

Reissued: 01-Sep-11

Model: Sh-P1	Date: 10-Aug-11	No.: RM020001a
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RTB Reissue

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

Subject: Firmware Release Note: Engine		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM 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 **Engine**.

Version	Program No.	Effective Date	Availability of RFU
1.03:04	M0215810B	1st Mass production	<i>Not available</i>

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
1.03:04	1st Mass production

Model: Sh-P1	Date: 10-Aug-11	No.: RM020002
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Subject: Firmware Release Note: Network DocBox		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM 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 **Network DocBox**.

Version	Program No.	Effective Date	Availability of RFU
1.01	M0215835B	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
1.01	1st Mass production

Reissued: 10-Sep-13

Model: Sh-P1	Date: 10-Aug-11	No.: RM020003b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Network Support		Prepared by: T. Nihei	
From: 3rd 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 **Network Support**.

Version	Program No.	Effective Date	Availability of RFU
9.71	M0215834C	September 2013 production	Available
9.70	M0215834B	April 2012 production	Available
9.68	M0215834A	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
9.71	Symptom corrected: 1. When enabling SNTP time synchronization, an SC899 error might occur. 2. If "CNAME" is specified as the destination folder, ScanTo Folder will abort. 3. If NBT is disabled, the destination for Scan to Folder might not be displayed and Windows authentication might fail. 4. Cannot scan to shared folders in Windows 8.
9.70	Minor changes.
9.68	1st Mass production

Reissued: 24-Jul-14

Model: Sh-P1	Date: 10-Aug-11	No.: RM020004c
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RTB Reissue

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

Subject: Firmware Release Note: PCL		Prepared by: T. Hirai	
From: 3rd 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 **PCL**.

Version	Program No.	Effective Date	Availability of RFU
1.05	<i>M0215844D</i>	<i>September 2014 production</i>	<i>Available</i>
1.04	M0215844C	September 2013 production	Available
1.03	M0215844B	April 2012 production	Available
1.02	M0215844A	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
1.05	<i>Symptom corrected: If the glyph data of TrueType fonts includes hinting information that is on the edge of the frame, an SC899 error might occur. (GFPR#RC14030010)</i>
1.04	Symptom corrected: 1. SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003) 2. Additional condition that caused "SC899 caused by the printing of specific kinds of TrueType fonts in PCL jobs" to still occur after the release of v1.03. (GFPR#RE11070014, GFPR#RC12050012, GFPR#RE12080003, GFPR#RE13010012, GFPR#RE13020020) 3. Print data that contains many intricate curve lines might take a long time to print. (GFPR#RE13030010) 4. A PCL XL error might occur when using the Citrix UPD to print.
1.03	1. Shifted characters in duplex PCL jobs containing macros that use either of the following commands: <ESC>&I#U <ESC>&I#Z (GFPR#RE11020013) 2. SC899 caused by the printing of specific kinds of scalable TrueType fonts. (GFPR#CN11110001, GFPR#RE11100007) 3. The use of a PCL5 macro results in an extra blank page being added to the job. (GFPR#RE11110012)
1.02	1st Mass production

Model: Sh-P1	Date: 10-Aug-11	No.: RM020005
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Subject: Firmware Release Note: PS3/PDF		Prepared by: K. Hamada	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input 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 checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PS3/PDF**.

Version	Program No.	Effective Date	Availability of RFU
1.00	M0215858A	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
1.00	1st Mass production

Reissued: 01-Aug-13

Model: Sh-P1	Date: 10-Aug-11	No.: RM020006a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Printer		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input 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 checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Printer**.

Version	Program No.	Effective Date	Availability of RFU
2.02	M0215841B	September 2013 production	Available
1.00	M0215841A	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
2.02	<i>Other changes:</i> <i>Compliance for the Blue Angel regulations.</i> <i>Note. Please be sure to update the following firmware in order to apply all the changes for the Blue Angel:</i> <i>System v2.02 (M0215840E) or later</i> <i>Web support v1.02 (M0215836B) or later</i>
1.00	1st Mass production

Reissued: 01-Aug-13

Model: Sh-P1	Date: 10-Aug-11	No.: RM020008a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Web Support		Prepared by: T. Nihei	
From: 3rd 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 **Web Support**.

Version	Program No.	Effective Date	Availability of RFU
1.02	M0215836B	September 2013 production	Available
1.01	M0215836A	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
1.02	<i>Other change:</i> <i>Compliant with Blue Angel regulations.</i> <i>Note. Please be sure to update the following firmware in order to apply all the changes for the Blue Angel:</i> <i>System v2.02 (M0215840E) or later</i> <i>Printer v2.02 (M0215841B) or later</i>
1.01	1st Mass production

Reissued: 28-Jan-13

Model: Sh-P1	Date: 24-Aug-11	No.: RM020009a
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: Option IPDS		Prepared by: T. Nihei	
From: 3rd 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 **Option IPDS**.

Version	Program No.	Effective Date	Availability of RFU
8.036	M3885839A	March 2013 production	Available
8.032	M3885839	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
8.036	Symptom corrected: 1. Intermittent NACK(0595..11) resulting in jobs being cancelled. 2. The device is unable to negotiate a session with certain host applications such as Océ Prisma. 3. Characters defined in TrueType/OpenType Collection in the Object Container cannot be printed and a NACK(020D..02) error is sent to the host. 4. An image might lose its shape when Scale to Fill mode is set. (GFPR#RC12100003)
8.032	1st mass production release.

Reissued: 07-Dec-11

Model: Sh-P1	Date: 26-Aug-11	No.: RM020010a
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Java VM v7 std UpdateTool		Prepared by: H. Tamaki	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input 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 checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 std UpdateTool**.

Version	Program No.	Effective Date	Availability of RFU
7.16.07	<i>M0215851C_upd</i>	<i>November 2011 production</i>	<i>Not available</i>
7.14.03	M0215851B_upd	June 2011 production	Not available
-	-	1st Mass production	-

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
7.16.07	<p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>1. SDK/J starting logo screen does not change.</i> <i>2. Vulnerability to the re-negotiation of SSL/TLS.</i> <i>3. Multi installation to HDD fails for VM card Type-C applications.</i> <i>4. Other minor bug corrections.</i> <p><i>Other changes:</i></p> <ol style="list-style-type: none"> <i>1. Kerberos certification corresponding to RC4-HMAC code form.</i> <i>2. VM card Type-C application remote installation.</i> <i>3. Support for eDC-i1.2.</i>
7.14.03	<p>Supported: Support for eDC-i1.2 and Remote Install Manager V1.1 was added.</p> <p>Fixed:</p> <ol style="list-style-type: none"> May not be able to stop the application from the User Tools/Counter/Enquiry screen if an SDK application takes more than 15 seconds to start up. The device may stall if an SDK application takes more than 15 seconds to start up. SC997 can occur if an SDK application takes more than 15 seconds start up. If machine authentication is enabled, pressing the System Settings button on the User Tools/Counter/Enquiry screen has no effect, even when logged in as a machine administrator. If a user was logged in when the On/Off button is used to turn the device off, the "Cannot Logout" message is displayed the next time the On/Off button is

Reissued: 07-Dec-11

Model: Sh-P1	Date: 26-Aug-11	No.: RM020010a
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Version	Modified Points or Symptom Corrected
	<p>used to turn the device on. The message is displayed even though the user has been logged out.</p> <p>6. The maximum paper size retrieved from the device is larger than the actual maximum scannable/printable size.</p> <p>Others: The Java VM v7.xx update tool has been merged into a single download object (self-extracting archive) which can be used for all supported models. A list (list.txt) of supported VM card part nos. is included in the update archive.</p>
-	1st Mass production

Reissued: 15-Nov-11

Model: Sh-P1	Date: 01-Sep-11	No.: RM020011a
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RTB Reissue

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

Subject: Firmware Release Note: (Java VM v7 std for eDC)		Prepared by: H. Tamaki	
From: MFP/Printer Tech Service Dept., 1st Tech Service Sect.			
Classification:	<input 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 checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Java VM v7 std for eDC**.

Version	Program No.	Effective Date
7.16.07	<i>M0215851C_edc</i>	<i>November 2011 production</i>
7.14.03	M0215851B_edc	June 2011 production

Version	Modified Points or Symptom Corrected
7.16.07	<p><i>*This module is for Remote Install Manager and updating JavaVM.</i></p> <p><i>Symptom corrected:</i></p> <ol style="list-style-type: none"> <i>1. SDK/J starting logo screen does not change.</i> <i>2. Vulnerability to the re-negotiation of SSL/TLS .</i> <i>3. Multi installation to HDD fails for VM card Type-C applications.</i> <i>4. Other minor bug corrections.</i> <p><i>Other changes:</i></p> <ol style="list-style-type: none"> <i>1. Kerberos certification corresponding to RC4-HMAC code form.</i> <i>2. VM card Type-C application remote installation.</i> <i>3. Support for eDC-i1.2.</i>
7.14.03	<p>Initial release</p> <p>Supported:</p> <ul style="list-style-type: none"> Support for eDC-i1.2 and Remote Install Manager V1.1 was added. <p>Fixed:</p> <ol style="list-style-type: none"> May not be able to stop the application from the User Tools/Counter/Enquiry screen if an SDK application takes more than 15 seconds to start up. The device may stall if an SDK application takes more than 15 seconds to start up. SC997 can occur if an SDK application takes more than 15 seconds start up. If machine authentication is enabled, pressing the System Settings button on the User Tools/Counter/Enquiry screen has no effect, even when logged in as a machine administrator. If a user was logged in when the On/Off button is used to turn the

Reissued: 15-Nov-11

Model: Sh-P1		Date: 01-Sep-11	No.: RM020011a
Version	Modified Points or Symptom Corrected		
	device off, the "Cannot Logout" message is displayed the next time the On/Off button is used to turn the device on. The message is displayed even though the user has been logged out.		
	6. The maximum paper size retrieved from the device is larger than the actual maximum scannable/printable size.		

Model: Sh-P1	Date: 06-Oct-11	No.: RM020012
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Subject: Firmware Release Note: Option Netware		Prepared by: T. Hirai	
From: MFP/Printer Tech Service Dept., 3rd Tech Service Sect.			
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 **Option Netware**.

Version	Program No.	Effective Date	Availability of RFU
9.61	M3885840	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
9.61	1st mass production release.

Model: Sh-P1		Date: 09-Nov-11	No.: RM020013
Subject: CPU and firmware Change Notification		Prepared by: T.Hirai	
From: 3rd 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

Important Information about Engine PCB Replacement

Background

Due to the March 11 earthquake and tsunami disaster in the Tohoku region of Japan, many production facilities in the area suffered extensive damage. This has caused an interruption in the supply of electrical parts for engine PCBs used on Ricoh products. To continue machine production, a different type of CPU had to be used on engine PCBs.

Service parts changes

- As a result, a modified version of the engine firmware is preloaded on boards that use the new CPU. This change is shown in the first line in the table below.

Note: There is **no difference** in machine function or performance. This is why the interchangeability of boards with the old and new CPUs is O/O.

- The board containing the old CPU (and old firmware) is still available to order, under a new part number. This is shown in the second line in the table below.

Note: This is because some machines in the field still require the old firmware version (e.g. customized machines, locally tested/approved machines).

Old Part Number	New Part Number	Description	I/C
M0215010	M0215011	PCB:EGB:Ass'y	O/O
-	M0215012	PCB:EGB:Sh-P1:Ass'y	

Cut-in S/N: From October 1st 2011 production.

Important notes

Make sure to keep the following in mind:

- Update the **System** firmware to the new version (v2.00 or newer) **before** updating the Engine firmware. This is because with the new System firmware, the appropriate Engine firmware version to use is displayed on the operation panel.

	Old System FW (V.1.02)	New System FW (V.2.00 or later)
Old Engine FW (V.1.03:04)	Displays old Engine F/W	Displays old Engine F/W
New Engine FW (V.A2.0:20)	Cannot display Engine F/W (Engine F/W cannot be updated)	Displays the new Engine F/W version



- If you replace the engine board on a machine that still requires the old firmware version, as mentioned above, please order the board using P/N M0215012.

Model: Sh-P1	Date: 23-Nov-11	No.: RM020014
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Subject: Firmware Release Note: Engine(2ndCPU)		Prepared by: T.Hirai	
From: 3rd Tech Service Sect., MFP/Printer Tech Service D			
Classification:	<input 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 checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Engine (2ndCPU)**.

Version	Program No.	Effective Date	Availability of RFU
A2.0:20	M0215811	1st Mass production	Not 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
A2.0:20	1st Mass production

Model: Model Sh-P1		Date: 25-Jan-12	No.: RM020015
Subject: Energy star decal		Prepared by: T.Hirai	
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

Change/Reason: The following part number and index number were changed because it had been registered mistakenly.

Incorrect part number	Correct part number	Description	Q'ty	Int	Note
GA003245	-	DECAL:ENERGY-STAR:PS3:ABS	0	-	

Reissued:13-Feb-12

Model: Model Sh-P1	Date: 8-Feb-12	No.: RM020016a
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RTB Reissue

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

Subject: Part catalog correction		Prepared by: T. Hirai	
From: 3rd 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 checked="" type="checkbox"/> Tier 2

In the following table, parts that are crossed out are not for Model Sh-P1.

Change/Reason: The following parts number and index number were changed.

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
M0211251	M0211201	Door: Front EU	1	9	3	
	M0211202	Door: Front NA	1	9	3	
M0212756	M02112773 <i>M0212773</i>	Cover: Front EU	1	9	12	
	M02112774	Cover: Front NA	1	9	12	
M3663230	M3663231	TRAY:EXIT:MOVEABLE	1	73	12	
M3653230	M3653231	TRAY:EXIT:FIX:LOWER	1	73	15	
M3653220	M3653221	TRAY:EXIT:FIX	1	73	13	
M3663240	M3663241	TRAY:EXIT:AUXILIARY:SMALL	1	73	14	
M3663120	M3663121	END FENCE:EXIT	1	77	5	
M3651530	M3651531	DOOR:RIGHT	1	71	5	
M3651520	M3651521	COVER:RIGHT	1	71	3	
M3661520	M3661521	COVER:EXIT:UPPER	1	71	6	
M3651540	M3651541	COVER:EXIT:LEFT	1	73	16	

Model: Model Sh-P1		Date: 13-Feb-12	No.: RM020017
Subject: Information of "SC 672" and "SC 899"		Prepared by: T.Hirai	
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 type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

The following 2 SC codes were added in Service manual.
Please refer to the following for details.

◆ **SC672**

NO	Type	Detail (Symptom, Possible Cause, Troubleshooting Procedures)
672	D	Controller start up error <ul style="list-style-type: none"> ● After the machine is powered on, the communication between the controller and the operation panel is not established, or communication with controller is interrupted after a normal startup. ● After startup reset of the operation panel, the attention code (FDH) or the attention acknowledge code (FEH) is not sent from the controller within 30 seconds. ● After the controller issues a command to check the communication line with the controller at 30 second intervals, the controller fails to respond twice. <ul style="list-style-type: none"> ● Controller stalled ● Controller board installed incorrectly ● Controller board defective ● Operation panel connector loose or defective ● The controller is not completely shut down when the main switch is turned off. Machine off/on.

◆ **SC899**

No	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
899	CTL D	Software error A software error occurred in the GW controller. <ul style="list-style-type: none"> ● Cycle the machine off/on ● Update controller firmware ● Controller board defective

Model: Model Sh-P1		Date: 24-Feb-12	No.: RM020018
Subject: Part catalog correction		Prepared by: T.Hirai	
From: 3rd 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

Change/Reason: The following part number and index number was changed.

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
G0523103	M0522830	Paper Feed Roller: Ass'y	1	17	10	-

Model: S-P3	Date: 16-Feb-12	No.: RM080018
--------------------	-----------------	---------------

Subject: P/N of Hard Disk option		Prepared by: I.Soh	
From: 3rd Tech Service Sect., MFP/Printer 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 (Firmware)	<input type="checkbox"/> Tier 2

The part number of the HDD option was missing from the Parts Catalog although it has been changed twice.

P/N	Description	Q'ty	Interchangeability	P/C Page
D1055705	HDD:160GB:MK1665GSX	1	O/O	26
M0805321	HDD:OPTION:160GB:MK1676GSX			
M0805322	HDD:OPTION:160GB:MK1676GSX			

D1055705 → M0805321:

The part number changed because MK1665GSX is discontinued.

M0805321 → M0805322:

Because of the floods. Producing area changed from Thailand to Philippines.

For how to install this option, please refer to Hardware Guide P56-P60.

Model: Model Sh-P1		Date: 10-Apr-12	No.: RM020019
Subject: Part catalog correction		Prepared by: T.Hirai	
From: 3rd 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

Change/Reason: The following parts number and index number were changed.

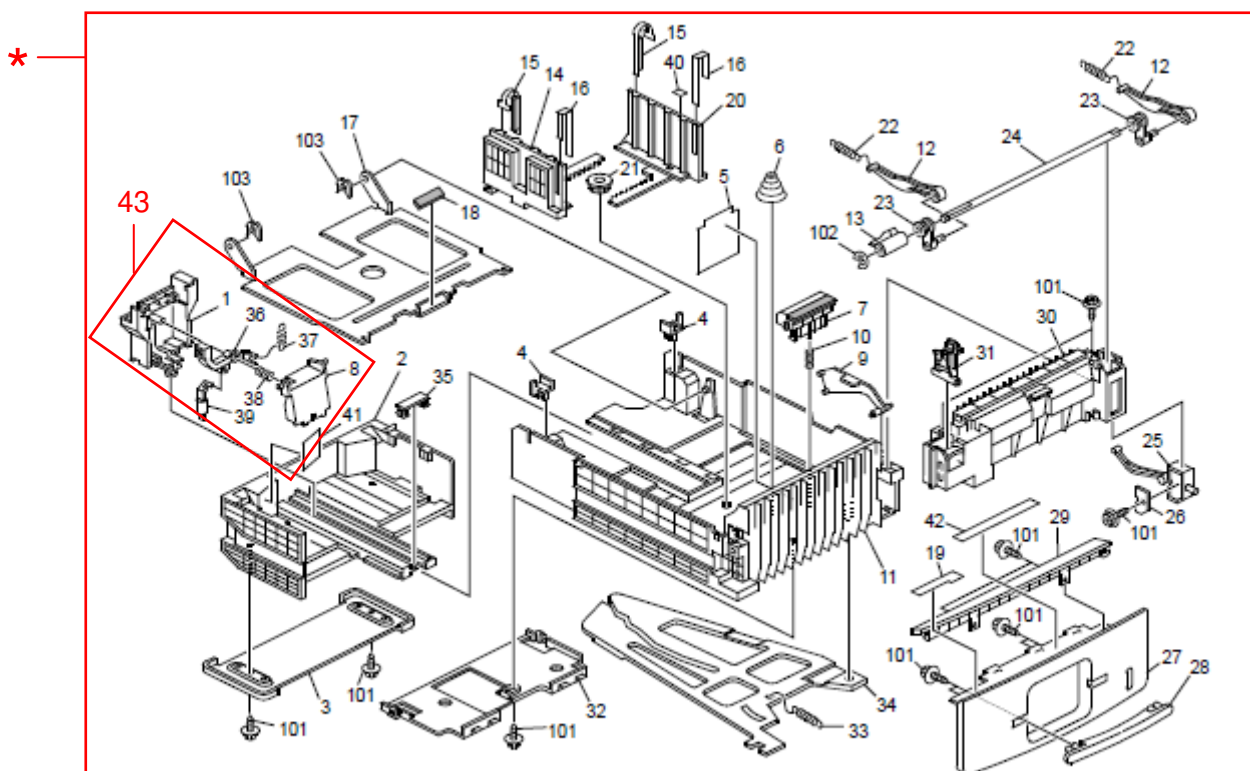
Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
M0524200	M0524201	GUIDE:EXIT:FUSING	1	25	4	-

Model: Model Sh-P1		Date: 5-Jul-12	No.: RM020020
Subject: Part catalog correction		Prepared by: T.Hirai	
From: 3rd 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

Change/Reason: The following part numbers and index numbers were changed.

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
M0522605	M0212605	Feeler Paper Volume Bottom Plate Tray	1	13	9	
M0522569	M0212566	Lever: End Fence	1	13	36	
G0963090	M0522569	Tension Spring End Fence	1	13	37	
-	M0522560	End Fence :Ass'y	1	13	43	
-	M0210130	Feed :MF :Unit	1	13	*	

4.Paper Tray (M020/M021)



Model: Model Sh-P1		Date: 15-Aug-12	No.: RM020021
Subject: Part catalog correction		Prepared by: T.Hirai	
From: 3rd 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

Change/Reason: The following parts number and index number were changed.

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
M0210130	M0212500	Feed :P :Unit	1	13	*	-

Model: Model Sh-P1		Date: 21-Aug-12	No.: RM020022
Subject: Dog ear Jam		Prepared by: T.Hirai	
From: 3rd 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 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"/> Tier 2

Improve the “Dog ear Jam”

- A minor change was made to the shape of the fusing exit guide (see areas outlined in red below). This was to further minimize the occurrence of “dog ear” paper jams, which may occur with some paper types.
- Since this was a minor change, the part number was not changed. It is still **M0524201** (Guide: Exit: Fusing).
- If dog ear paper jams are reported, replace the fusing exit guide with “AFTER” one by checking the shape of the part.

Note: This new fusing exit guide has been used in machine mainframes since September 2011 production.

BEFORE:



AFTER:



Model: Model Sh-P1		Date: 21-Aug-12	No.: RM020023
Subject: Part catalog correction		Prepared by: T.Hirai	
From: 3rd 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

Change/Reason: The following parts number and index number were changed.

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
M0211191	M0521191	Shaft: High Voltage: Ass'y	1	37	4	-

Model: Sh-MF/P		Date: 12-Oct-12	No.: RM052051
Subject: AIO Serial No Information		Prepared by: T. Nihei	
From: 3rd 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 type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (AIO S/N Information)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

How to Read the AIO Production Serial Number



Serial #: TTKKKKKKYYMMxxxxxx

TT: AIO

Code	
06	6K AIO
12	12K AIO
25	25K AIO

KKKKKK: Destination/market

Code	
M85102	Shinka-MF/P: AIO 12K :NA :RIC
M85103	Shinka-MF/P: AIO 25K :NA :RIC
M85104	Shinka-MF/P: AIO 12K :EU
M85105	Shinka-MF/P: AIO 25K :EU
M85106	Shinka-MF/P: AIO 12K :NRG
M85107	Shinka-MF/P: AIO 25K :NRG

Model: Sh-MF/P		Date: 12-Oct-12	No.: RM052051
M85108	Shinka-MF/P: AIO 25K :AA :RIC		
M85111	Shinka-MF/P: AIO 25K :NA :SVN		
M85112	Shinka-MF/P: AIO 25K :NA :LAN		
M85113	Shinka-P: AIO 6K		
M85114	Shinka-MF: AIO 6K		
M85123	Shinka-MF/P: AIO 12K :AA :RIC		

YY: The last two digits of the year of production

MM: The production month

xxxxxx: The Nth machine produced in the month of production

Model: Sh-P1		Date: 11-Dec-12	No.: RM020024
Subject: FSM Correction for SC824		Prepared by: T. Nihei	
From: 3rd 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 type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Correction

The following SC description was missing from the Service Manual.

Appendices

6. Troubleshooting

- Service Call Conditions

- SC Code Descriptions

No.	Type	Details (Symptom, Possible cause, Troubleshooting Procedures)
824	D	Self-diagnosis error: Standard NVRAM
		NVRAM device does not exist, NVRAM device is damaged, or NVRAM socket damaged.
		<ul style="list-style-type: none"> ● Loose connection ● NVRAM defective ● Controller board defective
		<ol style="list-style-type: none"> 1. Check the NVRAM is firmly inserted into the socket. 2. Replace the NVRAM. 3. Replace the controller board.

Model: Sh-P1		Date: 08-Feb-13	No.: RM020025
Subject: SC547 & SC545		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

SC547 and/or SC545 occur.

CAUSE

Poor electrical connection at the relay on the PSU

This can happen when the clearance of the fixed spring on the relay is wider than normal (due to impact shock) or a foreign substance attaches to the relay itself.

SOLUTION

Production line:

The relay connection on the PSU was improved (see Cut-in S/N below).

In the field:

If this symptom occurs on a machine **produced before** the Cut-in S/N shown below, replace the PSU with one from Lot No. 1209xxxxxx (Sept. 2012 production) or later.

Part number	Description	Q'ty	Page	Index	Note
GZ23 0053	Power Supply Unit:NA	1	37	21	
GZ23 0055	Power Supply Unit:EU/AA:170W	1	37	21	

Cut-in S/N

M020-17	From S8122100746
M020-27	
M021-17	From S8222100471
M021-27	

Model: Sh-P1		Date: 07-Mar-13	No.: RM020026
Subject: FSM Correction for SP1953-001		Prepared by: T. Nihei	
From: 3rd 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 type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

The areas **in bold** were added, and those ~~crossed out~~ were deleted.

Appendices

5. System Maintenance Reference

- System SP1-xxx

1953	Switch FAN Ctrl. DFU	Selects the ON/OFF cycle for the main fan. Note: With a setting of "1", the fan is turned ON/OFF at regular intervals, but only while the main motor is OFF.
1593 001	Main FAN	[0 to 1/ 1/1] 0: Always on 1: Alternate ON/OFF

Reissued:24-Oct-13

Model: Sh-P1	Date: 15-Mar-13	No.: RM020027a
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RTB Reissue

The items in ***bold/italics*** were added or revised.

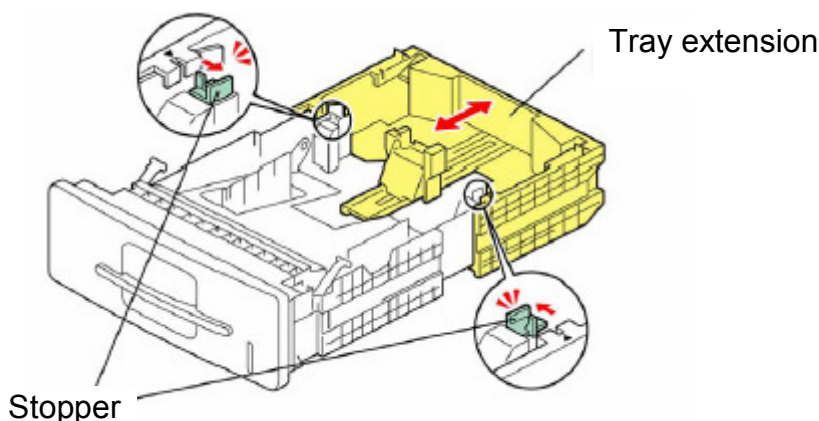
Subject: Breakage of Stoppers for Tray Extension		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

A paper feed jam or non-feed occurs when feeding the paper from a mainframe paper tray.

CAUSE

The stopper breaks and the tray extension extends out too far, causing the end fence to retract.



SOLUTION

Production line:

The shape of the stopper was changed, and four screw holes were added so that the extension tray can be fixed in place for LT/A4 and LG paper sizes.

Part number	Description	Q'ty	Int	Page	Index	Note
04523008N	TAPPING SCREW - M3X8	4	-	-	-	

In the field:

- If the user always uses the same paper size, fasten the extension tray in place with screws.
- ***For all other users, fix the extension in place for LG sized paper.***

Reissued:24-Oct-13

Model: Sh-P1	Date: 15-Mar-13	No.: RM020027a
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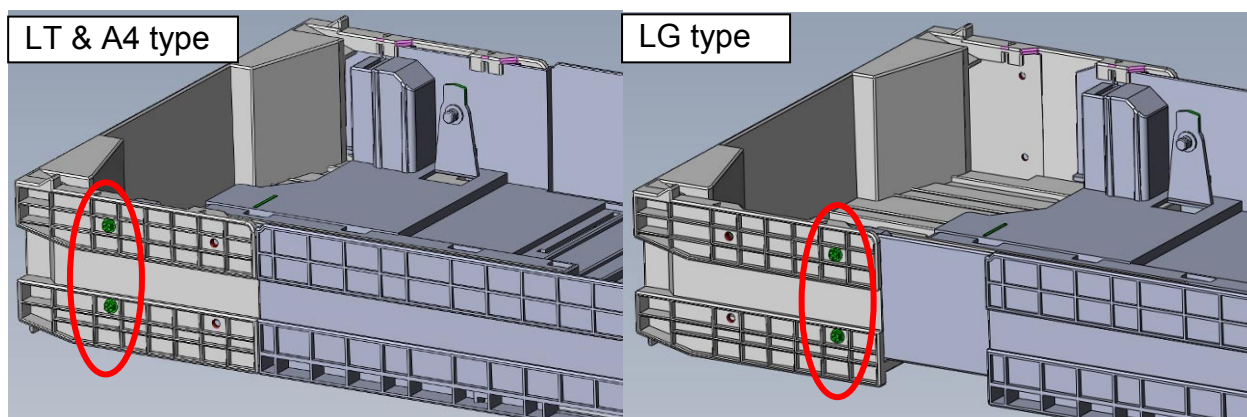
Important: If there is no available screw hole in the user's tray, replace the tray with the following new part (which contains the required screw holes).

Note: This new part can also be used on the HC model.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
M0212500	M0212501	TRAY:PAPER FEED UNI	1	X/O	13	*	

Important notes:

- The new screw holes are for LT/A4 and LG paper sizes. If the user always uses the same paper size, fix the extension tray in place at the corresponding position. **If the user does not always use the same paper size, fix the extension in place for LG sized paper.**
- Insert the screws from the outside face of the tray. For each paper size, there are two screw holes, as shown.
- Be careful not to over-tighten the screws.



Cut-in S/N

The modification described above was applied to the production line from the following production serial numbers:

M020-17	S8122100001~
M020-27	
M021-17	S8222100001~
M021-27	

Model: Sh-P1 (Only for Health Care Model)		Date: 18-Apr-13	No.: RM020028
Subject: Paper Jam (Code B), or Damage to the leading edge of the paper.		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

One or both of the following occur:

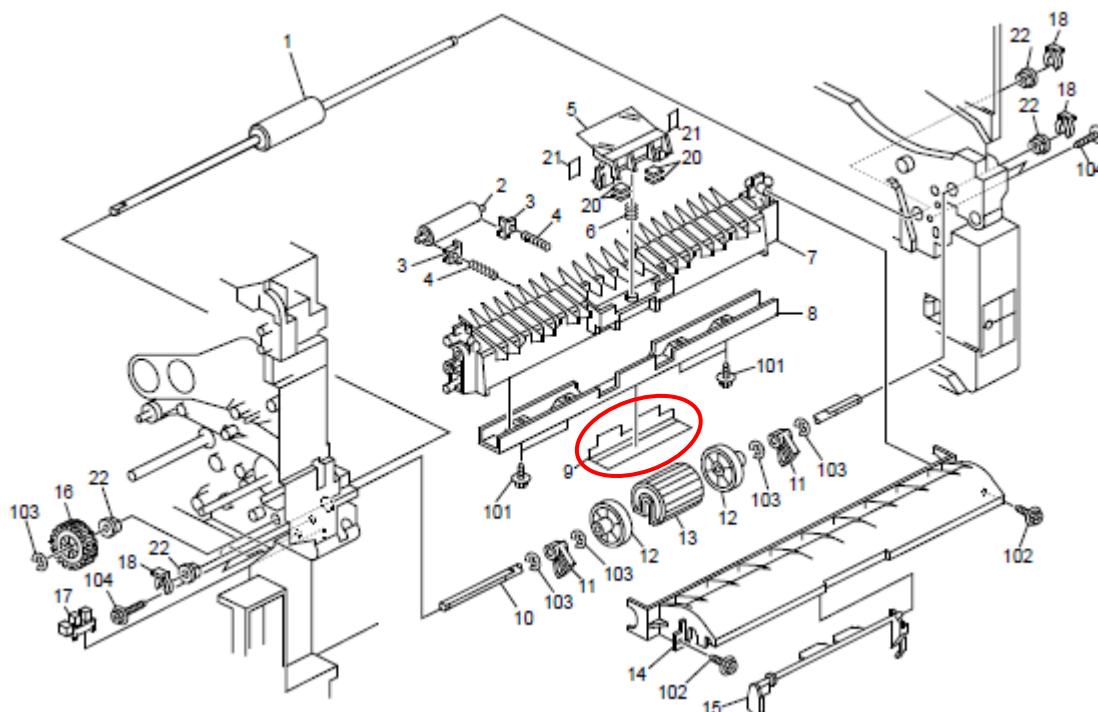
- Paper Jam (Code: B)
- Damage to the leading edge of the paper

CAUSE

The Teflon mylar (circled in red below) peels off gradually with time, and eventually blocks the paper path.

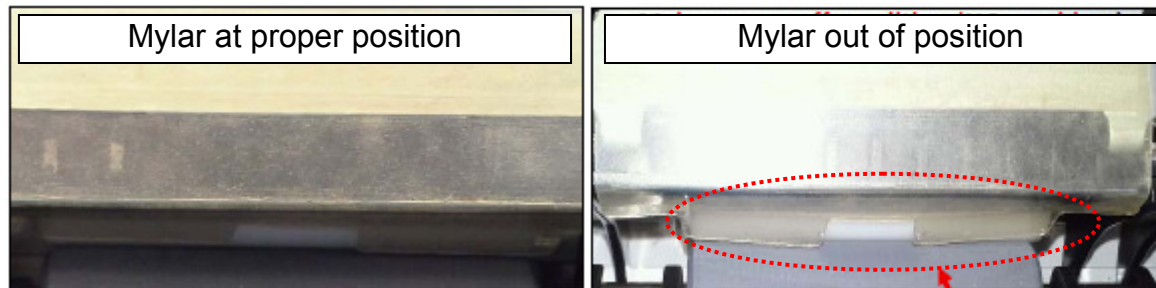
Note: This Mylar is unique to the "Health Care Model".

Paper feed section



Model: Sh-P1 (Only for Health Care Model)

Date: 18-Apr-13

No.: RM020028


SOLUTION

Product line:

The thickness of the Mylar was changed to ensure it stays in position.

In the field:

Replace with the modified Mylar (see **Procedure** below).

Part number	Description	Q'ty	Int	Page	Index	Note
M0213026	SEAL:CONNECTING:SHINK A	1	-	-	-	* This part is unique to the "Health Care Model"

Procedure

1. Remove paper tray 1.
2. Tilt the machine backwards, as shown in the photo.

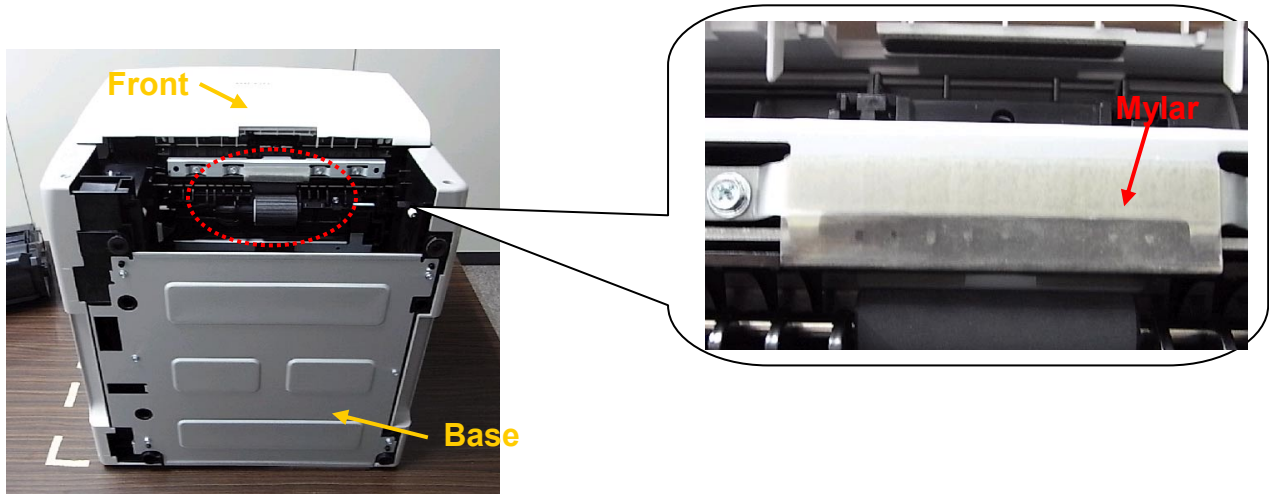


Model: Sh-P1 (Only for Health Care Model)

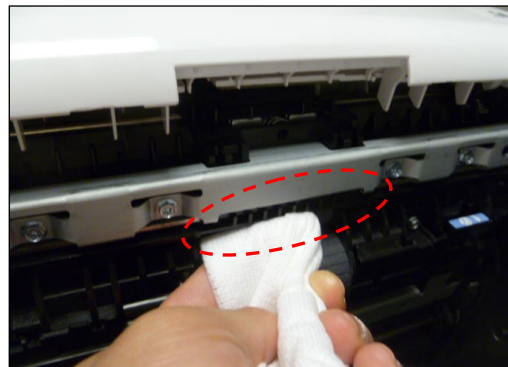
Date: 18-Apr-13

No.: RM020028

3. Remove the film, making sure that none of the double-sided tape remains.



4. Clean both surfaces well (inner/outer) using a towel.



5. Align the seal on the outer surface, then on the inner surface.

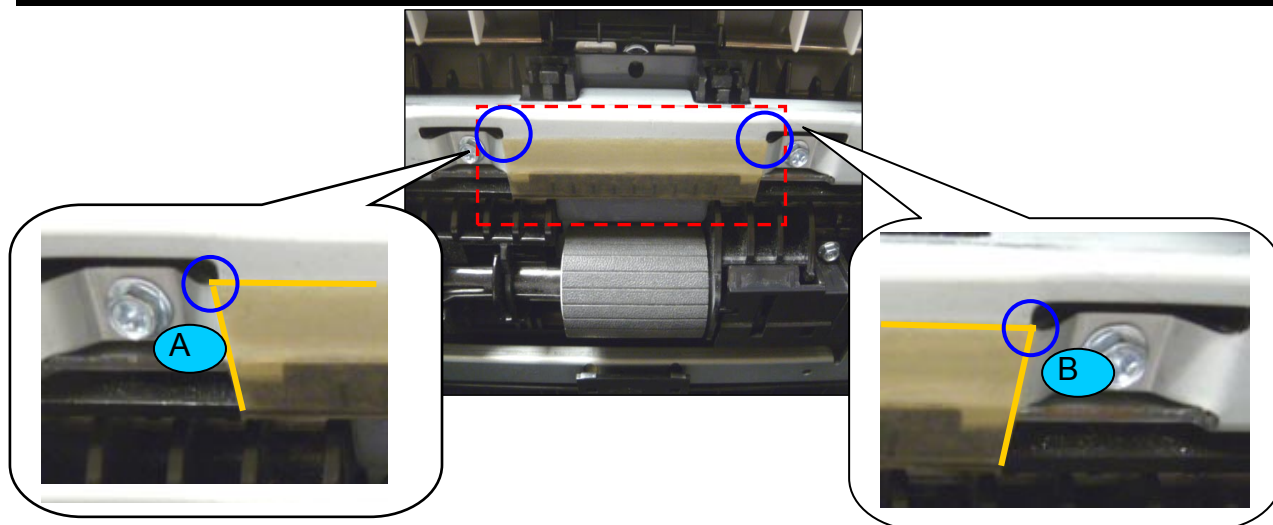
Important:

- Do not touch the adhesive (surface).
- Make sure that the connection seals are aligned evenly at positions A and B (see below).

Model: Sh-P1 (Only for Health Care Model)

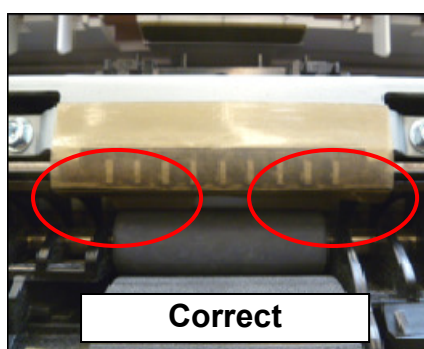
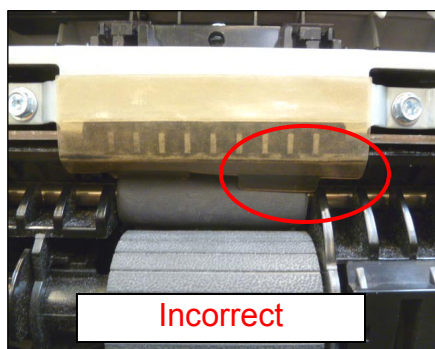
Date: 18-Apr-13

No.: RM020028



6. Press/squeeze the inner and outer surfaces of the seal firmly, making sure to apply force evenly across the entire surface.

Important: Make sure the tails are facing inward.



Model: Sh-P1 (Only for Health Care Model)
Date: 18-Apr-13
No.: RM020028

Affected S/N:

- Product code: 5K3960

S8212200166	S8221300275	S8222000386
S8212200328	S8221300322	S8222000387
S8212200348	S8221300328	S8222000724
S8212200351	S8221300485	S8222200243
S8212300143	S8221300545	S8222200254
S8212400304	S8221300557	S8222200285
S8212400519	S8221300558	S8222200296
S8212400614	S8221300559	S8222200313
S8212400644	S8221300588	S8222200320
S8212400645	S8221900572	S8222200424
S8221300036	S8221900760	S8222200427
S8221300061	S8221900762	S8222200428
S8221300064	S8222000107	S8222200463
S8221300067	S8222000377	S8222301028
S8221300068	S8222000382	S8222301030
S8221300069	S8222000384	S8222301500
S8221300071		

- Product code: 5K3961

S8212200209	S8222200326	S8222300502
S8212200227	S8222200378	S8222300504
S8212200255	S8222200400	S8222300635
S8212200256	S8222200429	S8222300758
S8212200262	S8222200435	S8222300760
S8212400016	S8222200438	S8222300762
S8212400642	S8222200443	S8222301020
S8212400643	S8222200499	S8222301025
S8212400835	S8222300254	S8222301215
S8212400846	S8222300308	S8222301216
S8221300193	S8222300316	S8222301342
S8221300194	S8222300325	S8222400084
S8221300197	S8222300326	S8222400127
S8221300274	S8222300327	S8222400152
S8221300340	S8222300328	S8222400156
S8221300341	S8222300331	S8222400157
S8221300342	S8222300333	S8222400158
S8221300343	S8222300334	S8222400159
S8221300344	S8222300335	S8222400161
S8221300345	S8222300336	S8222400162
S8221300348	S8222300337	S8222400164
S8221300350	S8222300349	S8222400166

Model: Sh-P1 (Only for Health Care Model)		Date: 18-Apr-13	No.: RM020028
S8221300480	S8222300353	S8222400167	
S8221300489	S8222300375	S8222400181	
S8221300493	S8222300377	S8222400183	
S8221300494	S8222300378	S8222400201	
S8221300551	S8222300379	S8222400202	
S8221300552	S8222300380	S8222400203	
S8221300553	S8222300381	S8222400204	
S8221300554	S8222300383	S8222400205	
S8221300555	S8222300384	S8222400206	
S8221300556	S8222300385	S8222400207	
S8221900514	S8222300386	S8222400208	
S8221900611	S8222300387	S8222400209	
S8221900613	S8222300388	S8222400210	
S8221900614	S8222300389	S8222400277	
S8221900641	S8222300390	S8222400301	
S8221900643	S8222300391	S8222400360	
S8221900644	S8222300393	S8222400413	
S8222000229	S8222300394	S8222400416	
S8222000370	S8222300396	S8222400418	
S8222000373	S8222300397	S8222400425	
S8222000378	S8222300398	S8222400427	
S8222200271	S8222300399	S8222400428	
S8222200318	S8222300471	S8222400429	
S8222200319	S8222300491	S8222400430	
S8222200321	S8222300494	S8222400431	
S8222200322	S8222300495	S8222400432	
S8222200324	S8222300500	S8222400435	

Reissued:04-Jun-13

Model: Sh-P1	Date: 03-Jun-13	No.: RM020029a
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RTB Reissue

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

Subject: AIO tension spring latch holder break		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Part of the image is missing.



CAUSE

The latch holder for the AIO tension spring breaks.

Note 1: AIOs from March 2013 production are affected (how to recognize is described below)

Note 2: Units which are already reworked can be identified with a mark.

Marking Example on the next page:

Reissued:04-Jun-13

Model: Sh-P1	Date: 03-Jun-13	No.: RM020029a
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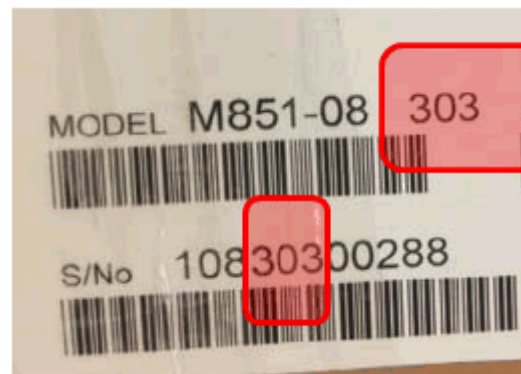


AIO Serial N# structure :

Serial number

06M851141303000010
 06M851141303000021
 06M851141303000015
 06M851141303000077
 06M851141303000078
 06M851141303000084
 06M851141303000075
 06M851141303000085
 06M851141303000086

Year & Month of production
 (1303 = March 2013)



Cartridge

Box:



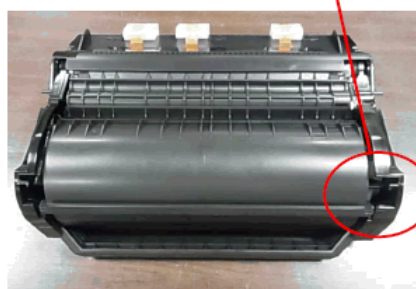
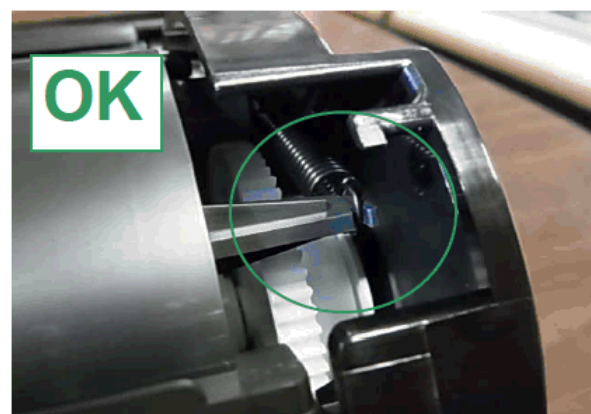
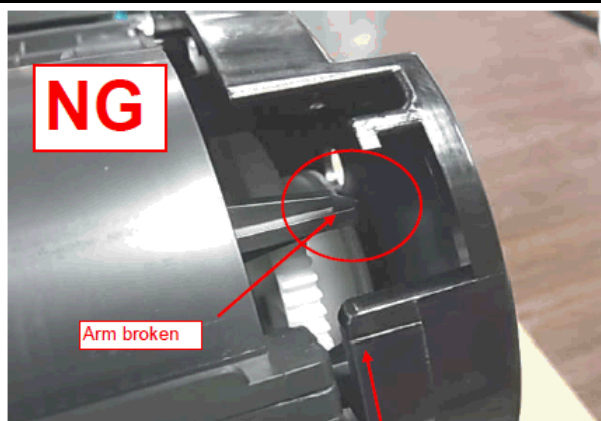
303 or newer is the objective (until further notice)

Reissued:04-Jun-13

Model: Sh-P1

Date: 03-Jun-13

No.: RM020029a



Field Countermeasure (Immediate / temporary Fix)

Create a hook in the AIO latch holder (see photo) and attach the tension spring.

See procedure below.

Final countermeasure / solution is under investigation

Note: If you lose the tension spring, it can be ordered as a service part.

Part number	Description	Q'ty	Int	Page	Index	Note
M0212321	COIL SPRING:DEVELOPMENT ROLLER:LEFT	1	-	-	-	

Reissued:04-Jun-13

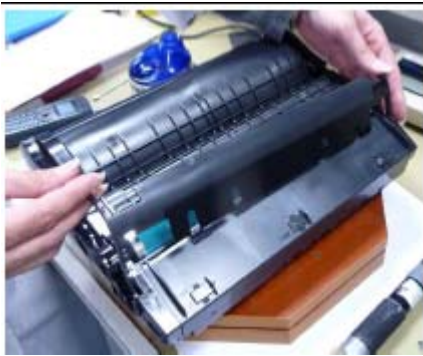
Model: Sh-P1

Date: 03-Jun-13

No.: RM020029a

Procedure for creating a hook in the AIO frame

1. Remove the AIO from the machine.
2. Turn the AIO upside down, as shown in the photo.
3. Remove the AIO shutter (arm and lever).



4. Remove the cover on the right side (screws x 4).



5. Place a sheet of A4 sized paper on the drum, as shown.

Note: This is to prevent any scratches or finger marks on the drum surface.



6. Throw away the broken latch holder, and keep the tension spring.
If spring and broken hook have not been found inside the AIO polybag, find the missing parts (inside cover, behind gears etc...)

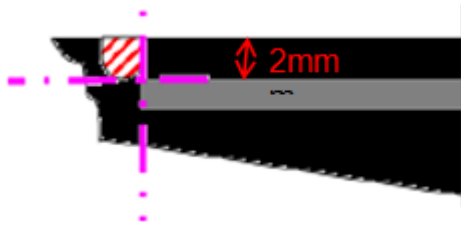
Reissued:04-Jun-13

Model: Sh-P1

Date: 03-Jun-13

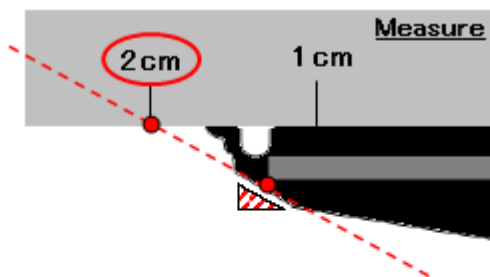
No.: RM020029a

7. Create a hook in the AIO frame as shown below.


Important:

- Make sure **not to cut below the rib**, as shown in the diagram below. To do this, cut to a depth of **less than 2mm**.
- Create a new spring latch in the AIO frame above the rib, using a knife or soldering tool (soldering tool is preferred, to prevent contamination).
- If you use a soldering tool, set the temperature to about 260C.

8. Cut off the corner below the rib, and create a new latch as shown in the pictures.



9. Wait at least 10 seconds.

10. Remove any loose plastic chips.

11. Clean the "new" hook with an alcohol-soaked cloth.

12. Soak the spring in alcohol.

Reissued:04-Jun-13

Model: Sh-P1	Date: 03-Jun-13	No.: RM020029a
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13. Clean all of the grease off the spring loop using a Q-tip (cotton swab) or brush.



14. Make sure that the gears and other coupled parts are in the correct position.



15. Attach the spring to the cover that you removed in Step 4.

Important:

- Clean your hands before doing this step.
- Make sure that the **grease on the gears does not touch** the spring or hook. This can cause damage during machine operation.



16. Attach the spring to the new hook, and then reattach the cover (self tapping screws x 4).

Important: Clean your hands before doing this step.



17. Make sure that the spring is attached correctly and is not touching the white gear.

Reissued:04-Jun-13

Model: Sh-P1

Date: 03-Jun-13

No.: RM020029a

18. Take the A4 sheet off the drum and attach the drum shutter (arm and lever as removed in step 3).

19. Make sure that the drum shutter moves smoothly.



20. Make sure that you can see the seven white wheels circled below.



21. Reinstall the AIO unit.

22. Make some test copies/prints and check that the image quality is normal and no abnormal noise is heard.

Reissued:12-Jul-13

Model:Sh-P1	Date: 25-Jun-13	No.: RM020030a
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RTB Reissue

Areas ~~crossed-out~~ were deleted.

Subject: Servie Manual Correction (Error Messages)		Prepared by: T. Nihei	
From: 3rd 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 type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Service Manual Correction

The following table was missing from the Service Manual.

5. System Maintenance Reference

- Firmware Update
- Error Messages

Code	Meaning	Solution
20	Cannot map logical address	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ If the program starts in the SD card, reinsert the SD card. ▪ If you cannot resolve the problem with the above steps, replace the controller board.
21	Not enough memory for downloading	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ If you cannot resolve the problem with the above steps, replace the controller board.
22	Cannot decompress compressed data	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ Replace the SD card that was used to update ▪ If you cannot resolve the problem with the above steps, replace the controller board.
24	SD card access error	<ul style="list-style-type: none"> ▪ Cycle the machine off/on. ▪ Make sure SD card inserted correctly, or use another SD card. ▪ If you cannot resolve the problem with the above steps, replace the controller board.
30	Cannot download stamp data (no HDD)	<ul style="list-style-type: none"> ▪ Connect HDD correctly. ▪ In the case of HDD failure, replace the HDD. ▪ Cannot be downloaded to a machine with no HDD.
31	Data incorrect for continuous download	<ul style="list-style-type: none"> ▪ Insert the SD card with the remaining data required for the download, the re-start the procedure. ▪ If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card.

Reissued:12-Jul-13

Model:Sh-P1	Date: 25-Jun-13	No.: RM020030a
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Code	Meaning	Solution
32	Different SD card between download interruption and download resumption	<ul style="list-style-type: none"> Setting the SD card was interrupted. Cycle the machine off/on. If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card. If you cannot resolve the problem with the above steps, replace the controller board. If the program is in the SD card, reinsert the SD card. If you updated engine, FCU, or operating unit, replace each board.
33	Incorrect version data in the SD card	<ul style="list-style-type: none"> Acquire correct update data then install again.
34	Module error - Correct module (destination) is not in the SD card.	<ul style="list-style-type: none"> Acquire the correct data (Japan, Overseas, OEM, etc.) then install again.
35	Module error – Module in the SD card is not for this machine	<ul style="list-style-type: none"> Acquire correct update data then install again.
36	Module error – The machine does not have the program that you are trying to download.	<ul style="list-style-type: none"> Install the correct program in advance. Make sure SD card inserted correctly. If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card.
38	Program version is not allowed to update	<ul style="list-style-type: none"> Acquire correct update data then install again.
40	Engine module download failed	<ul style="list-style-type: none"> Cycle the machine off/on. If the download failed again, replace the controller board.
41	Fax module download failed	<ul style="list-style-type: none"> Cycle the machine off/on. If the download failed again, replace the controller board and FCU.
42	Operation/language module download failed	<ul style="list-style-type: none"> Cycle the machine off/on. If the download failed again, replace the controller board and operation board.
43	Stamp data module download failed	<ul style="list-style-type: none"> Cycle the machine off/on. If the update cannot be made even if you insert the correct SD card, there is a possibility that the SD card is broken. Retry again with a different SD card.

Reissued:12-Jul-13

Model:Sh-P1	Date: 25-Jun-13	No.: RM020030a
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Code	Meaning	Solution
44	Controller module download failed (access error)	<ul style="list-style-type: none">▪ Cycle the machine off/on.▪ If the program is in the SD card, replace the SD card.▪ If the program is in the controller board, replace the controller board.
49	Firmware update is prohibited	<ul style="list-style-type: none">▪ Firmware update is disabled in the administrator settings. Retry by changing the settings to allow firmware update.
50	Digital certificate check result of updating data was NG.	<ul style="list-style-type: none">▪ Acquire correct update data then install again.

Reissued: 06-Mar-14

Model: Sh-P1	Date: 29-Oct-13	No.: RM020031b
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RTB Reissue

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

Subject: End Fence Spacer		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

NOTE: The SOLUTION in this RTB is effective for reducing paper feed jams and non-feed jams.

SYMPTOM

A paper feed jam or non-feed occurs when feeding the paper from a mainframe paper tray.

CAUSE

End fence is not set correctly.

SOLUTION
Production line

- A.** A spacer was added behind the end fence.
- B.** An instructional leaflet for users was inserted in the paper tray.
- C.** The side fence and end fence are fixed in the LT position before shipment from the factory. (NA only)
- D. A spacer with reinforced double-sided tape was added (P/N: M0212570).***

In the field

Attach the following parts (***P/N: M0212570***) behind the end fence, as shown, using double-sided tape.

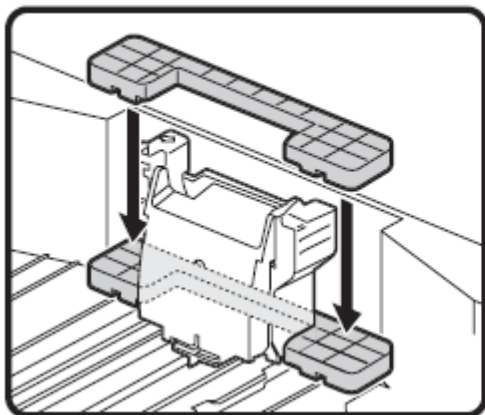
Reissued: 06-Mar-14

Model: Sh-P1

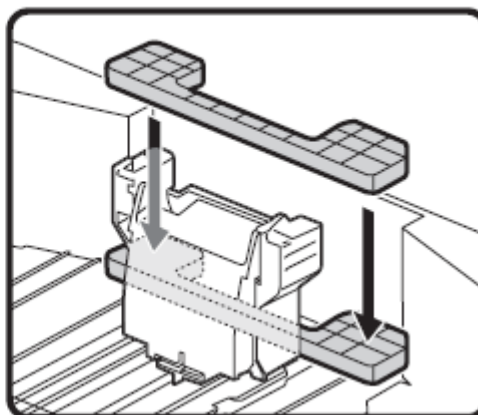
Date: 29-Oct-13

No.: RM020031b

A4/Legal



Letter



Cut-in Serial Numbers

The cut-in serial numbers for each modification are as follows.

A: Spacer added

B: Instructional leaflet for users added

C: Side fences and end fence fixed in LT position (NA only)

D: *Spacer with reinforced double-sided tape added*

NA:

	A + C	B	D
M020-17	S8131900512 ~	S8132000998 ~	TBA
M021-17	S8231900187 ~	S8232000316 ~	TBA

EU, AA:

	A	B	D
M020-27	S8131900201 ~	S8132001057 ~	TBA
M021-27	S8231900001 ~	S8232100001 ~	TBA

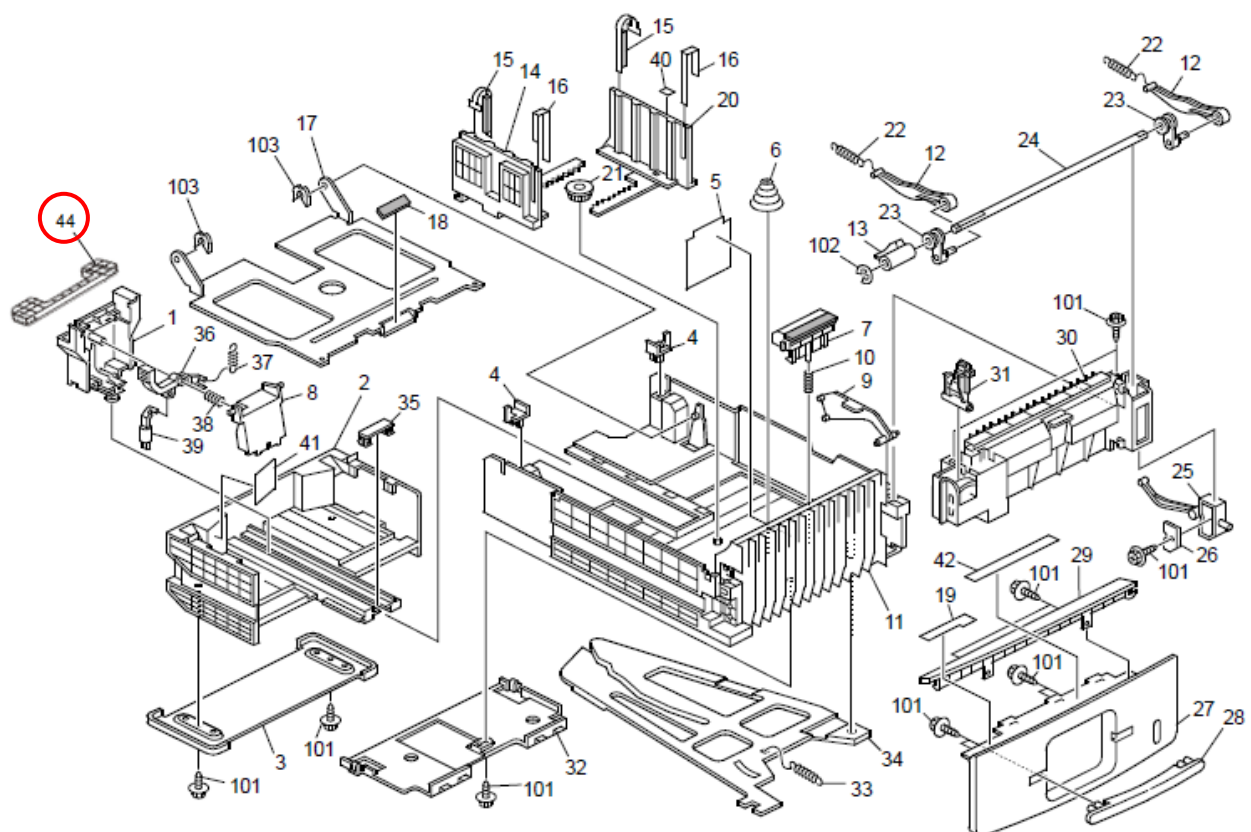
Model: Sh-P1		Date: 17-Dec-13	No.: RM020032
Subject: Parts Catalog Correction (End Fence Spacer)		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper 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
	M0212564	END FENCE:SPACER	0-1	-	13	44	

Change: A spacer was added.

Reason: To make sure that the operator sets the end fence in the correct position.

4.Paper Tray (M020/M021)



Model: Sh-P1		Date: 16-Jan-14	No.: RM020033
Subject: FSM Correction for SC674		Prepared by: T. Nihei	
From: 3rd 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 type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Service Manual Correction

The following SC description was missing from the Service Manual.

6. Troubleshooting

- Service Call Conditions

- SC Code Descriptions

No.	Type	Details (Symptom, Possible Cause, Troubleshooting Procedures)
674-**	D	Transfer error
		674-01 An M2P error has occurred.
		674-02 A PCI error interrupt is generated by the expanded engine ASIC (SELENE,SELENE2).
		• Defective Controller Board/software
		• Turn the main switch off and on.

Model: Sh-P1		Date: 27-Jan-14	No.: RM020034
Subject: Parts Catalog Correction for Paper End Sensor Feeler		Prepared by: T. Nihei	
From: 3rd 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
M0212808	M0212807	FEELER:PAPER END SENSOR:3INCH	1-1	X/X	17	15	Set as X/O
M0212658	M0212659	TRAY BOTTOM PLATE	1-1	X/O	13	17	
M0212811	M0212820	COVER:STAY:RIGHT	1-1	X/O	17	17	

Change: The shape of the feeler was changed.

Reason: To be able to use the feeler on the HC (Health Care) model.

Important: If the feeler for the paper end sensor needs to be replaced, make sure to install both of the new parts shown above **together as a set**.

Model: Sh-P1		Date: 05-Feb-14	No.: RM020035
Subject: Filter for an odor from right fan		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

An odor may be emitted from the fan on the right side of the machine.

CAUSE

This may be noticeable depending on the type of paper used.

SOLUTION

Attach the filter (P/N: M0529595 (DUCT: RIGHT SIDE FAN: ASSY)) to cover the fan.

Filter Attachment Procedure

1. Set the direction of the louver on the right side of the machine.

* If one or more users works close to the rear side of the machine, aim the louver downward.

* For all other cases, aim the louver toward the rear of the machine.



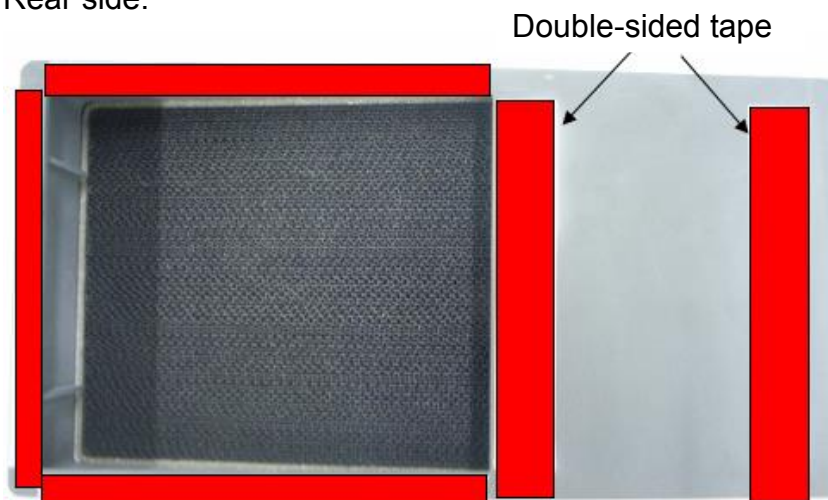
Model: Sh-P1

Date: 05-Feb-14

No.: RM020035

2. Peel off the double-sided tape attached to the rear side of the filter.

Rear side:



3. Attach the cover over the fan.

* If you aimed the louver downward in Step 1, attach the cover vertically with the exhaust vent at the bottom.

* For all other cases, attach the cover horizontally, with the exhaust vent facing toward the rear of the machine (as shown in the photo).



Exhaust vent

Reissued:27-Jun-14

Model: Sh-P1	Date: 05-Feb-14	No.: RM020036a
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RTB Reissue

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

Subject: Parts Catalog Correction (Friction Pad for Bypass Tray)		Prepared by: T. Nihei	
From: 3rd 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

Please apply the following change to your Parts Catalogs.

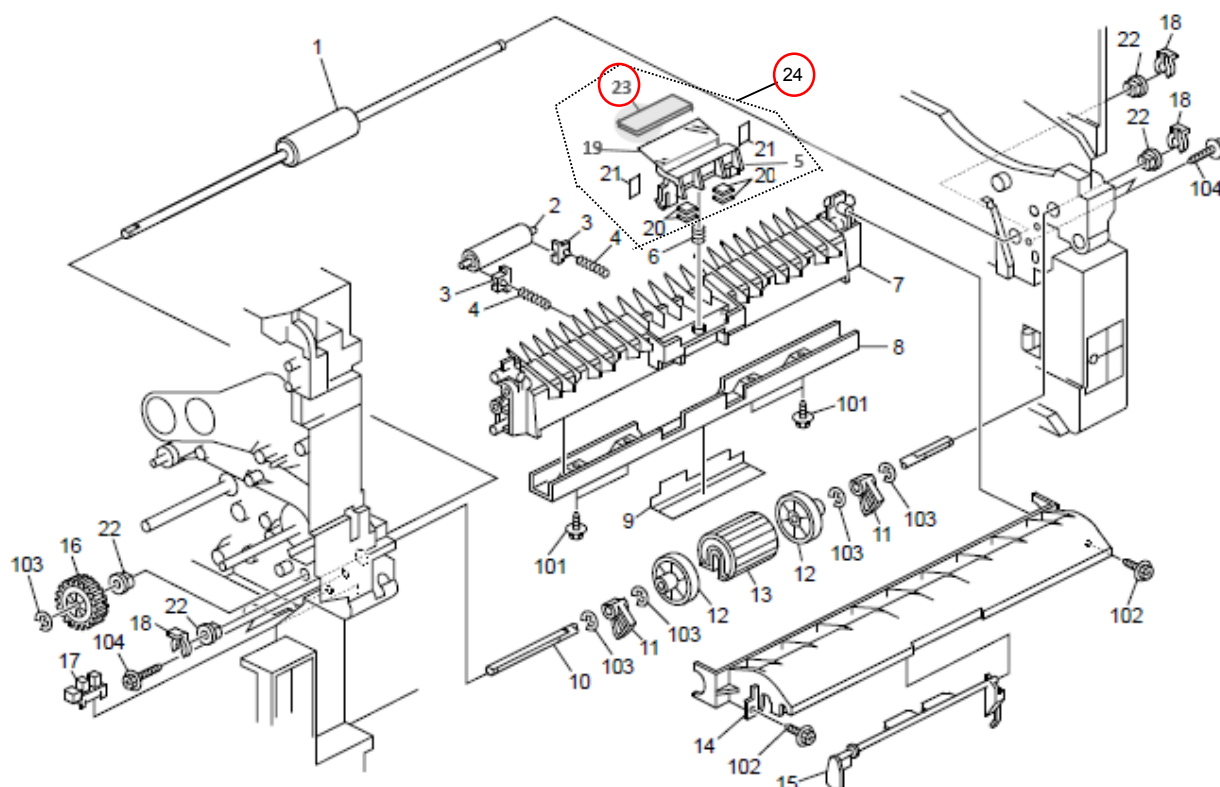
Change:

- 1) ***The G0963072 friction pad was deleted from the system.***
- 2) ***A friction pad assembly was newly registered.***

Reason: To further improve parts quality and cost efficiency.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	G0963072	FRICITION PAD:8X50	1	-	15	23	
	M0522710	HOLDER:FRICITION PAD:MANUAL FEED:ASS'Y	1	-	15	24	

5.Paper Feed 1 (M020/M021)

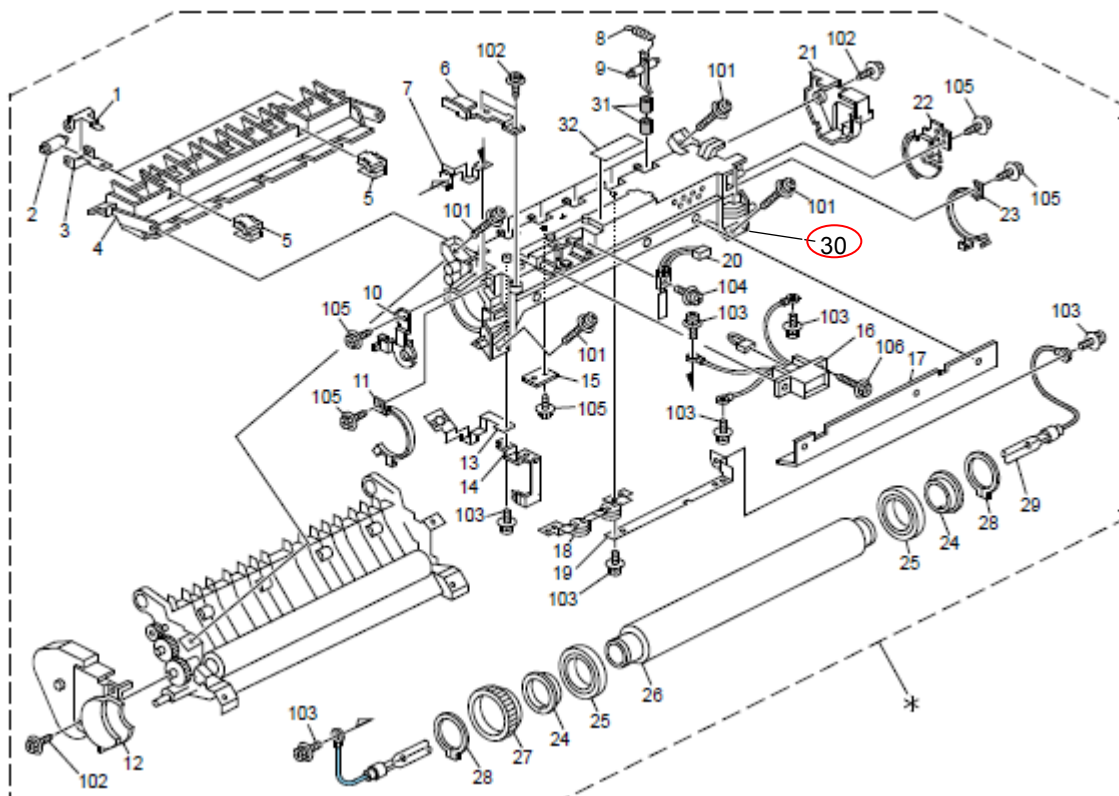


Model: Sh-P1		Date: 06-Mar-14	No.: RM020037
Subject: Parts Catalog Correction (Upper Frame: Fuser)		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper 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

Part Number	Description	Q'ty	Int	Page	Index	Note
M0524080	Upper Frame:Fuser	1	-	25	30	

Change/Reason: Index #30 was added (it was missing from the illustration).

10.Fusing Unit 1 (M020/M021)



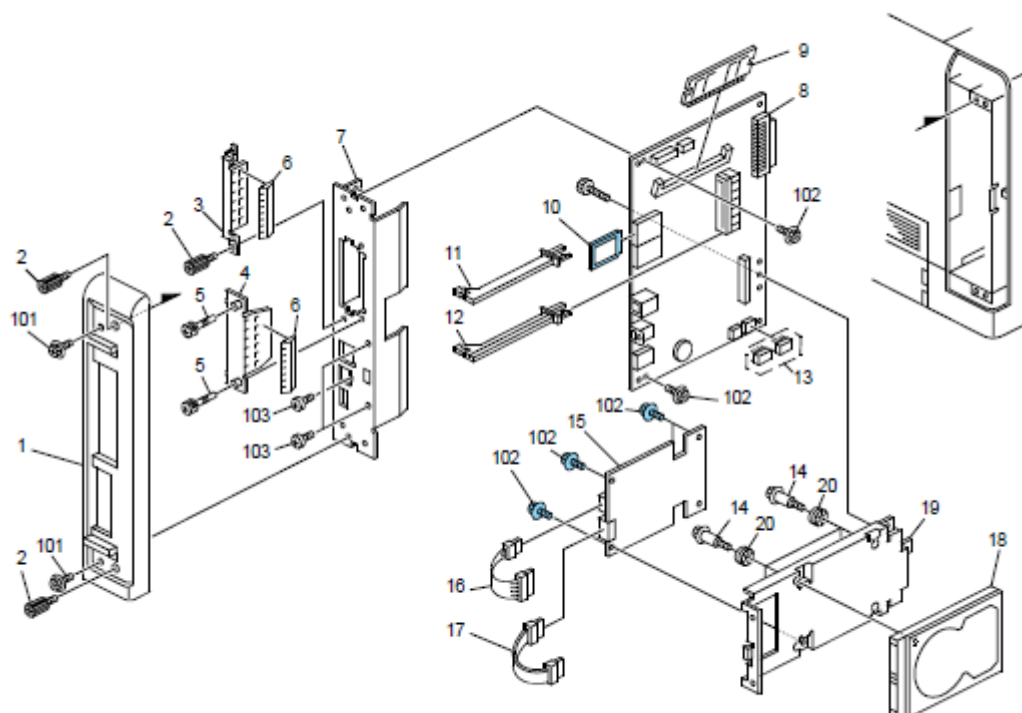
Model: Sh-P1		Date: 27-May-14	No.: RM020038
Subject: Parts Catalog Correction (SD card panel)		Prepared by: T. Hirai	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <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	Page	Index	Note
G1685118	M1605531	CARD COVER	1	43	3	
M0211182	M0211184	PANEL:CONTROL BOARD:ASS'Y	1	43	7	

Change: The shape of the panel was changed.

Reason: To ensure that the SD card is not dropped between the panel and card cover.

19.Controller Unit (M020/M021)



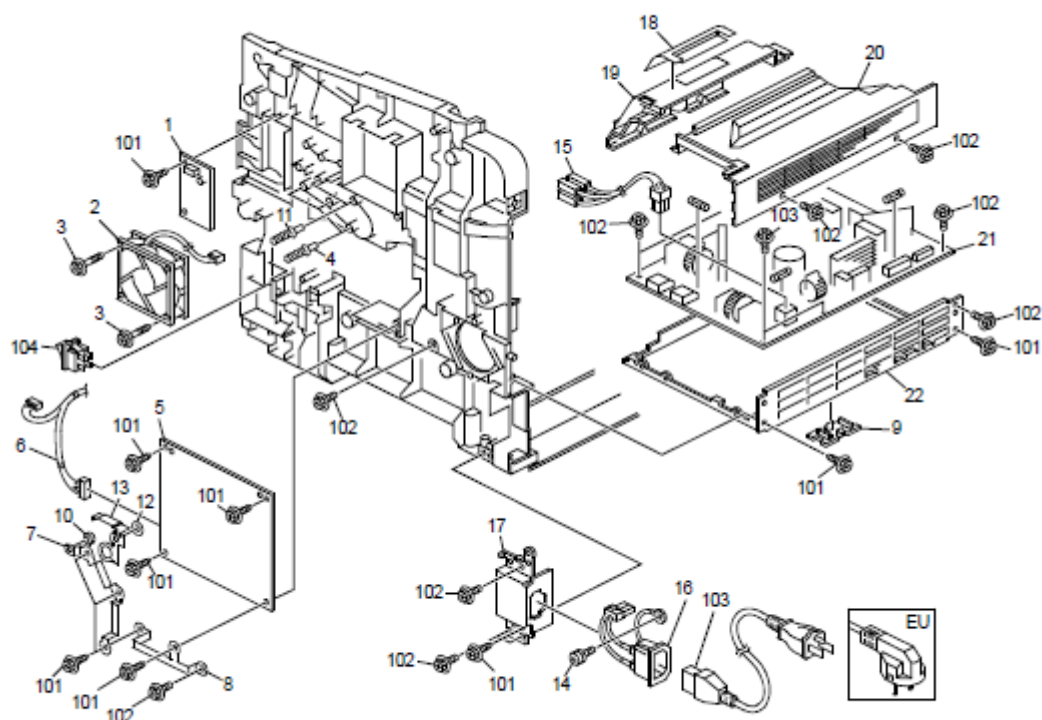
Model: Sh-P1		Date: 27-May-14	No.: RM020039
Subject: Parts Catalog Correction (AIO shaft)		Prepared by: T. Hirai	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <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	Page	Index	Note
M0521191	-	TERMINAL:20MM:POWER PACK:ASS'Y	5	37	11	-
-	M0211192	TERMINAL:POWER PACK:20MM:ASS'Y	3	37	4	-
-	M0521192	TERMINAL:POWER PACK:25MM:ASS'Y	2	37	11	-

Change/Reason: The parts in the table had not been correctly registered in the system.

Note: A polishing countermeasure has been applied to these terminals.

16.Electrical Section 1 (M020/M021)



Model: Sh-P1		Date: 27-May-14	No.: RM020040
Subject: Countermeasure for AIO cannot insert		Prepared by: T. Hirai	
From: 3rd 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 checked="" type="checkbox"/> Tier 2

SYMPTOM

The AIO cannot be inserted (or it is hard to insert) into the machine.

CAUSE

A scratch on the surface of the AIO pins (terminals) catch pressure when inserting the AIO.

SOLUTION

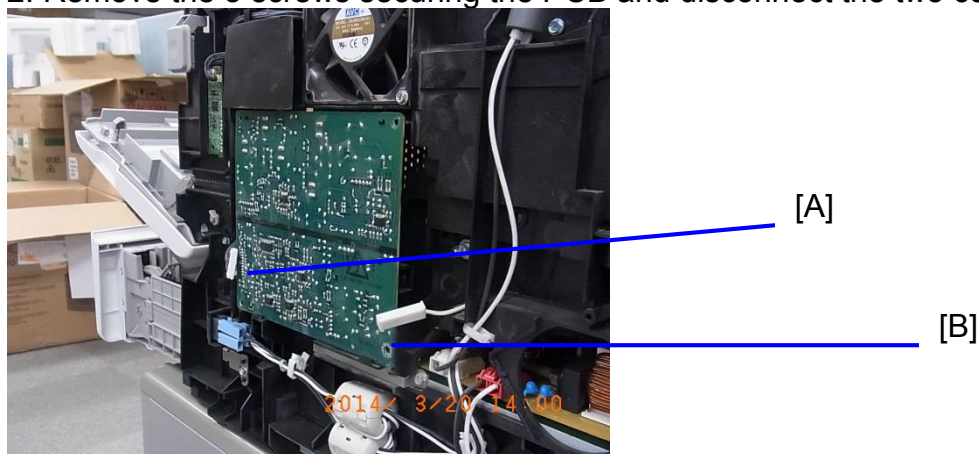
Production line

Polishing is applied to the pins (terminals) of the power pack.

In the field / Service parts

● If you don't have countermeasure parts

1. Remove the right cover of the printer (3 screws).
2. Remove the 3 screws securing the PCB and disconnect the two connectors [A and B].

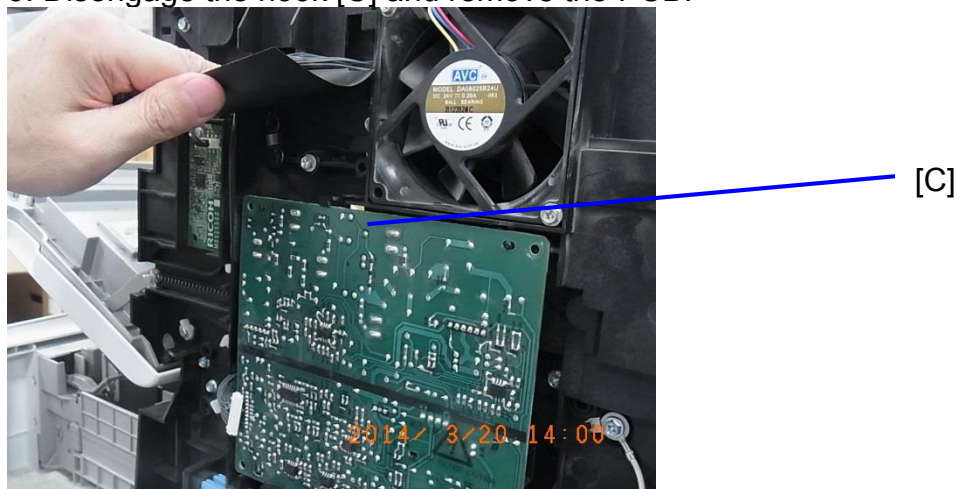


Model: Sh-P1

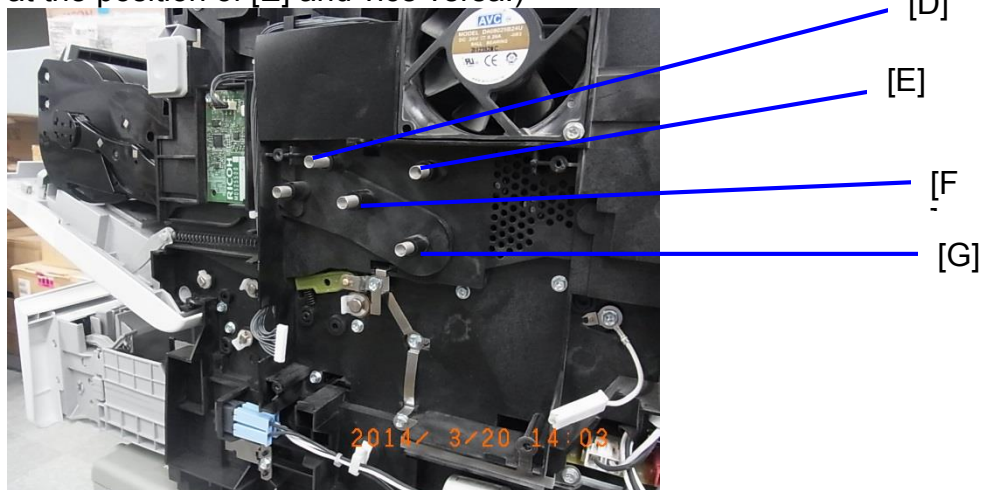
Date: 27-May-14

No.: RM020040

3. Disengage the hook [C] and remove the PCB.



4. Remove the pins [D] and [E], and exchange the position of these pins. (Install the pin [D] at the position of [E] and vice versa.)



5. Remove the pins [F] and [G], and exchange the position of these pins. (Install the pin [F] at the position of [G] and vice versa.)

Note: The length of the pin is different between D, E and F, G.

6. Install the PCB (3 screws) and check that the AIO can be inserted smoothly.

If not, remove the PCB again and rotate the pins [D, E, F, G] 180 degrees.

7. Reassemble the printer.

● If you have countermeasure parts

Replace the pins (terminals) with the following modified parts.

Part Number	Description	Q'ty	Page	Index	Note
M0211192	TERMINAL:POWER PACK:20MM:ASS'Y	3	37	4	-
M0521192	TERMINAL:POWER PACK:25MM:ASS'Y	2	37	11	-

Reissued:11-Jul-14

Model: Sh-P1	Date: 20-Jun-14	No.: RM020041a
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RTB Reissue

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

Subject: Countermeasure: No feed Jam		Prepared by: T. Hirai	
From: 3rd 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

SYMPTOM

Non-feed jam

POSSIBLE CAUSE

The symptom may occur when one or more of the following conditions are met:

1. The end fence is not set correctly.
2. The pad on the bottom plate contacts the paper tray Mylar.
3. ***The paper size detection mechanism is disengaged.***
4. The paper feed pressure is not strong enough to handle the paper.

SOLUTION

In the field:

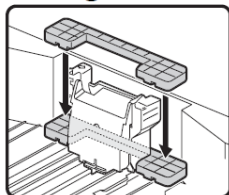
Do the following procedure.

PROCEDURE

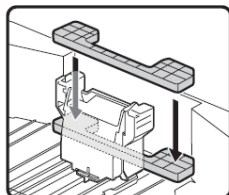
1. Check to see whether the end fence has been set correctly.
 - If it has not been set correctly, go to Step 2 (attaching a spacer/decal).
 - If it has been set correctly, go to Step 3.
2. Attach the P/N M0212570 spacer behind the end fence using double-sided tape OR, attach the M0218840 decal as shown.
 - If the customer uses several paper sizes in one tray, attach the decal instead of the spacer. Otherwise, attach the spacer.

Spacer (P/N #: M0212570)

A4/Legal

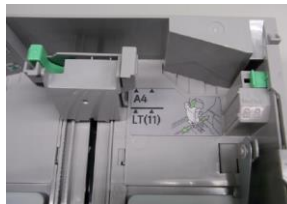
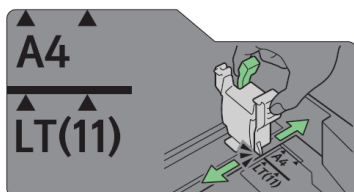


Letter



Decal (instructs how to set end fences) (P/N #: ~~M0218840~~, **M0212608**)

Position:



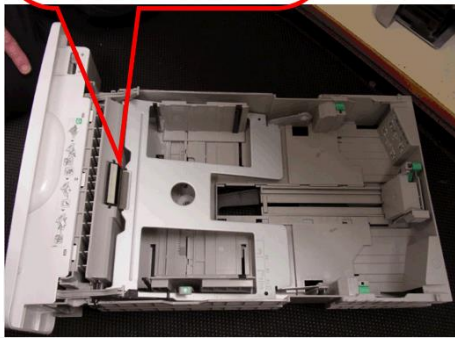
Important: Before attaching the spacer/decal, clean the dust off the attachment surface.

Model: Sh-P1

Date: 20-June-14

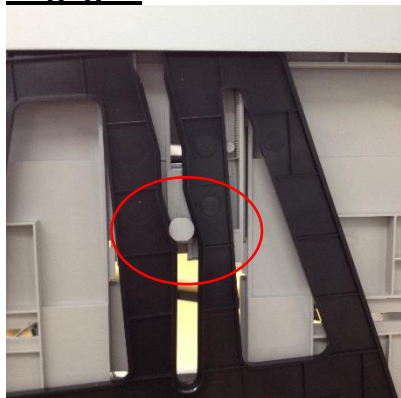
No.: RM020041

3. Check to see whether the pad on the bottom plate is touching the Mylar.
 - If the pad is touching the Mylar, go to Step 4 (replacing the bottom plate).
 - If the pad is not touching the Mylar, go to Step 5.
4. Replace the bottom plate. (Part #:M0522640)



5. Check to see whether the paper size detection mechanism in the paper tray is engaged.
 - If it is engaged, go to Step 7 (replacing the bottom plate).
 - If it is not engaged, go to Step 6.

Engaged



Disengaged



Note: The bottom of the end fence passes through the paper size detection rail. When the end fence is pulled up, the bottom of the fence disengages from the paper size detection rail.

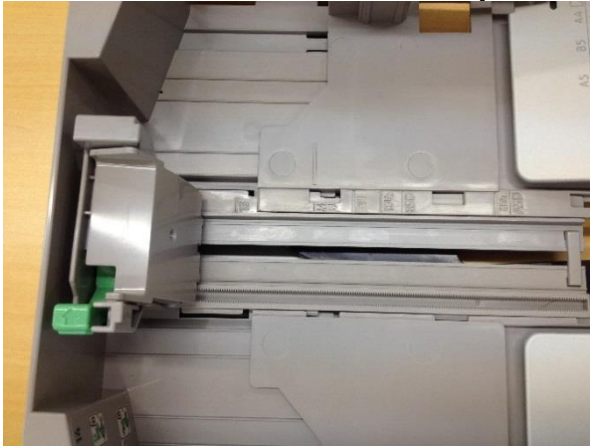
Model: Sh-P1

Date: 20-June-14

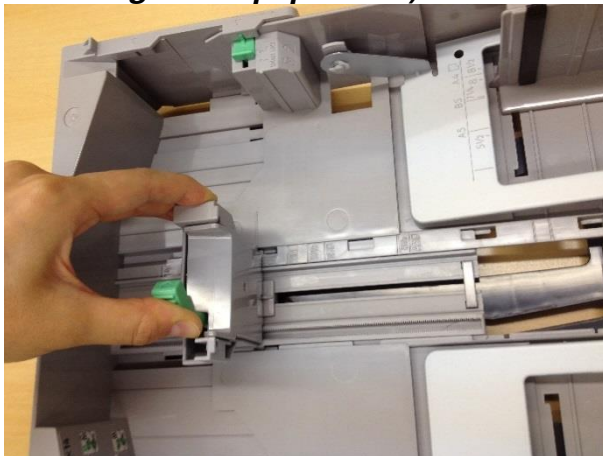
No.: RM020041

6. Engage the paper size detection mechanism as follows.

- Set the end fence to the 14 inch position.



- Slide the end fence while pushing it downward, and set it in the proper position (According to the paper size).



7. Check to see if the symptom still occurs.

➤ If the symptom still occurs, **change the position** of the paper pressure lever as shown in the photo.



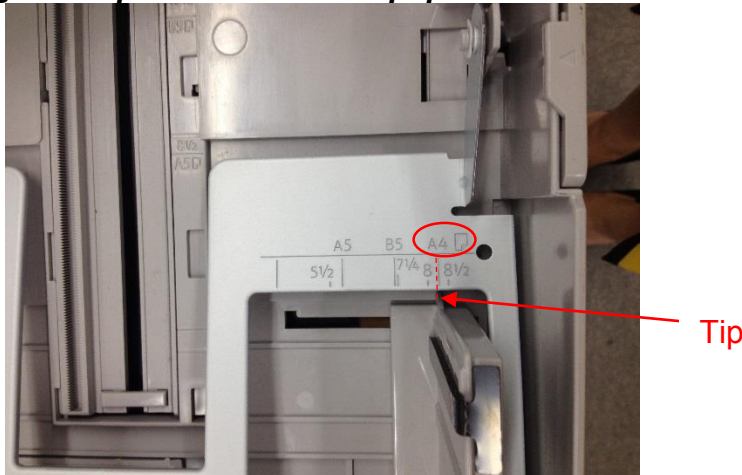
Model: Sh-P1

Date: 20-June-14

No.: RM020041

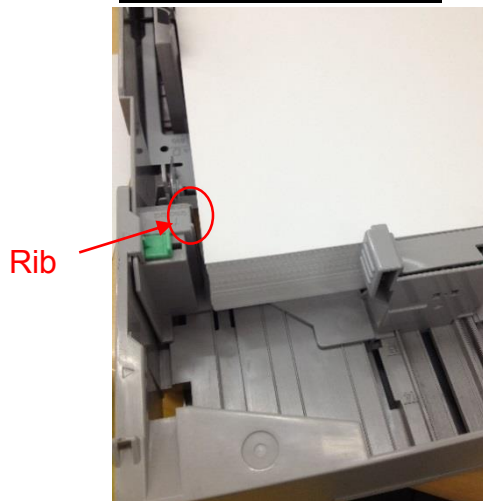
If the symptom still occurs, try the following.

- ***Check to see whether the side fence is set too tightly.***
 - When the side fence set too tightly, the machine needs more power to feed the paper.***
 - Align the tip of side fence to paper size.***



- ***Check to see whether paper has been loaded neatly.***
 - If the paper is not loaded neatly, the rib may prevent the paper from being fed correctly.***

Correct paper loaded



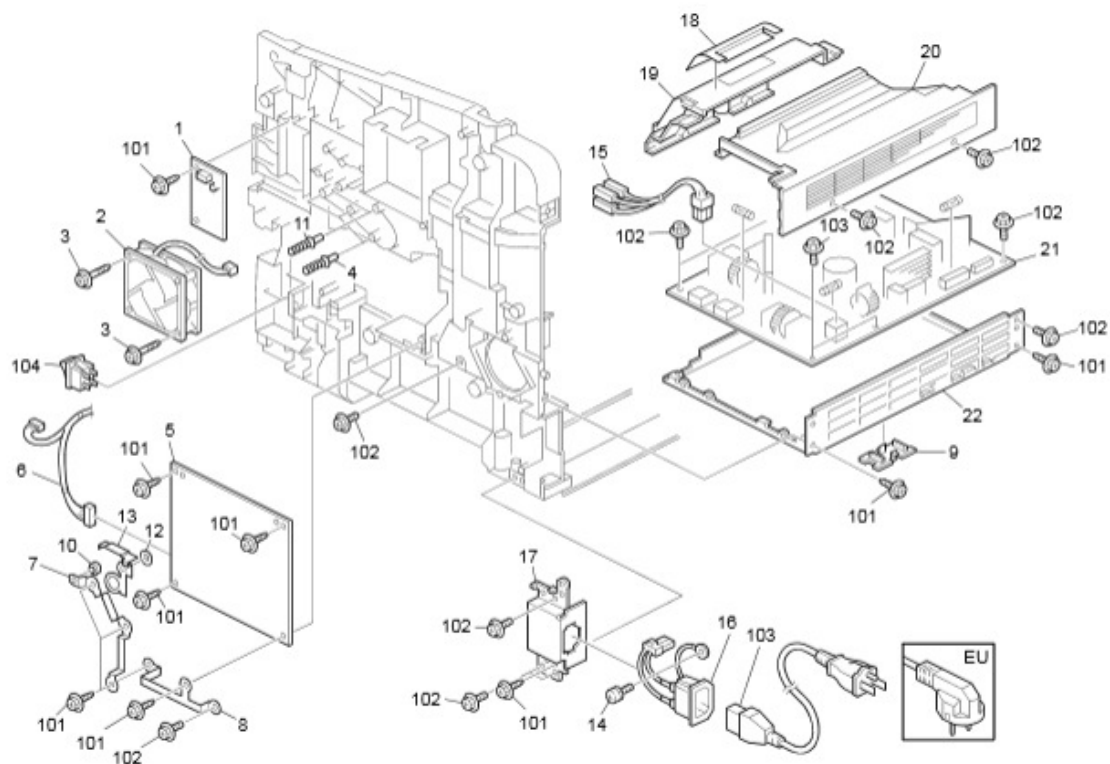
Incorrect paper loaded



Model: Sh-P1		Date: 25-Aug-14	No.: RM020042
Subject: Parts Catalog Correction		Prepared by: T.Hirai	
From: 3rd 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
M0522939	M0212939	GROUND PLATE:SUB:REGISTRATION ROLLER	1-1	× /O	37	7

16.Electrical Section 1 (M020/M021)



Change: None.

Reason: Parts registration mistake by operator

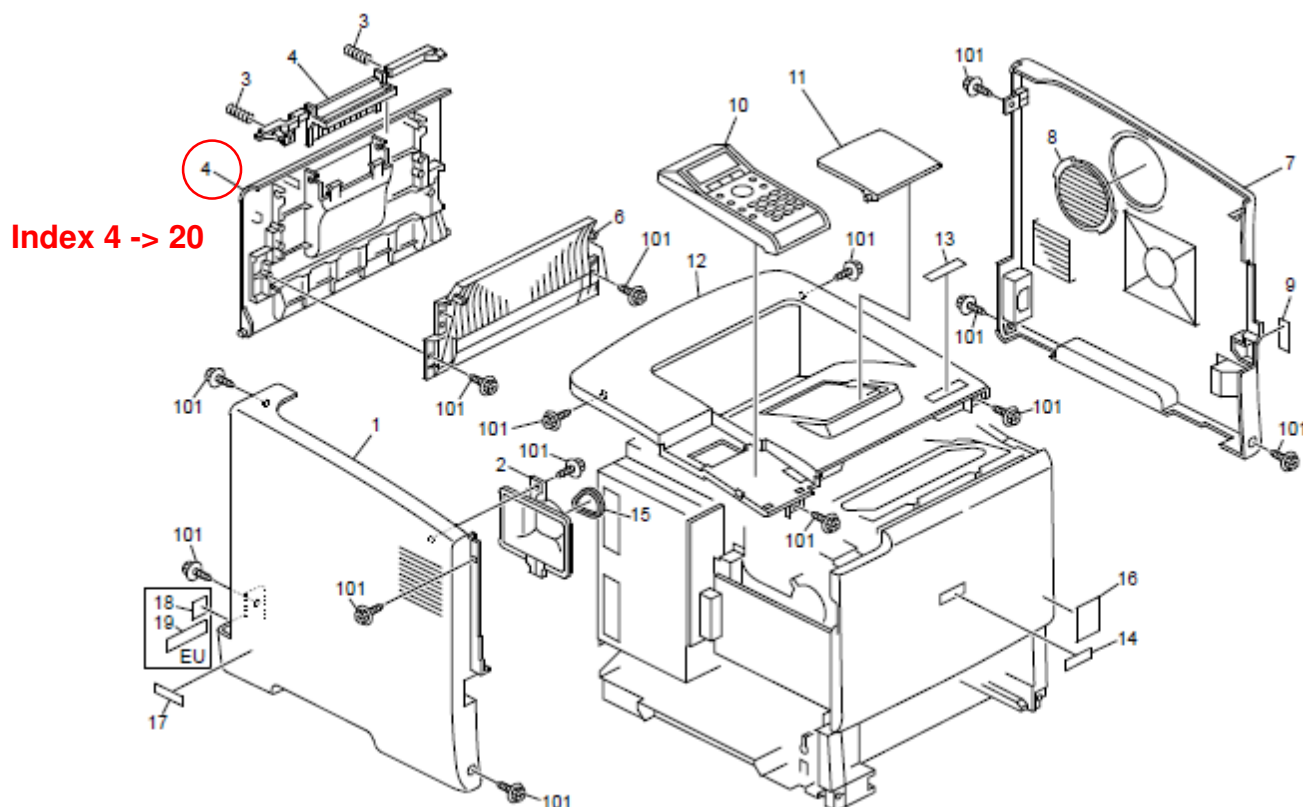
Model: Sh-P1		Date: 17-Sep-14	No.: RM020043
Subject: Parts Catalog Correction		Prepared by: T.Hirai	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> 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
-	M0211275	COVER_EXIT REAR	1	-	6	4->20

Change: None.

Reason: Index was duplicated.

1.Exterior 1 (M020/M021)



Reissued: 11-May-2015

Model: Sh-P1	Date: 17-Oct-14	No.: RM020044d
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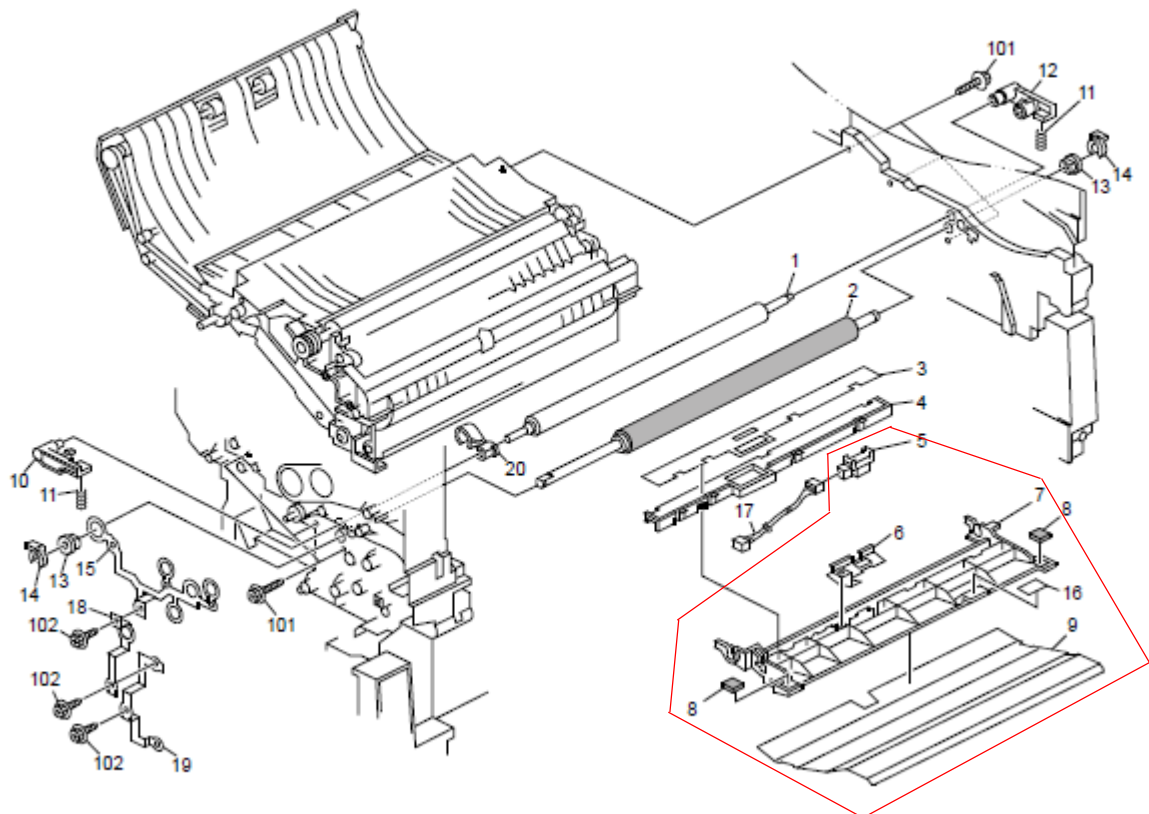
RTB Reissue

The illustration (red box showing the target parts) was revised.

Subject: Countermeasure: No feed Jam		Prepared by: T. Tachibana	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 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
-	M0522940	GUIDE PLATE:REGISTRATION:SUB:ASS'Y	0-1	-	18	21

7.Paper Regist (M020/M021)



18

Change: The assembly shown in the table was added as a service part.

Reason: To further reduce occurrence of duplex jams.

Reissued: 11-May-2015

Model: Sh-P1

Date: 17-Oct-14

No.: RM020044d

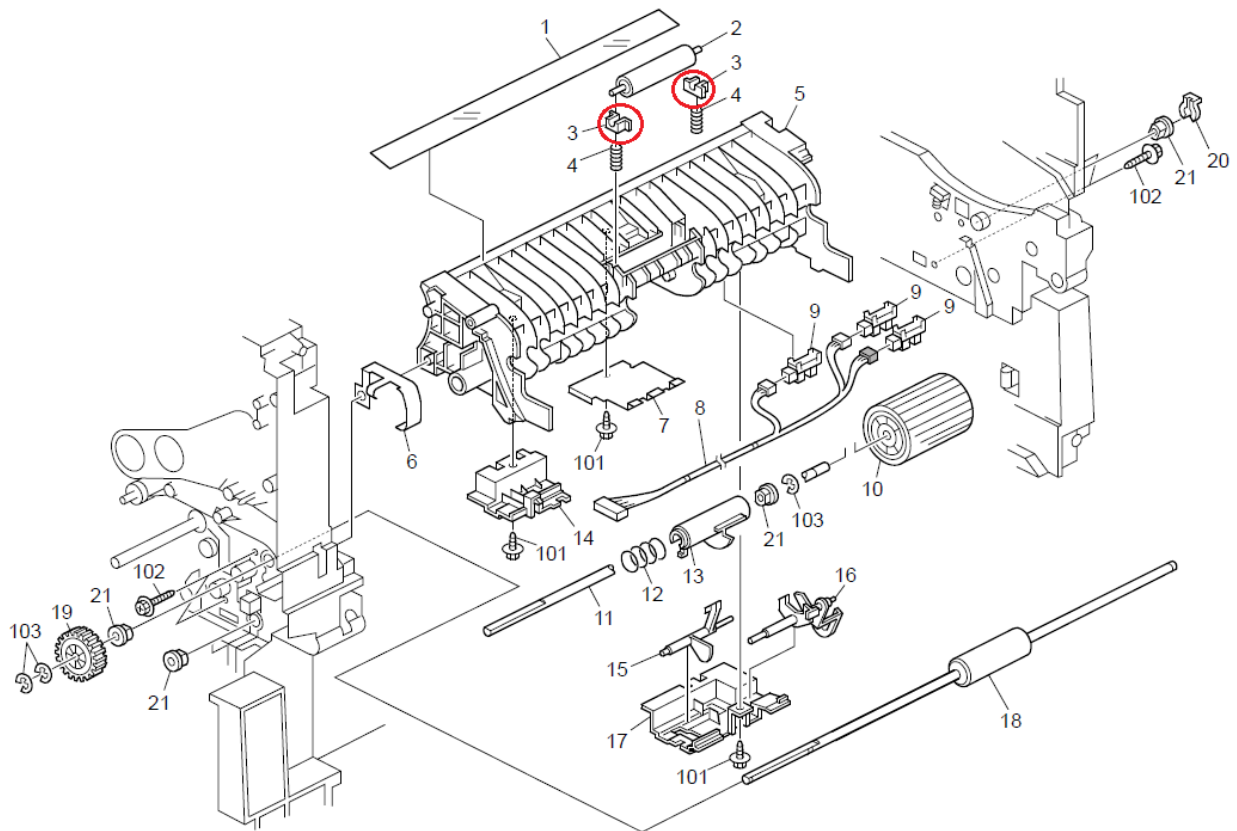
IMPORTANT: *If jams occur often, check the edge of the guide plate. Install the new assembly (M0522940) if the guide plate is shaved.*

GUIDE PLATE:REGISTRATION:SUB:ASS'Y

Model: SH-P1/MF1		Date: 28-Oct-14	No.: RM020045
Subject: Parts Catalog correction		Prepared by: Takuma. Sakakibara	
From: 3rd Tech Service Sect., MFP/Printer 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

Parts Catalog correction (M020/M021/M052/M053/M054):

Wrong Description	Correct Description	Wrong PN	Correct PN	Q'ty	Page	Index
Bushing – 8x12x7	BUSHING - VERTICAL TRANSPORT	AA082144	AA080249	2	M020/M021: 15 M052/M053/M054: 47	3

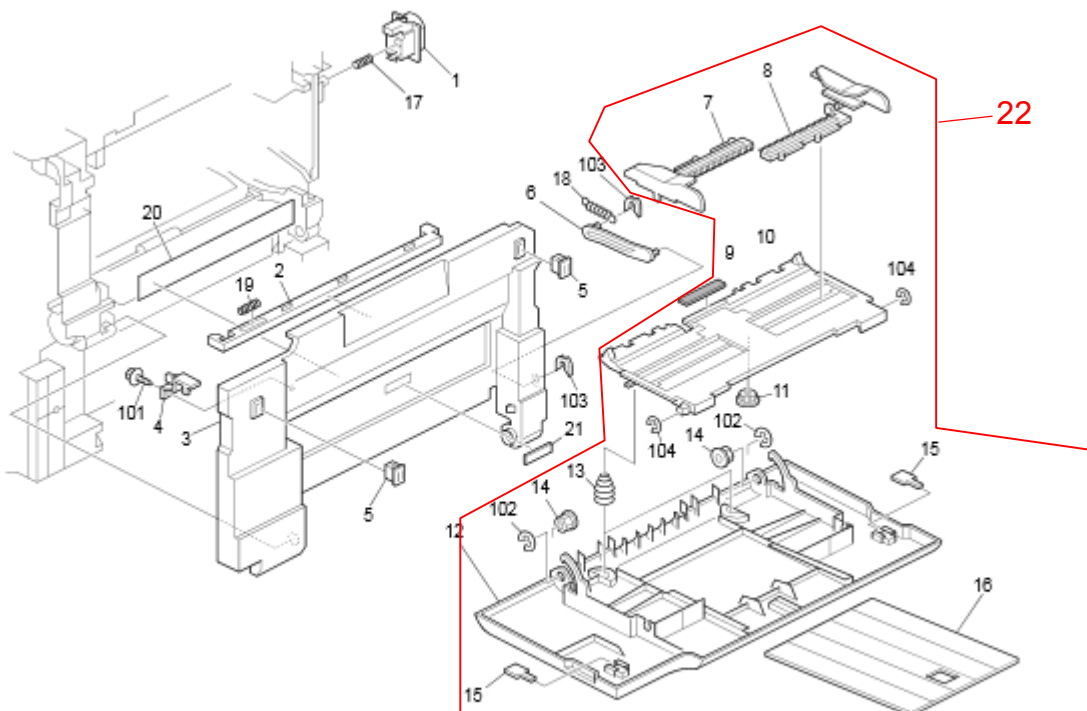


Model: Sh-P1		Date: 18-Dec-14	No.: RM020046
Subject: Parts Catalog Correction		Prepared by: T.Hirai	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> 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
-	M0212510	MANUAL FEED UNIT:P1	1	-	9	22

Change/Reason: The following part number and index number was changed.

2.Exterior 2 (M020/M021)



Model: Sh-P1		Date: 6-Feb-15	No.: RM020047
Subject: Service manual revision		Prepared by: J.Kitagawa	
From: 3rd 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 type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

The areas in bold italics have been corrected as follows.

Service Manuals, page 224

SP 8781 001

8781	Toner_Bottle_Info.	
8781 001	BK	<p><i>This SP displays a counter value which indicates the number of toner bottles that have been installed on this machine in the field.</i></p> <p><i>Note: The counter is incremented whenever the toner bottle is replaced using the bottle's ID chip.</i></p>

Model: Sh-MF1/P1		Date: 24-Mar-15	No.:RM052089
Subject: Summary of the no feed jam issue		Prepared by: J. Kitagawa	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

SYMPTOM

Non-feed jams

CAUSE

1. Insufficient paper feed pressure

- Standard model
- HC model
- Wristband model

Note: The Wristband model is only sold in the U.S. market.

2. The shape of the Teflon Mylar is not optimal.

- HC model
- Wristband model

3. The shape of the 3-inch tray bottom plate is not optimal.

- Wristband model

SOLUTION

Do the **PROCEDURE(S)** below for the model in question (Standard, HC, or Wristband).

Model: Sh-MF1/P1

Date: 24-Mar-15

No.:RM052089

PROCEDURES

Parts required:

	Decal x5 M0529912	Spring x2 M0529908	Mylar M0213025	Bottom Plate M0529907	Recommended
Standard Model	○	-**	-	-	End Fence Spacer
HC Model *	○	○	○	-	
Wristband Model	○	○	○	○	

* 3 pcs. set of M0529911:

-Teflon Mylar: 1pc

-Tension springs: 2pcs

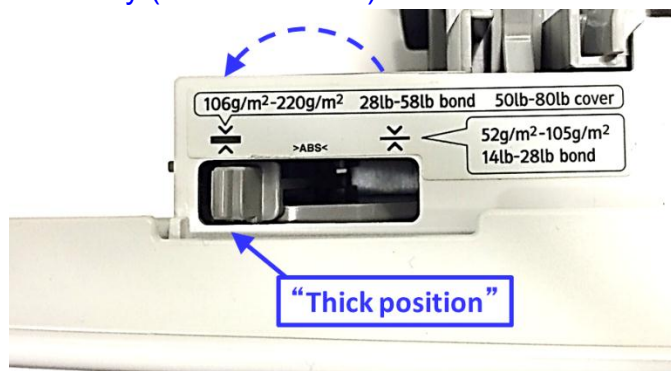
-Paper thickness cover decal: 1 sheet

** Recommended when “thick paper” is used.

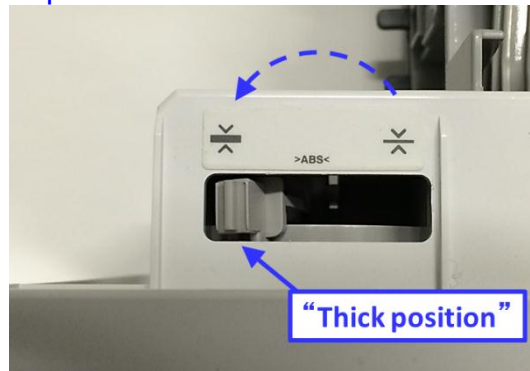
Procedure for STANDARD MODEL

1. Set the paper thickness lever to the "Thick" (paper) position.

Main tray (same as P/MF)

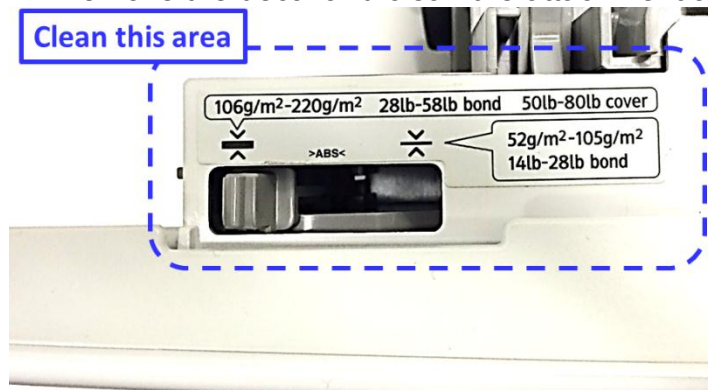


Option bank



Important: If the lever is stuck or hard to move, open the cover (See **Appendix**).

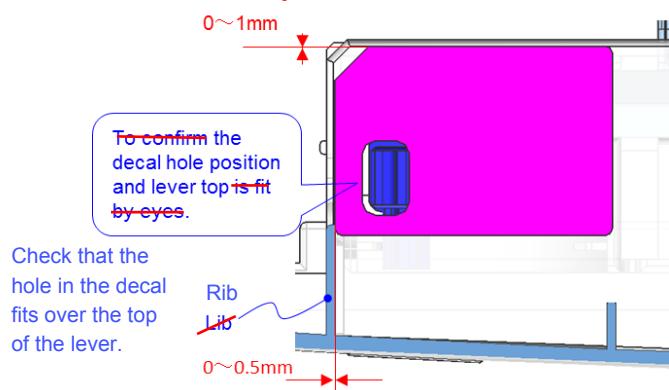
2. Remove the decal and clean the attachment area using alcohol.



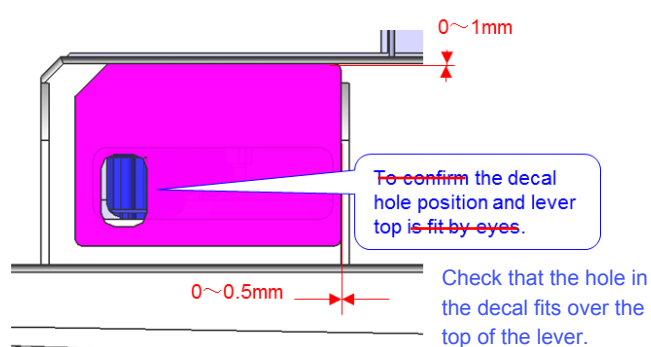
3. Attach the new decal, which has a hole that lines up with the lever top (as shown).

Mainframe tray (same as P/MF)

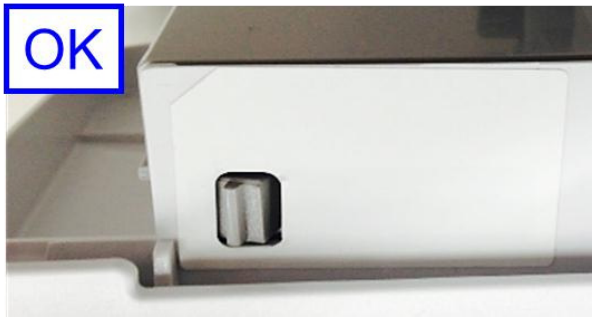
Specification



Optional bank

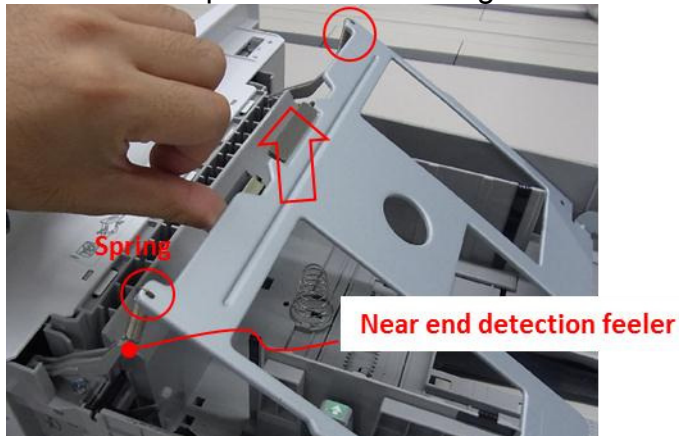


Model: Sh-MF1/P1	Date: 24-Mar-15	No.:RM052089
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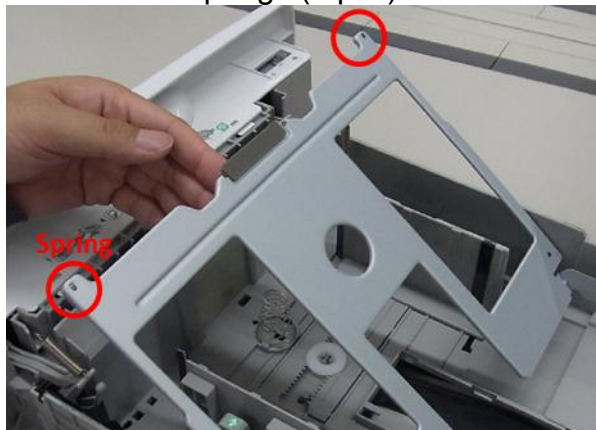


Procedure for the HC MODEL

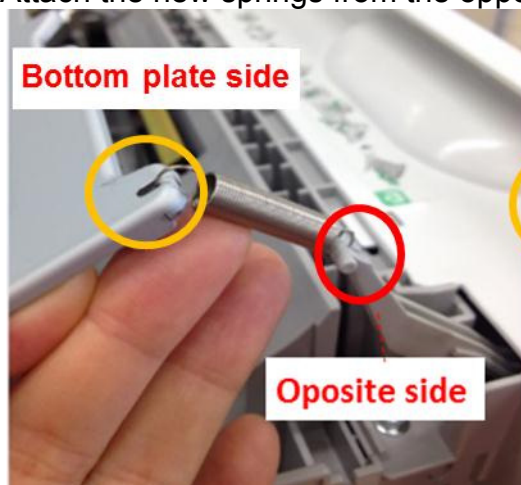
1. Change the position of the paper thickness lever and attach the cover decal, as described above in the Procedure for the STANDARD MODEL.
2. Lift the bottom plate while releasing the Near-End detection feeler.



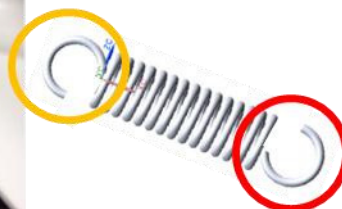
3. Remove the springs (2 pcs) from the bottom and top of the plate.



4. Attach the new springs from the opposite side to the bottom plate side.



IMPORTANT: Make sure that the direction of the hook is correct.



Model: Sh-MF1/P1

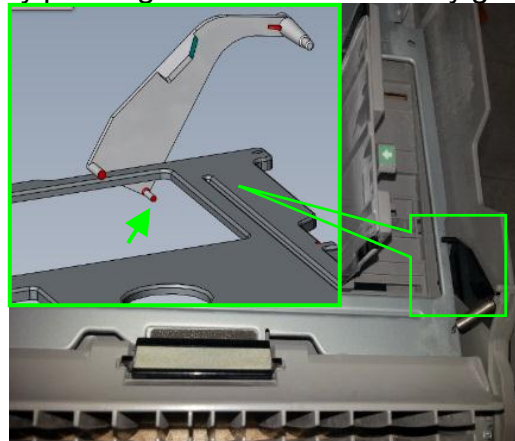
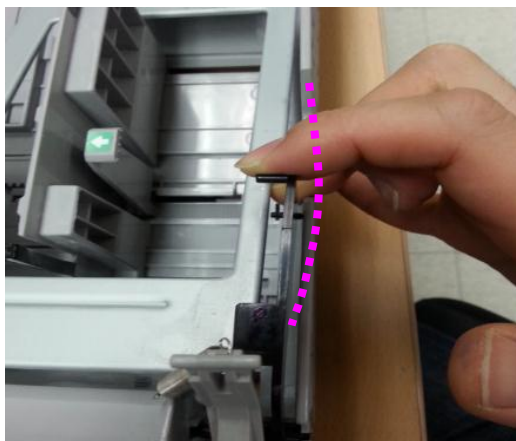
Date: 24-Mar-15

No.:RM052089

5. Lift the tray bottom plate as far as possible.



6. Attach the Near-end detection feelers by pushing the outside of the tray guide, as shown.

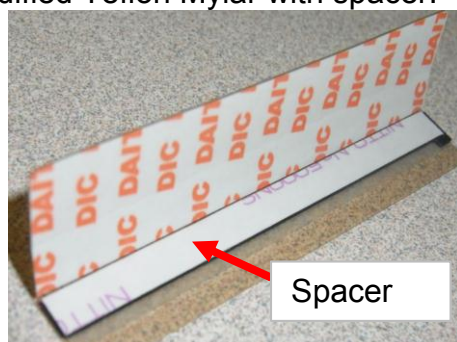


Model: Sh-MF1/P1

Date: 24-Mar-15

No.:RM052089

Modified Teflon Mylar with spacer:

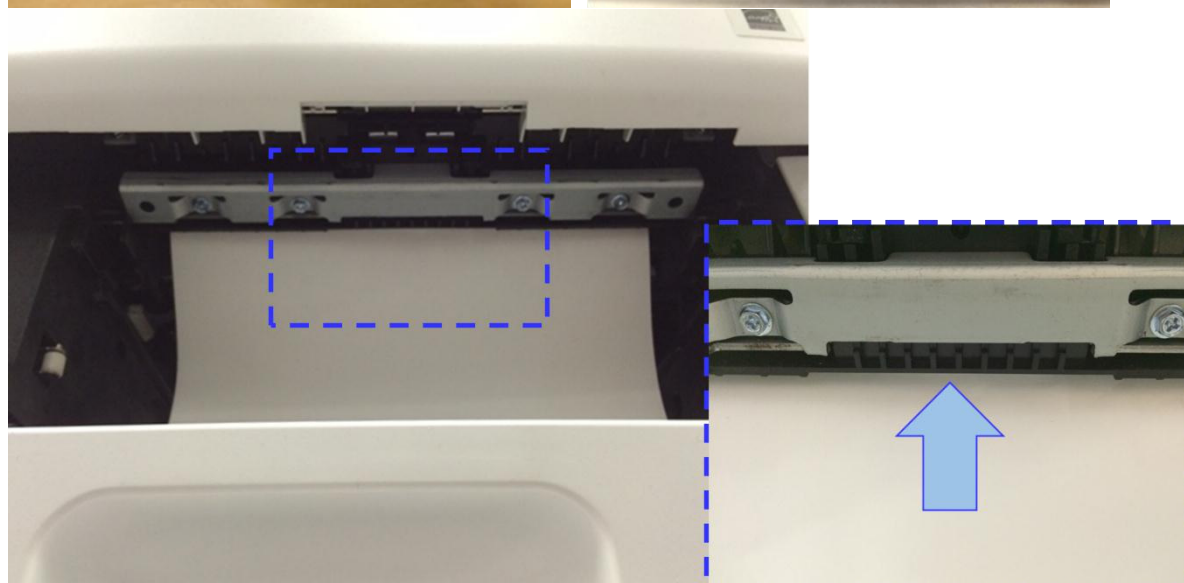
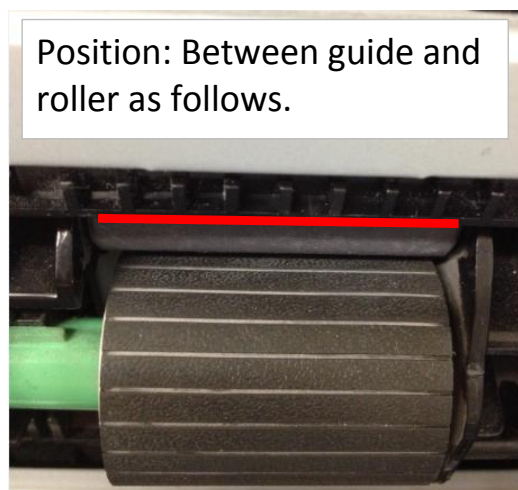
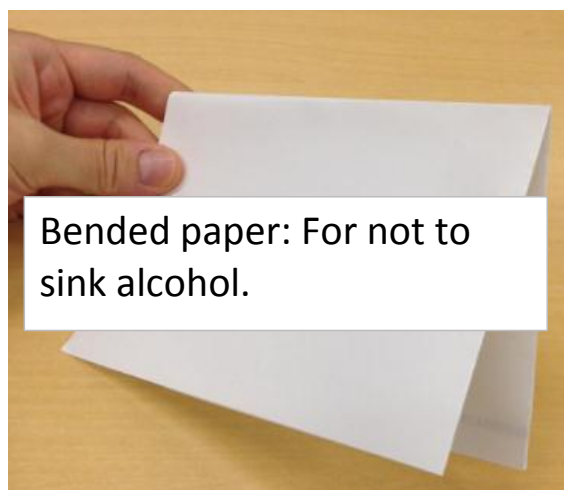


Attaching the Teflon Mylar

7. Remove the old Mylar.

8. Insert a folded sheet of paper, as shown.

Note: This is to ensure that alcohol-damp cloths do not touch the rollers.



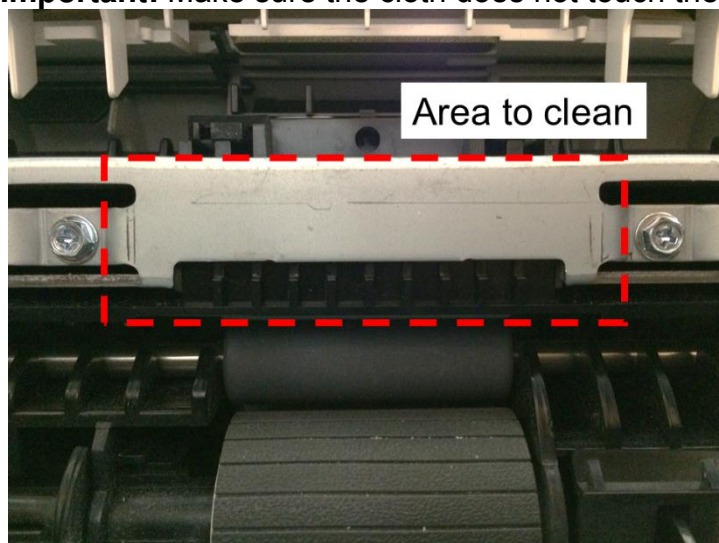
Model: Sh-MF1/P1

Date: 24-Mar-15

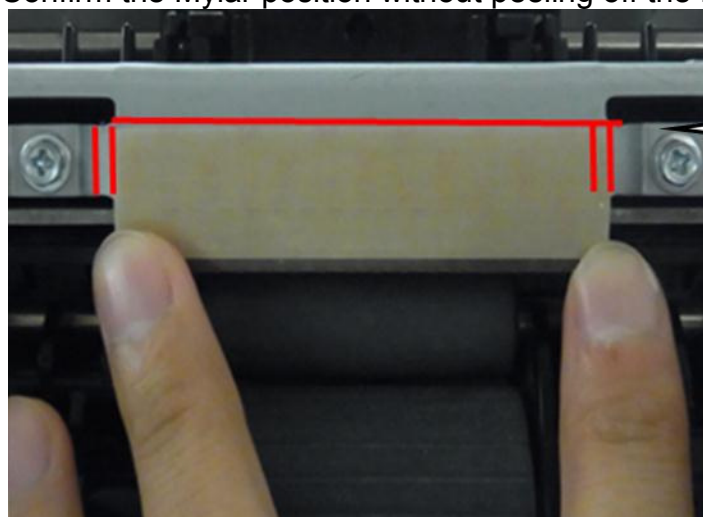
No.:RM052089

9. Confirm there are no obstacles on the surface, and clean the surface with an alcohol-damp cloth.

Important: Make sure the cloth does not touch the rollers.

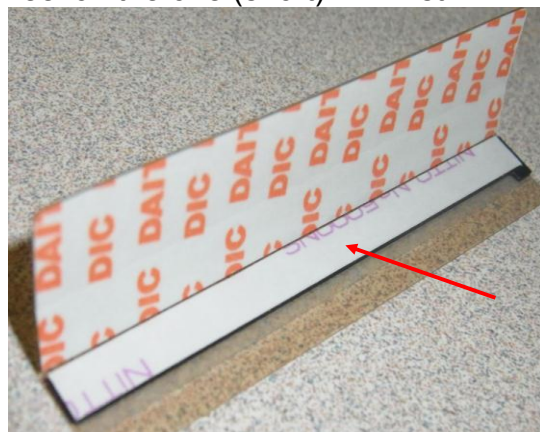


10. Confirm the Mylar position without peeling off the film of double-sided tape.



Mark the attaching area of the Mylar before sticking.

11. Peel off the one (short) film first.



Model: Sh-MF1/P1

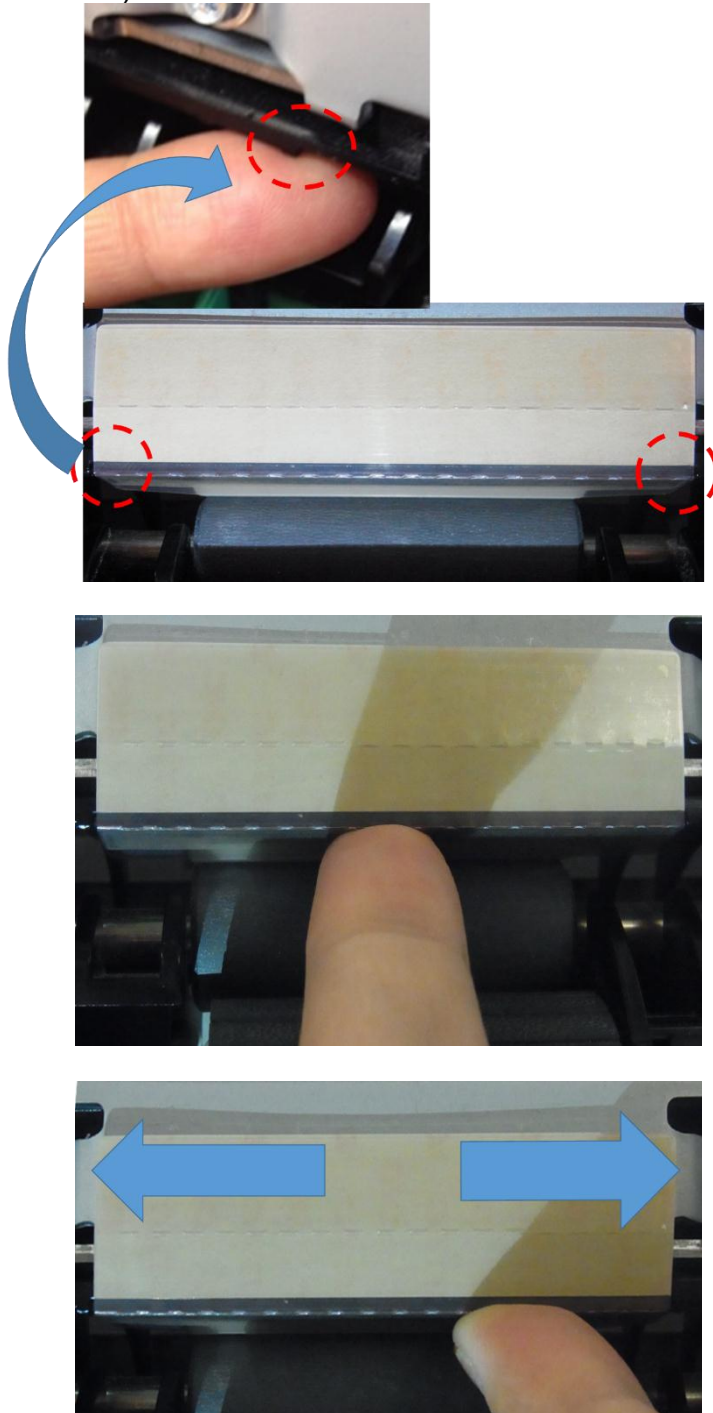
Date: 24-Mar-15

No.:RM052089

12. Attach the Mylar within the gap (right and left) and fit it to the corners.

13. Press the Mylar with a finger cushion from the middle to the right and left sides gently.

IMPORTANT: DO NOT FORGET THIS STEP. DO NOT SCRATCH THE MYLAR WITH YOUR NAIL)



Model: Sh-MF1/P1

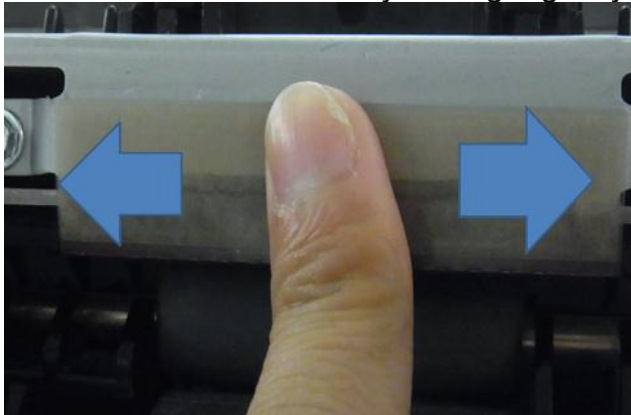
Date: 24-Mar-15

No.:RM052089

14. Peel off the long piece of protective film.



15. Press the cushion with your finger gently from the middle to the right and left sides.



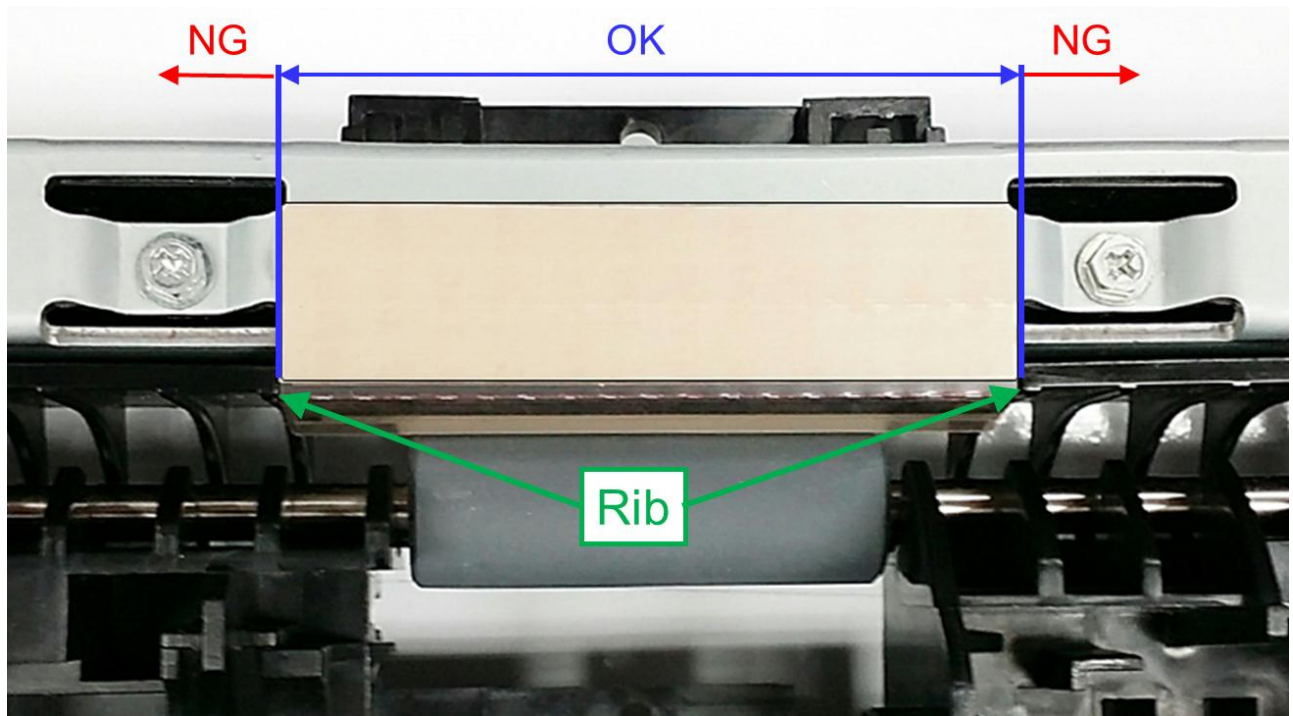
Model: Sh-MF1/P1

Date: 24-Mar-15

No.:RM052089

16. Make sure that the Mylar edges are inside the ribs.

IMPORTANT: Attach a NEW Mylar if you cannot attach the Mylar correctly.

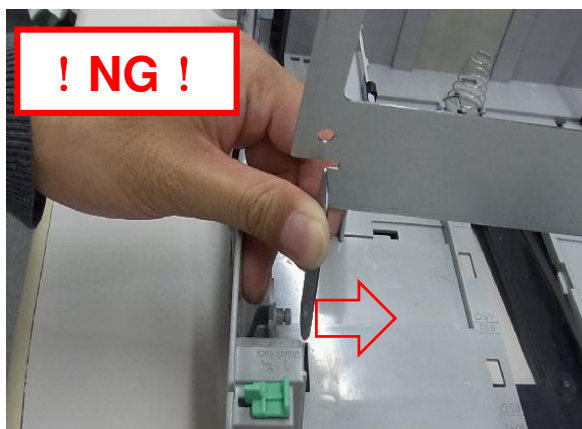
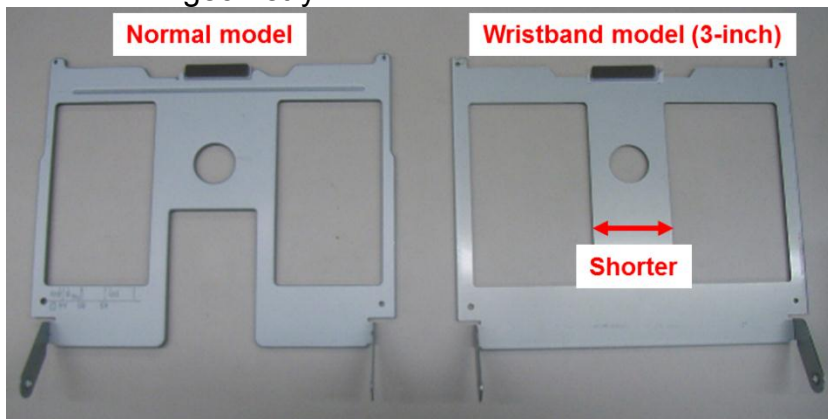


17. Print out some sheets of paper and check if the symptom occurs.

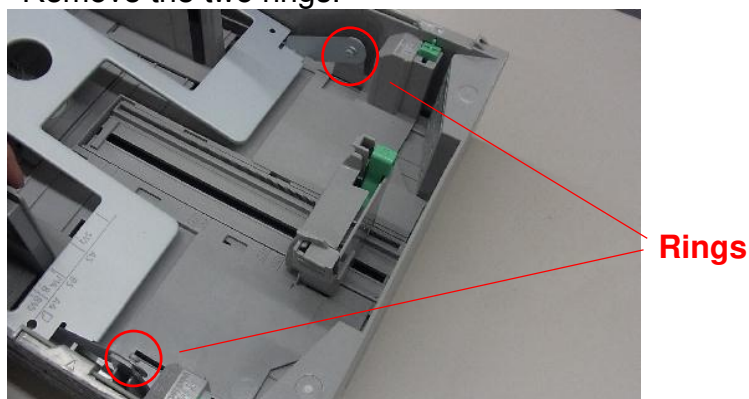
Procedure for the WRISTBAND MODEL

1. Change the position of the paper thickness lever and attach the cover decal, as described above in the Procedure for the STANDARD MODEL.
2. Change the tension springs and Teflon Mylar as described above in the Procedure for the HC MODEL.

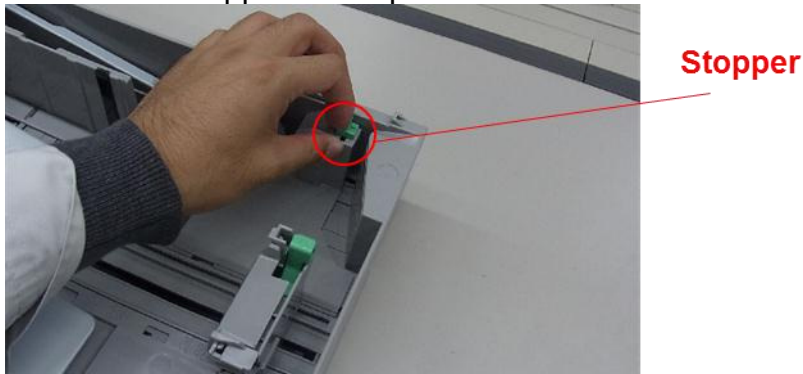
IMPORTANT: Do not put pressure on the 3-inch tray bottom plate. This bottom plate deforms more easily compared to those on other models, due to its geometry.



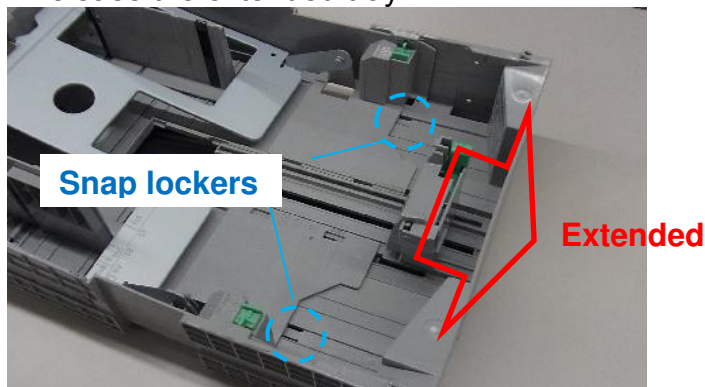
3. Remove the two rings.



4. Unlock the stopper in two places.



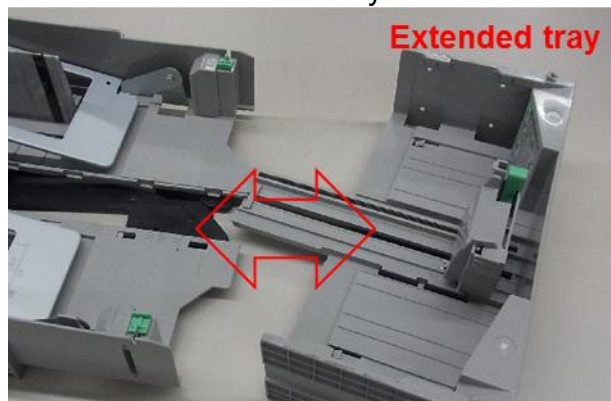
5. Release the extended tray.



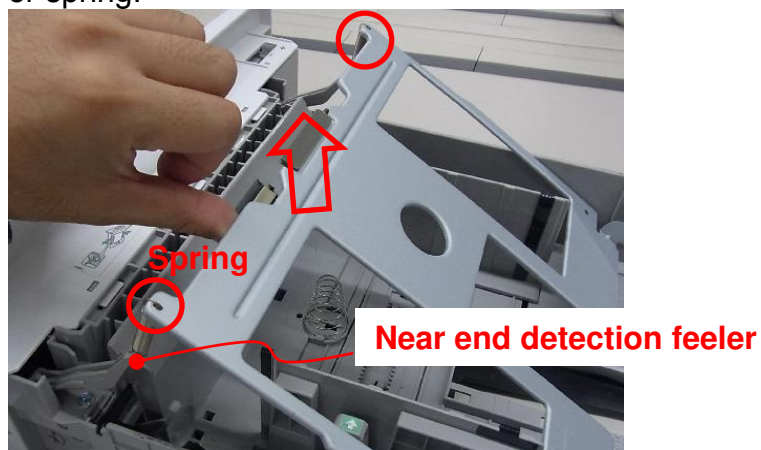
6. Push and release the snap lockers.
Important: Do not push with too much force.



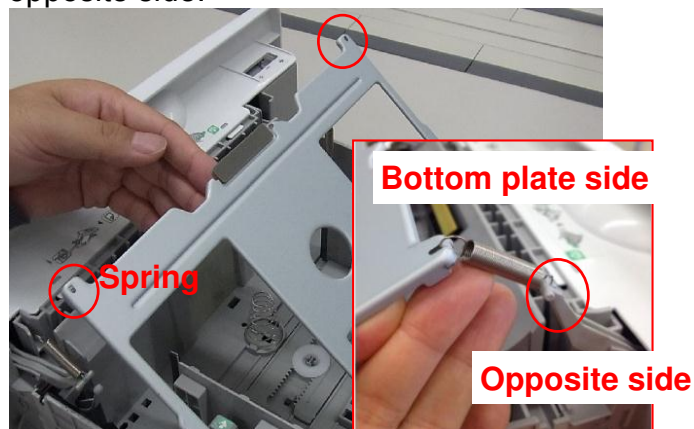
7. Remove the extended tray.



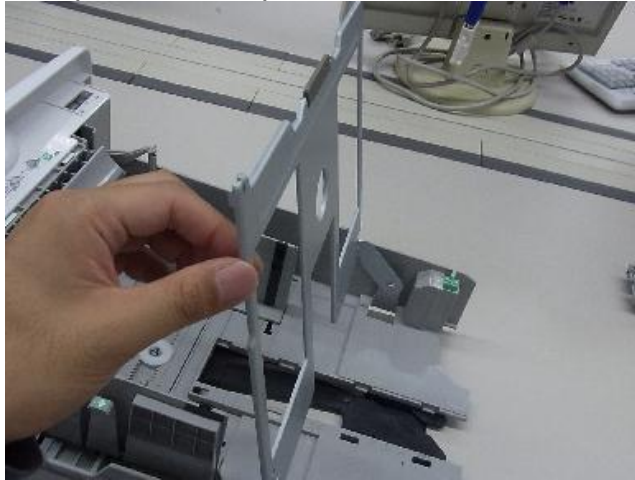
8. Lift the bottom plate, taking care not to catch the plate on the near-end detection feeler or spring.



9. Remove the two springs from the bottom plate side, and then remove them from opposite side.

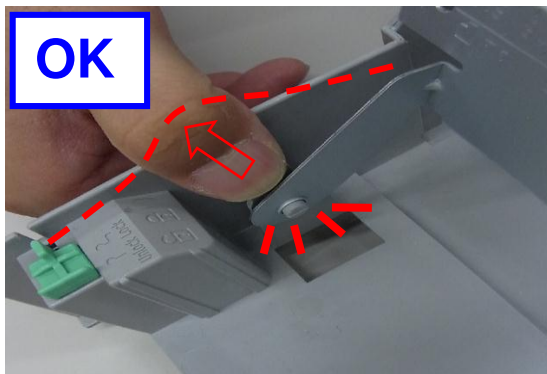


10. Tilt up the bottom plate as shown.

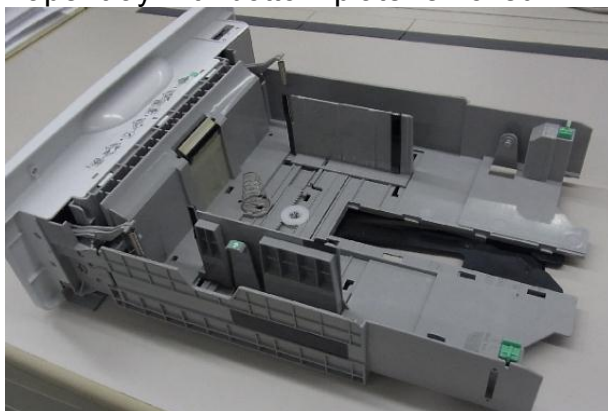


IMPORTANT: DO NOT put pressure on the bottom plate.

The 3-inch bottom plate is not as strong as those used on standard models, since the side fences can slide three inches. **Pull the outside guide outward**, as shown in the photos, while **being careful not to put any pressure** on the bottom plate. Do not press down on a small area/point too much, in order to avoid breakage.



Paper tray with bottom plate removed:



Model: Sh-MF1/P1

Date: 24-Mar-15

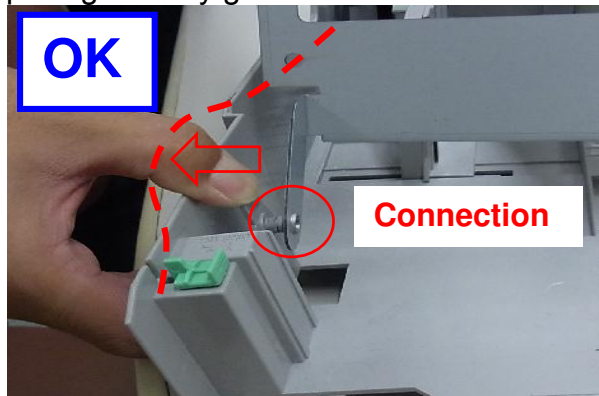
No.:RM052089

11. Connect the new bottom plate at one side.



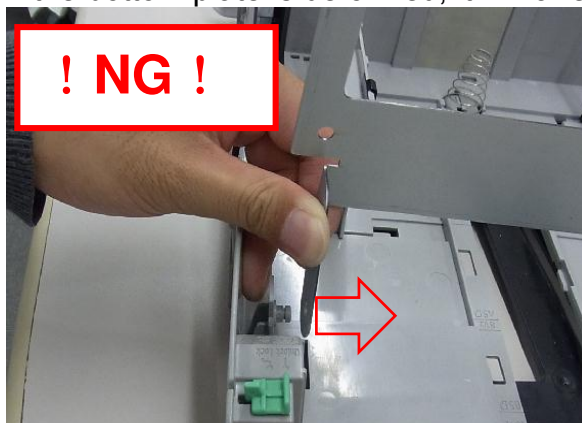
MOST IMPORTANT:

Connect the opposite side **without putting any pressure on the bottom plate** by pulling the tray guide in the direction of the red arrow.



IMPORTANT: DO NOT put any pressure on bottom tray.

If the bottom plate is deformed, it will affect the feeding quality and machine operation.

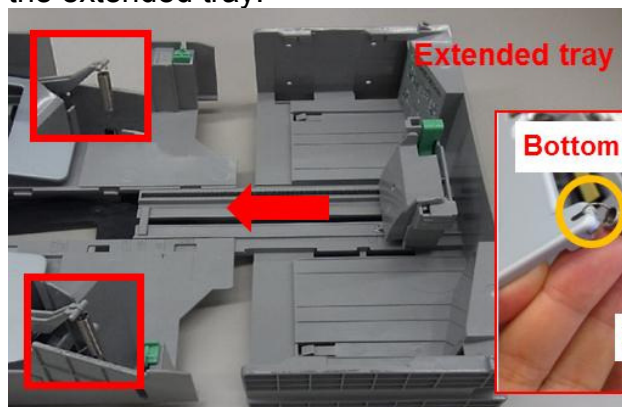


Model: Sh-MF1/P1

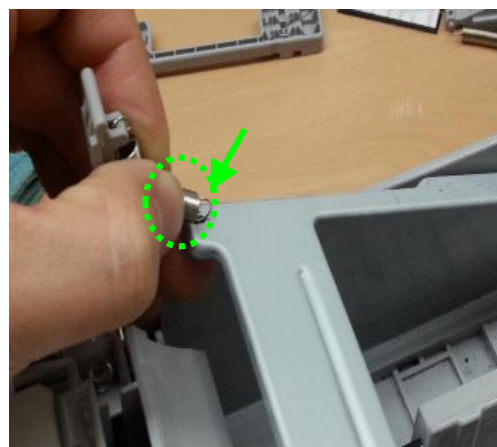
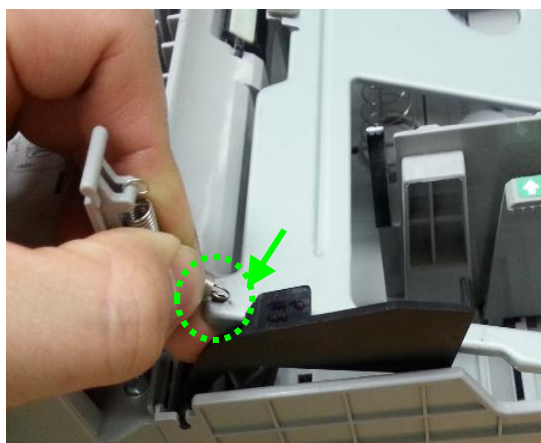
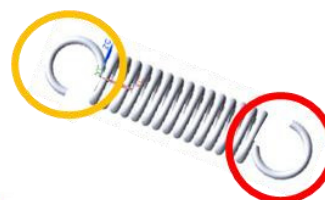
Date: 24-Mar-15

No.:RM052089

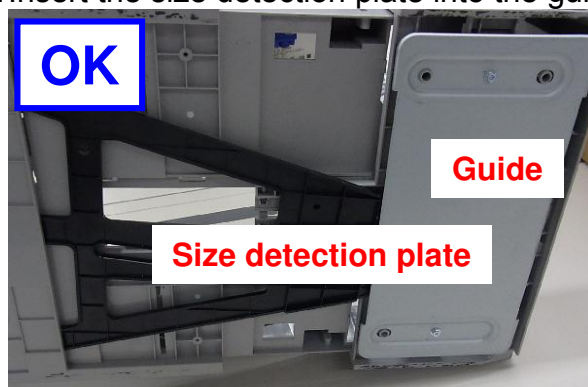
12. Attach the two springs from the opposite side to the bottom plate side, and then attach the extended tray.



Make sure that the direction of the hook is correct.



13. Insert the size detection plate into the guide.



Model: Sh-MF1/P1

Date: 24-Mar-15

No.:RM052089

IMPORTANT: Do not attach the size detection plate outside the guide.
If you do, the machine cannot detect the paper size, and a jam will occur.

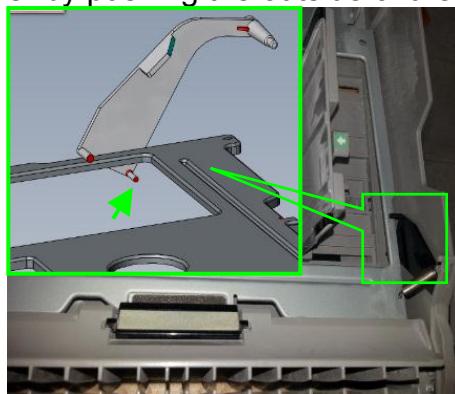
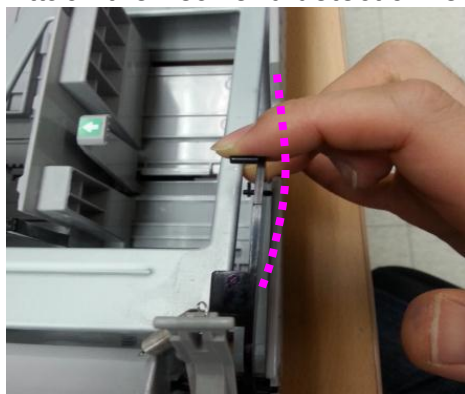


Plate is positioned outside the guide

14. Lift the tray bottom plate to its maximum position.



15. Attach the near end detection feeler by pushing the outside of the tray guide as shown.



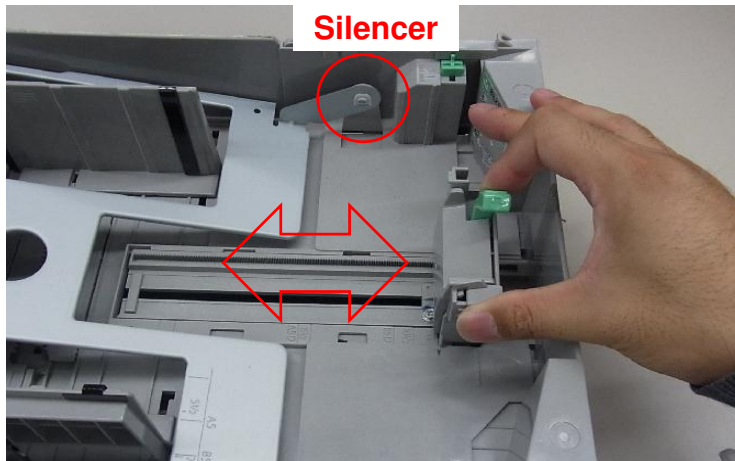
Model: Sh-MF1/P1

Date: 24-Mar-15

No.:RM052089

16. Attach the two silencers.

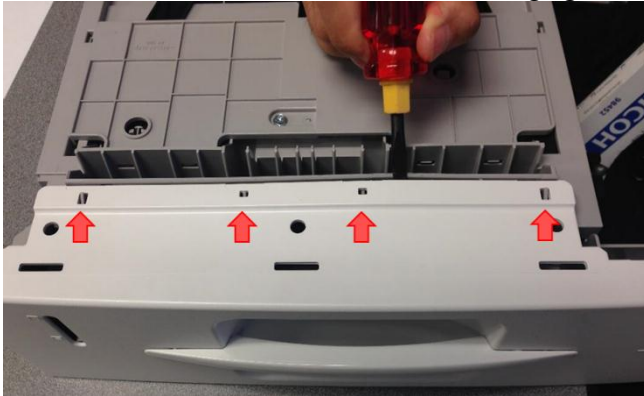
Important: Push the end fence and confirm that it operates smoothly.



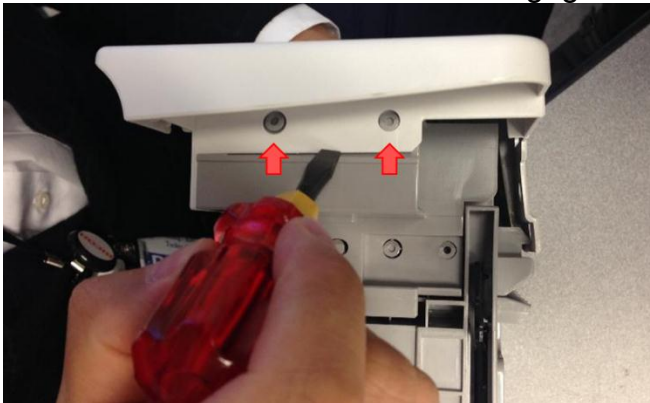
APPENDIX

If the paper thickness lever is stuck or difficult to move:

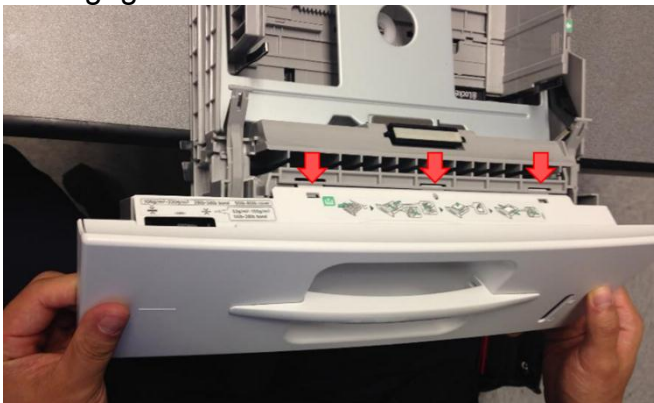
1. Insert a flathead screwdriver to disengage the four hooks (mainframe trays only).



2. Insert a flathead screwdriver to disengage the four hooks.



3. Disengage the three hooks and remove the cover.

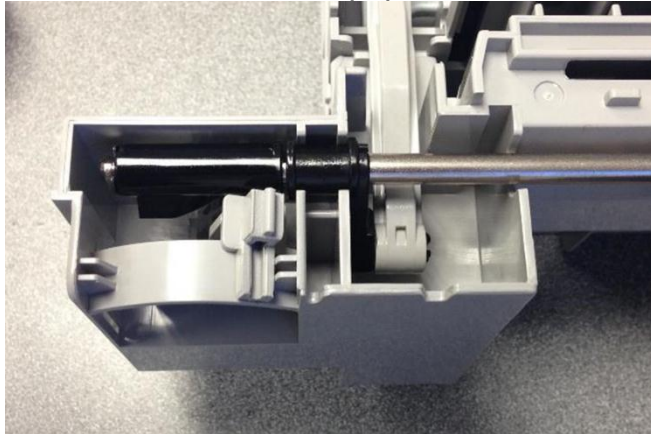


Model: Sh-MF1/P1

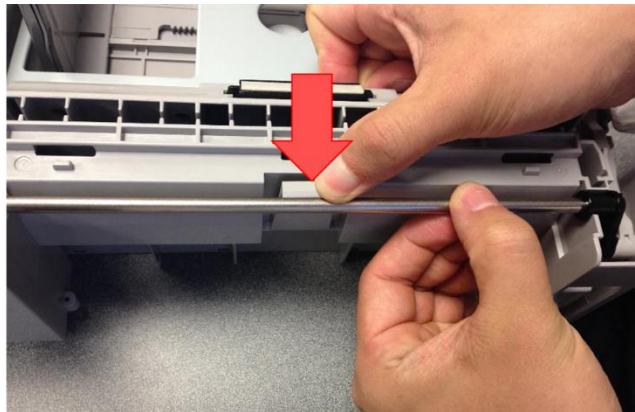
Date: 24-Mar-15

No.:RM052089

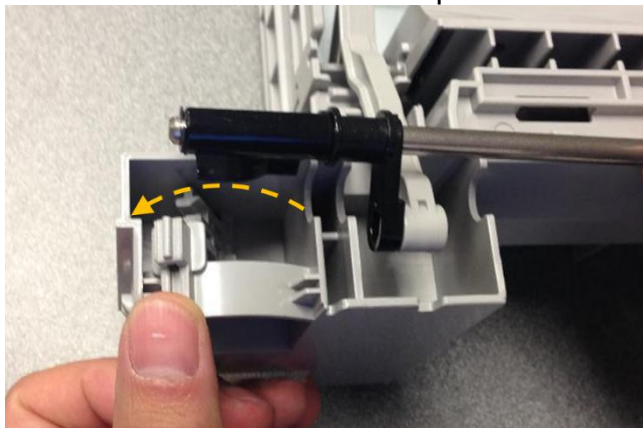
Cross-sectional view of the paper thickness lever:



4. Disconnect the shaft.



5. Switch the lever to the "Thick" position.

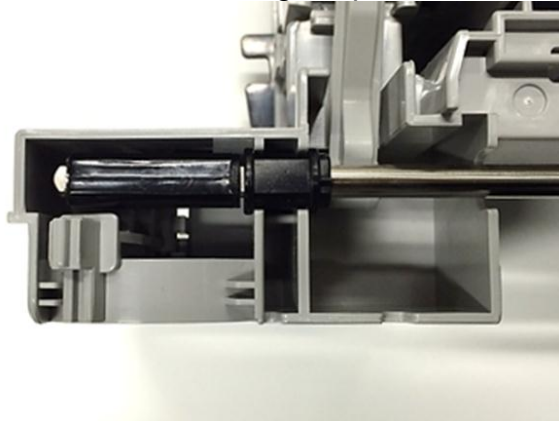


Model: Sh-MF1/P1

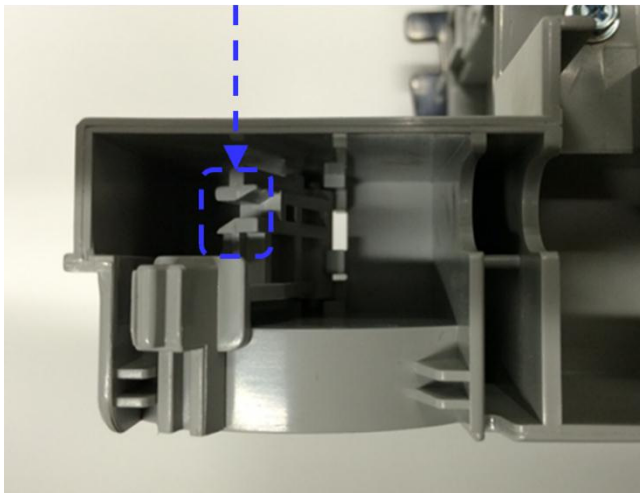
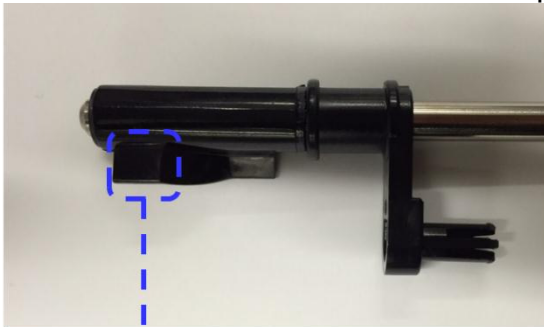
Date: 24-Mar-15

No.:RM052089

6. Return the shaft to its original position.

**IMPORTANT:**

Make sure the black “fin” is locked into the opening in the gray compartment, as shown.

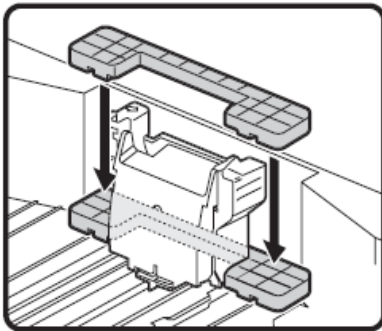


If the **SOLUTIONS** above do not resolve the symptom:

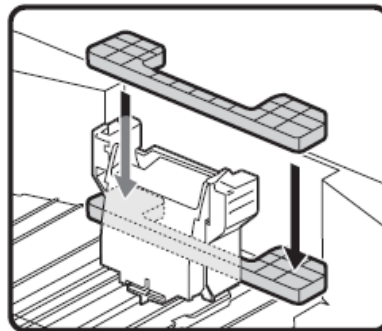
1. Check whether the end fence has been set correctly.
2. Attach the spacer (P/N: M0212570) behind the end fence using double-sided tape **or**, attach the decal (P/N: M0218840) as shown.
 - If the customer uses several paper sizes in one tray, **attach the decal** instead of the spacer. Otherwise, attach the spacer.
 - Before attaching the spacer/decal, clean the attachment surface.

Spacer:

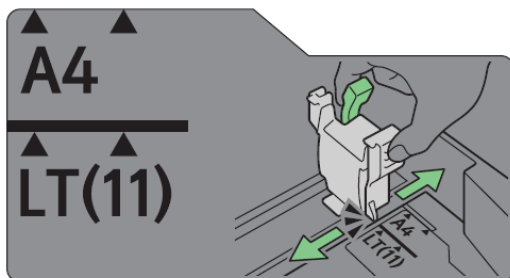
A4/Legal



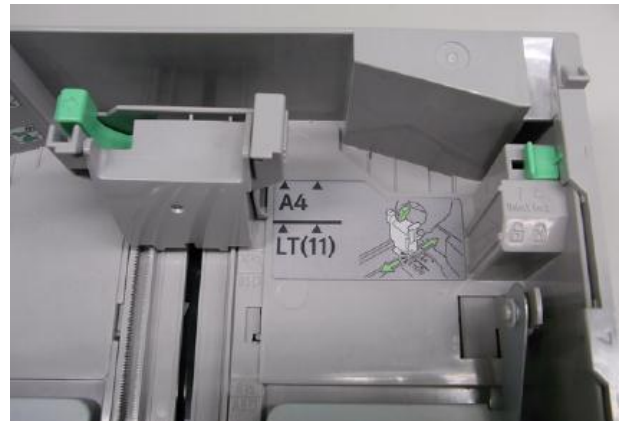
Letter



Decal (instructs how to set end fences)



Position:



Model: Sh-P1		Date: 14-May-15	No.: RM020048
Subject: Parts Catalog Correction for Guide Plate for Registration		Prepared by: T. Tachibana	
From: 1st 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		

Change: The guide plate and seal were deleted.

Reason: These parts are provided as an assembly (M0522940) to further reduce the occurrence of duplex jams (See RTB# RM020044d).

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
M0212966	-	GUIDE PLATE:REGISTRATION:UPPER	1-0	O/O	19	7	
M0522912	-	SEAL:GUIDE:PLATE:REGISTRATION:UPPER	1-0	O/O	19	9	

Model: Sh-P1		Date: 14-May-15	No.: RM020049
Subject: Parts Catalog Correction for Decal for paper thickness lever		Prepared by: T. Tachibana	
From: 1st 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

Change: The decal for the paper thickness lever was deleted.

Reason: This lever has been set to 'Thick mode' to prevent non-feed jams from occurring.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
M0526930	-	DECAL:PAPER TRAY:LEVER	1-0	X/O	13	19	

Model: Sh-P1		Date: 25-Sep-15	No.: RM020050
Subject: Parts Catalog Correction - Manual Feed Clutch		Prepared by: T. Tachibana	
From: 1st 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

Change: Manual feed clutch, its cover and housing

Reason: Vendor change

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
M0522761	AX210106	ELECTROMAGNETIC CLUTCH:1TURN:Z41:MANUAL FEED	1-1	X/X	33	22	Set as O/O
M0521195	M0521188	COVER:DRIVE:ELECTROMAGNETIC CLUTCH	1-1	X/X	33	27	
M0211125	M0211133	HOUSING:DRIVE:MAIN:P	1-1	X/X	33	14	

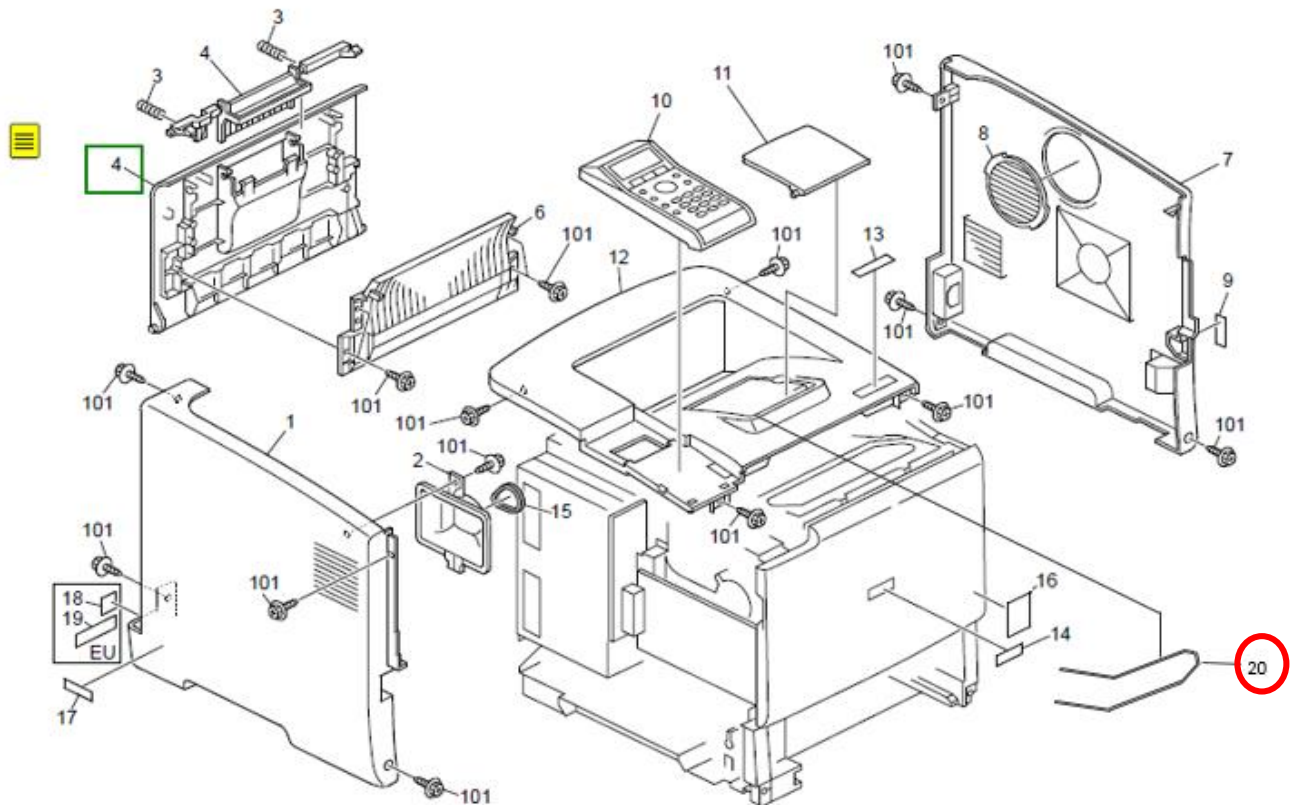
Model: Sh-P1		Date: 21-Jul-17	No.: RM020051
Subject: Parts Catalog Correction(Extension Tray)		Prepared by: T. Tachibana	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper 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

Change: The extension tray was registered as a service part.

Reason: To meet field requests.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	M0211280	EXTENSION TRAY: BAIL: EXIT	0-1	-	7	20	

1.Exterior 1 (M020/M021)



Model: Sh-P1		Date: 22-Jan-19	No.: RM020052
Subject: Parts Catalog Correction: Sensors in Paper Exit Section		Prepared by: T. Tachibana	
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		

Change/Reason: The following part numbers were corrected.

Wrong part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
GW020020	GW010007	Photo Reflection Sensor:Exit	1	-	31	9	
GW010007	GW020020	Photointerruptor:LG248NL1	1	-	31	17	

13.Paper Exit 2 (M020/M021)

