

Reissued: 01-Dec-14

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|------------|-----------------|----------------|
| Model: PT3 | Date: 07-Dec-09 | No.: RC275001c |
|------------|-----------------|----------------|

RTB Reissue

The items in bold italics have been added.

| | | | |
|--|--|--|--|
| Subject: Firmware Release Note: Main | | Prepared by: K. Yamamoto | |
| From: 2nd 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 **Main**.

| Version | Program No. | Effective Date | Availability of RFU |
|-------------|------------------|---------------------------------|----------------------|
| 1.03 | C2755106B | December 2014 production | Not Available |
| 1.02 | C2755106A | October 2014 production | Not Available |
| 1.01 | C2755106 | December 2009 production | Not Available |
| 1.00 | C2755105A | 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 |
|-------------|--|
| 1.03 | Symptom corrected: The tape marker may stop during sorting. |
| 1.02 | Other changes: [EU model only]: The default setting for Auto Off mode was changed from Off to ON. |
| 1.01 | Symptom corrected: LCD does not display when main switch turn ON. |
| 1.00 | 1st Mass production |

| | | | |
|---|---|---|--|
| Model: P PT3 | | Date: 21-Jan-10 | No.: RC275002 |
| Subject: LCD does not display when main switch turn ON. | | Prepared by: M. Kumagai | |
| From: 1st Overseas Tech Support Sec., 1st PQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input checked="" 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 checked="" type="checkbox"/> Tier 2 |

IMPORTANT: Make sure to update the Main firmware to the version listed below at the next service visit.

SYMPTOM

Nothing is displayed on the LCD when the main switch is turned ON.

Note:

- This tends to occur when the main switch is turned OFF and then immediately ON again.
- The condition can be cleared by turning the main switch OFF, waiting a few seconds, and then turning the switch ON again.

CAUSE

Firmware bug

SOLUTION

Production line

The firmware was modified and applied from December 2009 production.

In the field

At the next service visit, update the Main firmware to the following version:

| Firmware | Version | Program No. | Effective Date |
|----------|---------|-------------|--------------------------|
| Main | 1.01 | C2755106 | December 2009 production |

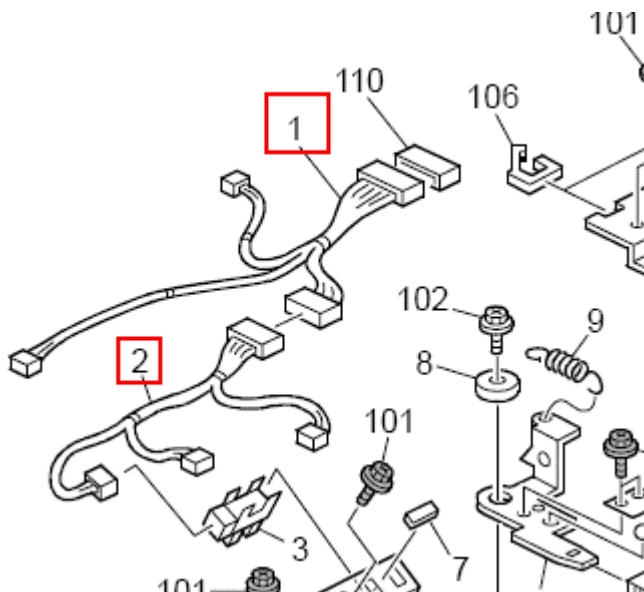
Affected units:

This issue affects the following machines.

| Machine Code | Serial Number |
|--------------|----------------------------|
| C275-93 | N8291170001 to N8291170130 |
| C275-83 | N8391170001 to N8391170120 |
| C275-80 | N8491170001 to N8491270026 |
| C275-92 | N8591170001 to N8591170031 |

| | | | |
|---|---|--|---|
| Model: P PT3 | | Date: 14-Jan-11 | No.: RC275003 |
| Subject: Parts catalog correction | | Prepared by: M. Kumagai | |
| 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 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 |

Change / Reason: The following part indexes in the parts catalog were corrected.



| Old part number | Description | Q'ty | Page | Incorrect Index | Correct Index | Note |
|-----------------|---|------|------|-----------------|---------------|------|
| C2675273 | HARNESS:CONNECTING:STAY:P LOTTER:ASS'Y | 1-1 | 23 | 1 | 2 | |
| C2675272 | HARNESS:STAY:ASS'Y | 1-1 | 23 | 2 | 1 | |

| | | | |
|--|---|--|--|
| Model: P PT3 | | Date: 21-Jan-10 | No.: RC275004 |
| Subject: MPU board error. | | Prepared by: K. Yamamoto | |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting | <input checked="" type="checkbox"/> Part information | <input type="checkbox"/> Action required |
| | <input checked="" 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 checked="" type="checkbox"/> Tier 2 |

SYMPTOM

E-12 occurs.

Note: In some cases, FU701 and IC27 on the PSU may break.

CAUSE

The MPU board is damaged.

SOLUTION

Replace the MPU board.

Note: The following table shows the latest versions of the MPU board, which have improved durability.

| Old part number | New part number | Description | Q'ty | Int | Page | Index |
|-----------------|-----------------|-------------------|------|-----|------|-------|
| C2755103 | C2755122 | PCB:MPU:SUB-ASS'Y | 1 | X/O | 49 | 5 |

Affected units:

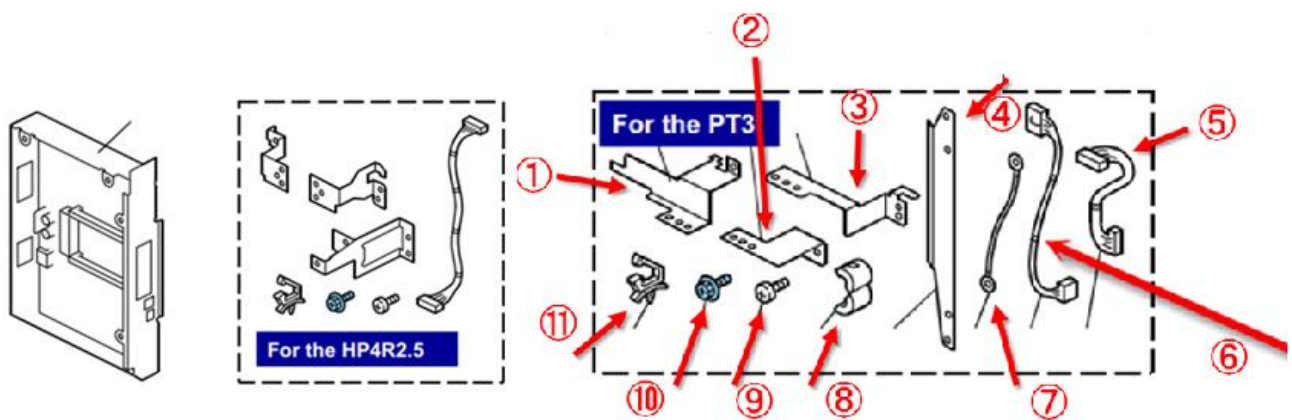
This issue affects machines produced up until the following serial numbers:

| Machine Code | Serial Number |
|---------------|---------------|
| C27561 | ~ N8620970001 |
| C27576 | ~ N8720970001 |
| C27578 | ~ N8820970001 |
| C27580 | ~ N8420970001 |
| C27583 | ~ N8320970001 |
| C27592 | ~ N8520870130 |
| C27593 | ~ N8220870062 |

| | | | |
|--|---|--|--|
| Model: PT3 | | Date: 13-Nov-14 | No.: RC275005 |
| Subject: Parts catalog correction | | Prepared by: A.Ishida | |
| From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input 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 accessories for the Printer Unit Type4545 (C654) for the PT3 were added to the Parts Catalog.

Printer Unit Type4545 (C654)



| Index | Part number | Description | Q'ty |
|-------|-------------|------------------------------------|------|
| 1 | C6545632 | BRACKET:FVLT:LEFT UPPER | 1 |
| 2 | C6545640 | BRACKET:FVLT:RIGHT LOWER | 1 |
| 3 | C6545631 | BRACKET:FVLT:RIGHT UPPER | 1 |
| 4 | C6545633 | BRACKET:WALL | 1 |
| 5 | C6545291 | HARNESS:FVLT:DC POWER SUPPLY:ASS'Y | 1 |
| 6 | C6545290 | HARNESS:FVLT:ASS'Y | 1 |
| 7 | C6545292 | HARNESS:FVLT:GROUND WIRE:ASS'Y | 1 |
| 8 | 16070623 | FERRITE CORE - TFC-16-8-13 | 1 |
| 9 | 03530040N | SCREW - M3X4 | 5 |
| 10 | 04543006Q | TAPPING SCREW - M3X6 | 4 |
| 11 | 11050516 | CLAMP | 1 |