER:STAPLER TRAY:INNER BACK	1-1	X/X	-	-	Set as X/O
	D5864154	GUIDE:EXIT ROLLER:STAPLER TRAY:INNER BACK	0-1	X/X	-	-	
	D5864153	GUIDE:EXIT ROLLER:STAPLER TRAY:FRONT	0-1	X/X	-	-	

Change: Two Mylars were added to the stapler tray.

Reason: To further improve paper transport speed/efficiency.

Important: If stapler tray needs to be replaced, make sure to install both of the new parts shown above **together as a set**.

Reissued: 25-Dec-13

Model: Internal Finisher Type 3352	Date: 12-Sep-11	No.: RD586001b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Internal Finisher Type 3352		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
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 (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Internal Finisher Type 3352**.

Version	Program No.	Effective Date	Availability of RFU
<i>01.050:04</i>	<i>D5865300F</i>	<i>April 2013 production</i>	<i>Available</i>
01.030:04	D5865300E	May 2012 production	Available
01.020:04	D5865300D	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
<i>01.050:04</i>	<i>Symptom corrected:</i> <i>1. Wrinkling occurs when using the Shift feature (front-shifted sheets only).</i> <i>2. JAM 115 occurs during initialization after the slide door is closed.</i> <i>Other:</i> <i>1. Support for the following:</i> <i>MP 2553SP/3053/3053SP/3353/3353SP</i>
01.030:04	Symptom corrected: Staples are shifted about 0.5mm toward the rear (non-operator side) of the machine.
01.020:04	1st Mass production

Reissued: 04-Feb-14

Model: Internal Finisher Type 3352	Date: 12-Sep-11	No.: RD586001c
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RTB Reissue

The items in ***bold italics*** have been added.

Subject: Firmware Release Note: Internal Finisher Type 3352		Prepared by: T. Nihei	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
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 (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Internal Finisher Type 3352**.

Version	Program No.	Effective Date	Availability of RFU
01.050:04	D5865300F	April 2013 production	Available
01.030:04	D5865300E	May 2012 production	Available
01.020:04	D5865300D	1st Mass production	Available

Note: Definition of Availability of RFU via @Remote
"Available" The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Version	Modified Points or Symptom Corrected
01.050:04	Symptom corrected: 1. Wrinkling occurs when using the Shift feature (front-shifted sheets only). 2. JAM 115 occurs during initialization after the slide door is closed. Other: 1. Support for the following: MP 2553SP/3053/3053SP/3353/3353SP <i>MP 2553ZSP/MP 3053ZSP/MP 3353ZSP (Smart Operation Panel)</i>
01.030:04	Symptom corrected: Staples are shifted about 0.5mm toward the rear (non-operator side) of the machine.
01.020:04	1st Mass production