

Reissued: 01-Sep-15

Model: Paper Feed Unit PB3210/PB3220	Date: 04-Dec-13	No.: RD787001c
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RTB Reissue

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

Subject: Firmware Release Note: Paper Feed Unit PB3210/PB3220		Prepared by: E. Hinata	
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 **Paper Feed Unit PB3210/PB3220**.

Version	Program No.	Effective Date	Availability of RFU
01.020:00	D7875300C	August 2015 production	Not Available
01.010:00	D7875300B	December 2013 production	Not Available
01.000:00	D7875300A	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
01.020:00	Minor change
01.010:00	Symptom corrected: SC622 occurs and the machine reboots automatically if paper is fed from Tray 3.
01.000:00	1st Mass production

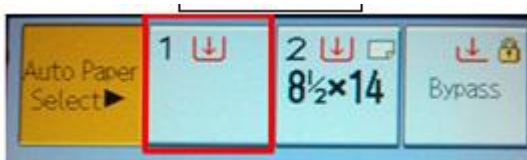
Model: Paper Feed Unit PB3210		Date: 23-Jan-15	No.: RD787002
Subject: The paper tray is displayed as being empty, even while there is still paper in the tray.		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

SYMPTOM

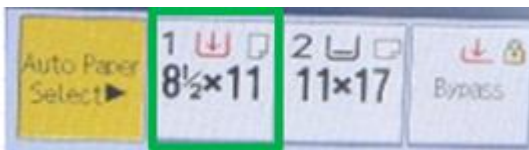
The paper tray is displayed as being empty, even while there is still paper in the tray.

Applicable models: **D176/D177/D237** (paper trays 1, 2), **D787** (paper trays 3, 4)

NG:



Normal:



CAUSE

Heat or cold during machine transportation deforms the paper trays, causing the tray not to contact the push switch on the mainframe.

Note: This does not happen with following models since there is a tray pull-in mechanism which pulls in the paper tray more strongly.

D146/D147/D148/D149/D150, D693, D694

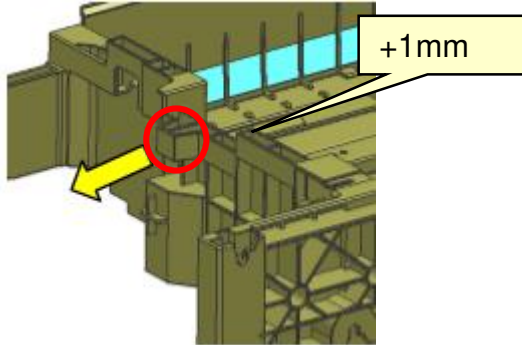
Model: Paper Feed Unit PB3210	Date: 23-Jan-15	No.: RD787002
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SOLUTION

Production line:

The part of the paper tray that contacts the push switch was increased in size by 1mm. See the diagram below.

Paper tray rear side:



Cut-in Serial Numbers:

Product code:	Product name:	GER:	Cut-in S/N
D17615	MP C2003	NA	E204MC60536
D17616			TBA
D17617			E204RC20001
D17715	MP C2503	NA	E214MC60124
D17717			TBA
D17619	MP C2003	TWN	TBA
D17719	MP C2503		E214RC20001
D23719	MP C2011		TBA
D17621	MP C2003	CHN	E204MC70150
D17622			TBA
D17721	MP C2503		E214MC70001
D17722			E214MC80002
D23721	MP C2011		G474MC70301
D23722			G475M180001
D17626	MP C2003	KOR	TBA
D17726	MP C2503		TBA
D17627	MP C2003	EU	E204RC60066
D17727	MP C2503		E214RC60001
D23727	MP C2011		G475M130001
D17629	MP C2003	AA	E204RC70001
D17729	MP C2503		E214RC80001
D23729	MP C2011		G475M140001

Product code:	Product name:	GER:	Cut-in S/N
D78717	PB3210	EU	TBA
D78718	PB3220	NA/TWN/CHN/KOR/AA	
D78721	PB3220	CHN	
D78722			

Model: Paper Feed Unit PB3210

Date: 23-Jan-15

No.: RD787002

In the field:

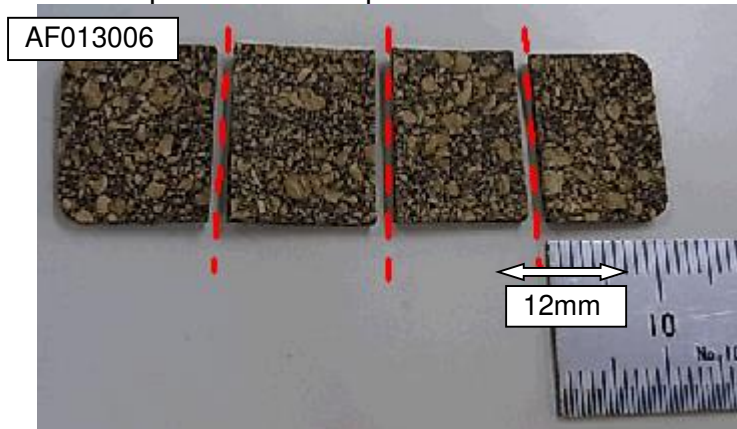
If the symptom occurs, attach the following spacer to the main machine paper trays 1, 2 and optional paper trays 3, 4.

See PROCEDURE below.

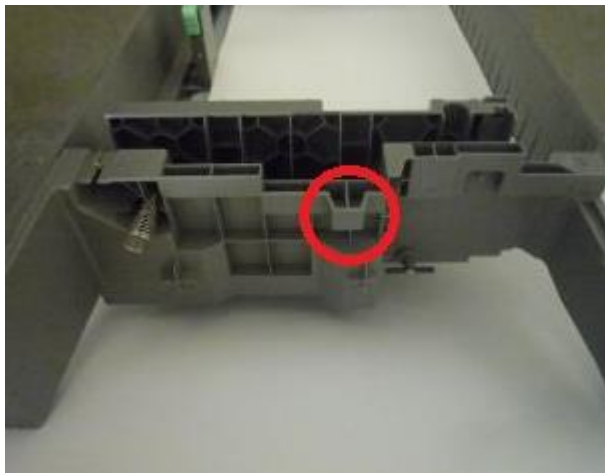
P/N	Description	int	Q'ty
AF013006	PAD:TRAY BOTTOM PLATE	-	1

PROCEDURE

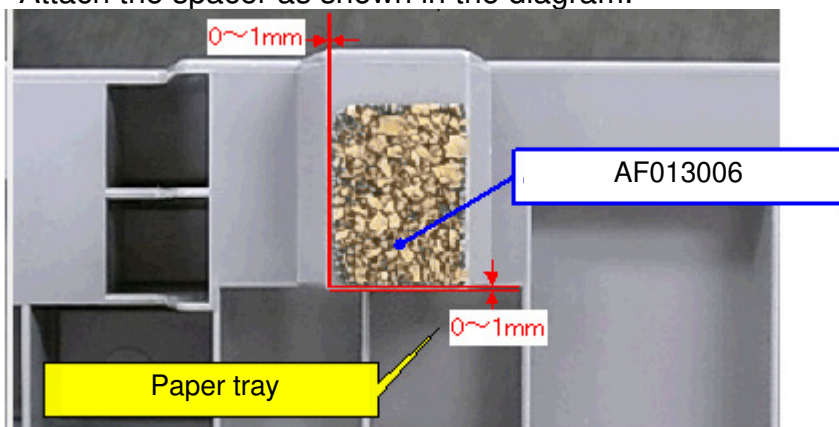
1. Cut the pad into four equal sections as shown below (width: 12mm).



2. Clean the area of the paper tray that contacts the push switch with alcohol.



3. Attach the spacer as shown in the diagram.



4. Press the pad firmly with your finger to ensure there is no peeling or lifting.

Model: Paper Feed Unit PB3210		Date: 10-Feb-15	No.: RD787003
Subject: Parts Change information		Prepared by: Yamada Yasutaka	
From: 1 st Tech Service Sect, MFP/P Tech Service Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

#	Old P/N	New P/N	Description	Q'ty	Int	Set
1	D6931119	D6931325	CASTER:LEFT FRONT:SUB-ASS'Y	1	X/X	-
2	D6931119	D6931327	CASTER:RIGHT FRONT:SUB-ASS'Y	1	X/X	-
3	D6931121	D6931321	CASTER:REAR:SUB-ASS'Y	1	X/X	-
4	D6931221	D6931222	COVER:ARM	1	X/O	-

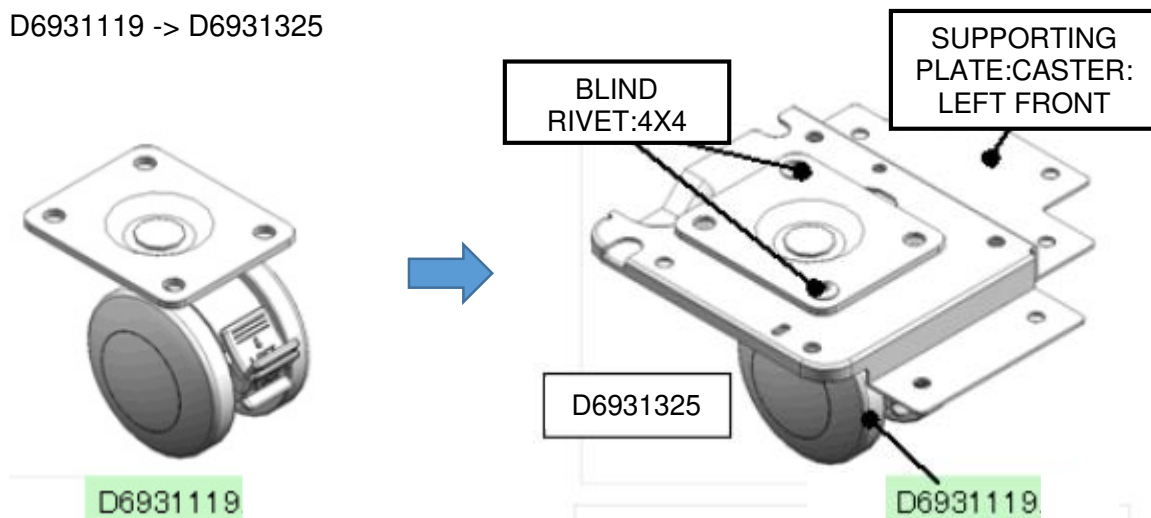
Change:

1. The caster and plate were registered together as an assembly.
2. The shape of the arm cover was changed.

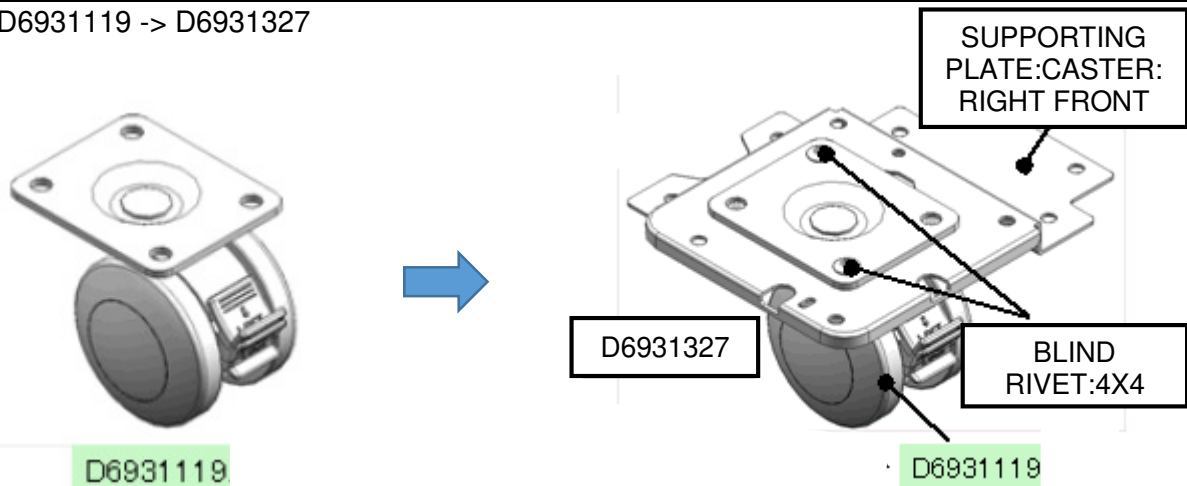
Reason:

1. To improve the part's strength against shock vibration.
2. To make the part easier to replace in the field.

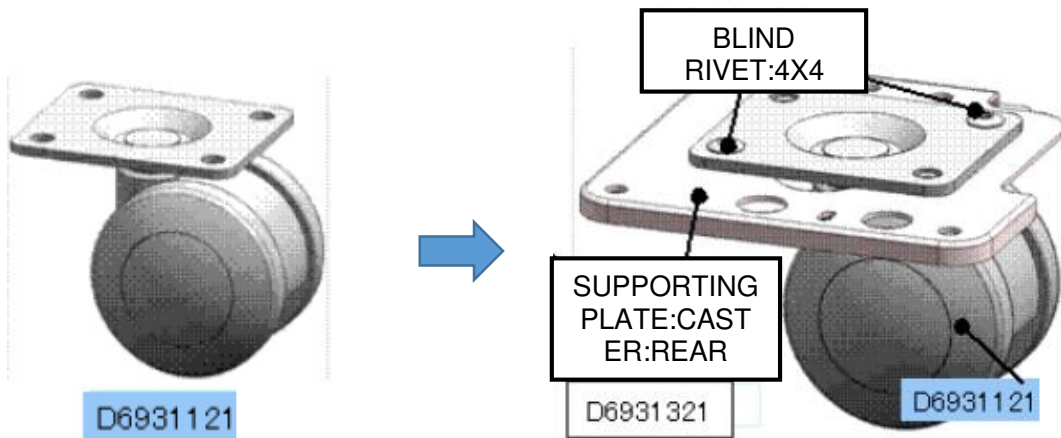
D6931119 -> D6931325



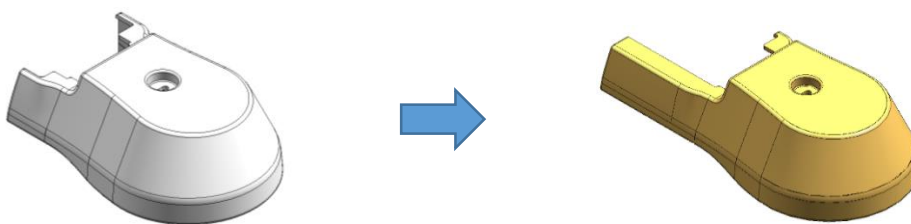
D6931119 -> D6931327



D6931121 -> D6931321



D6931221 -> D6931222



Cut-in serial numbers:

Product code:	Product name:	GER:	Cut-in S/N
D69317	PB3160	NA/EU	E634Q318616
D69321	PB3160	CHN	E634Q480001
D69517	PB3230	NA	E644Q410001
D69521	PB3230	CHN	E644Q480001
D69527	PB3230	EU	E644Q331128
D78717	PB3210	EU/A	E974Q410001
D78721	PB3220	CHN	E974Q480001