

# Service Bulletin

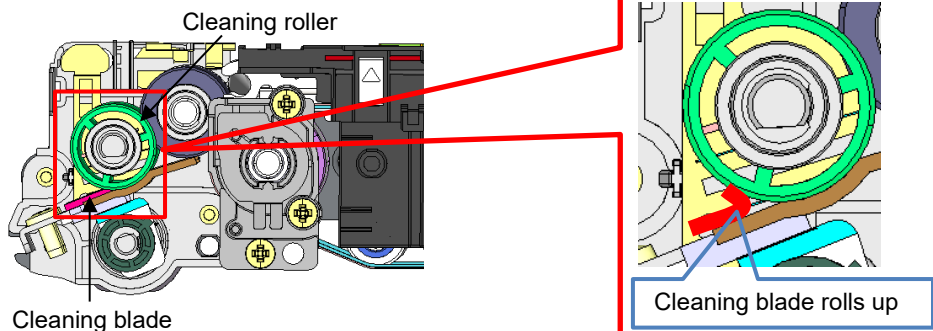
Ref. No. **2XD-0116 (P058)**

&lt;Date&gt; March 13, 2025

<b>Subject:</b>	<b>Corrective measure for service call C2840 (Change of primary transfer unit)</b>		
<b>Model:</b>	TASKalfa MZ7001ci, TASKalfa MZ6001ci, TASKalfa MZ5001ci, TASKalfa MZ4001ci, TASKalfa MZ3501ci, TASKalfa MZ2501ci, TASKalfa MZ7001i, TASKalfa MZ6001i, TASKalfa MZ5001i, TASKalfa MZ4001i, TASKalfa 7054ci, TASKalfa 6054ci, TASKalfa 5054ci, TASKalfa 4054ci, TASKalfa 3554ci, TASKalfa 2554ci, TASKalfa 7004i, TASKalfa 6004i, TASKalfa 5004i, TASKalfa 4004i, TASKalfa 6053ci, TASKalfa 5053ci, TASKalfa 4053ci, TASKalfa 3553ci, TASKalfa 3253ci, TASKalfa 2553ci, TASKalfa 6003i, TASKalfa 5003i, TASKalfa 4003i, TASKalfa 6052ci, TASKalfa 5052ci, TASKalfa 4052ci, TASKalfa 3552ci, TASKalfa 3252ci, TASKalfa 2552ci, TASKalfa 6002i, TASKalfa 5002i, TASKalfa 4002i, ECOSYS P8060cdn, ECOSYS P4060dn		
<b>Classification :</b>	<b>Field measures timing:</b>	<input type="checkbox"/> At Set Up <input checked="" type="checkbox"/> Next Visit/Service Call	<input type="checkbox"/> Next Periodic Maintenance <input type="checkbox"/> Information only
	<b>Phenomenon:</b>	<input checked="" type="checkbox"/> SC/Error <input type="checkbox"/> Image	<input type="checkbox"/> Paper Feeding/Conveying <input type="checkbox"/> Machine operation <input type="checkbox"/> Other
	<b>Type of change:</b>	<input checked="" type="checkbox"/> Hardware <input type="checkbox"/> Firmware and Software	<input type="checkbox"/> Information

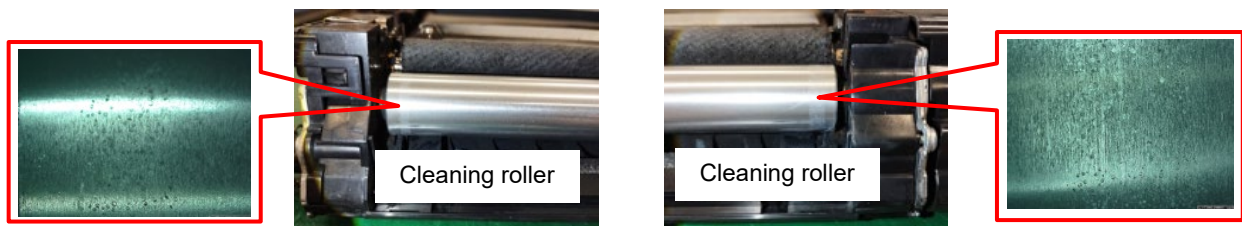
When the cleaning blade inside the primary transfer unit rolls up and the driving torque increases, a service call error C2840 (Belt cleaning motor error) might occur. Therefore, the following changes are made.

Primary transfer unit



[Contents of change]

Due to scratches (pinholes: see figure below) on the surface of the cleaning roller, a load might be applied to the cleaning blade, causing it to roll up. Therefore, the anodized coating thickness on the surface of the cleaning roller is increased. Coating thickness change: 7μm --> 14μm.



**Field Measure:** If the above phenomenon occurs, please replace the part with a new part.

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## Parts table

No.	Old Part No.	New Part No.	Description	Q'ty		Compati bility		Remarks
				Old	New	Old	New	
1	302XC93121	302XC93122	TR-8560	1	1	X	O	Other than KDKR *1
2	302XC9K121	302XC9K122	TR-8560(KR)	1	1	X	O	KDKR *1
3	302XF93020	302XF93021	TR-6510	1	1	X	O	Other than KDKR *2
4	302XF9K020	302XF9K021	TR-6510(KR)	1	1	X	O	KDKR *2
5	302ND93155	302ND93156	TR-8550	1	1	X	O	Other than KDKR *3
6	302ND9K155	302ND9K156	TR-8550(KR)	1	1	X	O	KDKR *3
7	302NK93034	302NK93035	TR-6500	1	1	X	O	Other than KDKR *4
8	302NK9K034	302NK9K035	TR-6500(KR)	1	1	X	O	KDKR *4

\*1: TASKalfa MZ7001ci/MZ6001ci/MZ5001ci/MZ4001ci, TASKalfa MZ3501ci/MZ2501ci, TASKalfa 7054ci/6054ci/5054ci/4054ci, TASKalfa 3554ci/2554ci

\*2: TASKalfa MZ7001i/MZ6001i/MZ5001i/MZ4001i, TASKalfa 7004i/6004i/5004i/4004i

\*3: TASKalfa 6053ci/5053ci/4053ci/3553ci, TASKalfa 3253ci/2553ci, TASKalfa 6052ci/5052ci/4052ci/3552ci, TASKalfa 3252ci/2552ci, ECOSYS P8060cdn

\*4: TASKalfa 6003i/5003i/4003i, TASKalfa 6002i/5002i/4002i, ECOSYS P4060dn

## Serial number of affected model

Product name	Destination	Product code	3-digit prefix (Fixed code)	Affected serial number
TASKalfa MZ7001ci  7009ci	KDA	110C2G2US0	1FF	1FF5200027
	KDAU	110C2G3AU0	1FH	1FH53***** or later applies
	KDEM	110C2G3NL0	1FG	1FG5100011
	TA/UTAX	110C2G3UT0	1FJ	1FJ5100003
	Other than the above	110C2G****	---	From the first production
TASKalfa MZ6001ci	All specifications	110C2H****	1FK	From the first production
TASKalfa MZ5001ci	All specifications	110C2J****	1FL	From the first production
TASKalfa MZ4001ci  4009ci	KDA	110C2K2US0	1FN	1FN5200075
	KDAU	110C2K3AU0	1FQ	1FQ53***** or later applies
	KDEM	110C2K3NL0	1FP	1FP4Z00053
	TA/UTAX	110C2K3UT0	1FR	1FR5100041
	Other than the above	110C2K****	---	From the first production
TASKalfa MZ2501ci	KDA	110C2M2US0	1FU	1FU5200101
	KDAU	110C2M3AU0	1FW	1FW53***** or later applies
	KDEM	110C2M3NL0	1FV	1FV4Z00812

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Product name	Destination	Product code	3-digit prefix (Fixed code)	Affected serial number
2509ci	TA/UTAX	110C2M3UT0	1FX	1FX5100031
	Other than the above	110C2M****	---	From the first production
TASKalfa MZ7001i	All specifications	110C2N****	---	From the first production
TASKalfa MZ6001i	All specifications	110C2P****	1FZ	From the first production
TASKalfa MZ5001i  5059i	KDAU	110C2R3AU0	1G3	1G353***** or later applies
	KDEM	110C2R3NL0	1G2	1G24Z00091
	TA/UTAX	110C2R3UT0	1G4	1G45100011
	Other than the above	110C2R****	---	From the first production
TASKalfa MZ4001i	KDA	110C2S2US0	1G5	1G55200092
TASKalfa 7054ci  TASKalfa 7054ci(J)          7008ci	KDA 120V	1102XC2US0	RV2	RV251***** or later applies
	KDA 120V	1102XC2USV	W9R	W9R53***** or later applies
	KDA GSA	1102XC2USJ	WA3	After using up the old stock
	KDAU	1102XC3AU0	RV4	RV44Z00339
	KDAS	1102XC3AX0	W77	W774Z00440
	KDCN	1102XC3CN0	H6W	H6W5100295
	KDID	1102XC3NDV	WCM	WCM53***** or later applies
	KDTW	1102XCTTWV	W7T	W7T5200009
	KDEM	1102XC3NL0	RV3	RV34Z00749
	TA/UTAX	1102XC3UT0	H2G	H2G5100349
TASKalfa 6054ci    TASKalfa VFM601ci	KDBR	1102YL2BR0	W74	W7451***** or later applies
	KDAS	1102YL3AX0	W78	W784Z01161
	KDCN	1102YL3CN0	H6X	H6X4Z00624
	KDCN	1102YL3LA0	1EY	1EY5200036
	KDKR	1102YL3KR0	WBC	WBC51***** or later applies
	KDID	1102YL3NDV	WCL	WCL5200008
	KDTW	1102YLTTWV	W7U	W7U53***** or later applies
	PHILCOPY	1102YL4PH0	W84	W8451***** or later applies
TASKalfa 5054ci    TASKalfa VFM501ci TASKalfa 5054ciG	KDA 220V	1102YM4SA0	H6M	H6M5100546
	KDBR	1102YM2BR0	W73	W7351***** or later applies
	KDAS	1102YM3AX0	W79	W794Z02849
	KDCN	1102YM3CN0	H6Y	H6Y5200289
	KDKR	1102YM3KR0	WBD	WBD5100036
	KDKR	1102YM3KR1	WBF	WBF4Z00093
	KDID	1102YM3NDV	WCK	WCK53***** or later applies
	KDTW	1102YMTTWV	W7V	W7V4Z00184
TASKalfa 4054ci	KDA 120V	1102YN2US0	RVD	RVD51***** or later applies
	KDA 120V	1102YN2US1	19Y	19Y51***** or later applies

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Product name	Destination	Product code	3-digit prefix (Fixed code)	Affected serial number
TASKalfa VFM401ci TASKalfa 4054ciG  4008ci d-COLOR MF4055	KDA 120V	1102YN2US2	19Z	19Z4Z26179
	KDA 120V	1102YN2USV	W9S	W9S53***** or later applies
	KDA GSA	1102YN2US3	1A4	After using up the old stock
	KDA GSA	1102YN2USJ	WA2	After using up the old stock
	KDA 220V	1102YN4SA0	H6N	H6N51***** or later applies
	KDBR	1102YN2BR0	W72	W7251***** or later applies
	KDAU	1102YN3AU0	RVG	RVG4Z04179
	KDAS	1102YN3AX0	W7A	W7A4Z01426
	KDCN	1102YN3CN0	H6Z	H6Z5100744
	KDCN	1102YN3LA0	1EX	1EX5200071
	KDKR	1102YN3KR0	WBE	WBE4Z00416
	KDKR	1102YN3KR1	WBG	WBG4Z00221
	KDID	1102YN3NDV	WCJ	WCJ53***** or later applies
	KDTW	1102YN3TTWV	W7W	W7W5200367
	PHILCOPY	1102YN4PH0	W87	W8751***** or later applies
	KDEM	1102YN3NL0	RVF	RVF4Z84442 ~ RVF4Z84541 RVF4Z85880
	TA/UTAX	1102YN3UT0	H2F	H2F4Z27343
	OLIVETTI	1102YN3LV0	1HR	1HR4Z00066
TASKalfa 3554ci  TASKalfa 3554ci W  TASKalfa 3554ciG  TASKalfa VFM351ci	KDA 220V	1102XD4SA0	H6P	H6P5100514
	KDBR	1102XD2BR0	H5S	H5S5100220
	KDAS	1102XD3AX0	W7B	W7B5102040
	KDAS	1102XD3AXV	W8D	W8D5101343
	KDCN	1102XD3CN0	H71	H715103832
	KDCN	1102XD3CN1	125	12551***** or later applies
	KDCN	1102XD3LA0	1EW	1EW51***** or later applies
	KDKR	1102XD3KR1	WBB	W7X5101081
	KDKR	1102XD3KR2	18Z	WBA5103418
	KDKR	1102XD3KRV	WBA	WBB5101564
TASKalfa 2554ci	KDTW	1102XD3TTWV	W7X	18Z53***** or later applies
	KDA 120V	1102YP2US0	RVN	RVN51***** or later applies
	KDA 120V	1102YP2US1	19W	19W51***** or later applies
	KDA 120V	1102YP2US2	19X	19X5125647
	KDA 120V	1102YP2USV	H55	H5553***** or later applies
	KDA GSA	1102YP2US3	1A3	After using up the old stock
	KDA GSA	1102YP2USJ	WA1	After using up the old stock
TASKalfa 2554ci	KDA 220V	1102YP4SA0	H6Q	H6Q51***** or later applies

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Product name	Destination	Product code	3-digit prefix (Fixed code)	Affected serial number
TASKalfa 2554ci W TASKalfa 2554ciG  TASKalfa VFM251ci     2508ci 2508ci d-COLOR MF2555	KDBR	1102YP2BR0	H5T	H5T51***** or later applies
	KDAU	1102YP3AU0	RVQ	RVQ4Z12602
	KDAS	1102YP3AX0	W7C	W7C4Z03863
	KDAS	1102YP3AXV	W8C	W8C5104616
	KDCN	1102YP3CN0	H72	H725106141
	KDCN	1102YP3LA0	1EV	1EV5200481
	KDCN	1102YP3CN1	124	12451***** or later applies
	KDKR	1102YP3KR1	WB9	WB95101494
	KDKR	1102YP3KR2	18Y	18Y53***** or later applies
	KDKR	1102YP3KRV	WB8	WB85102632
	KDTW	1102YPTTWV	W7Y	W7Y5103176
	PHILCOPY	1102YP4PHV	W83	W8353***** or later applies
	KDEM	1102YP3NL0	RVP	RVP51***** or later applies
	KDEM	1102YP3NLV	H56	H5653***** or later applies
	TA/UTAX	1102YP3UT0	H2E	H2E51***** or later applies
	TA/UTAX	1102YP3UTV	H57	H575155211
	OLIVETTI	1102YP3LV0	W53	W535105646
TASKalfa 7004i	KDA 220V	1102XF4SA0	H6H	H6H51***** or later applies
	KDAS	1102XF3AX0	W7D	W7D5100123
	KDCN	1102XF3CN0	H6T	H6T5100126
	KDID	1102XF3NDV	11B	11B53***** or later applies
	KDTW	1102XFTTWV	W7Z	W7Z5100005
TASKalfa 6004i  TASKalfa VFM601i	KDA 220V	1102YR4SA0	H6J	H6J5101876
	KDBR	1102YR2BR0	W76	W7651***** or later applies
	KDAS	1102YR3AX0	W7E	W7E5100830
	KDCN	1102YR3CN0	H6U	H6U5101717
	KDKR	1102YR3KR0	WB7	WB751***** or later applies
	KDID	1102YR3NDV	11A	11A53***** or later applies
	KDTW	1102YRTTWV	W81	W815100155
	PHILCOPY	1102YR4PH0	W85	W8551***** or later applies
TASKalfa 5004i     TASKalfa VFM501i	KDA 220V	1102YS4SA0	H6K	H6K51***** or later applies
	KDBR	1102YS2BR0	W75	W7551***** or later applies
	KDAU	1102YS3AU0	RW3	RW35100406
	KDAS	1102YS3AX0	W7F	W7F5103873
	KDCN	1102YS3CN0	H6V	H6V5102690
	KDCN	1102YS3LA0	1EU	1EU5100281
	KDKR	1102YS3KR0	WB6	WB651***** or later applies

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Product name	Destination	Product code	3-digit prefix (Fixed code)	Affected serial number
TASKalfa 5004iG  5058i d-COPIA 5002MF d-COPIA 5002MF d-COPIA 5002MF d-COPIA 5002MF	KDKR	1102YS3KR1	WBH	WBH5100360
	KDID	1102YS3NDV	WCN	WCN5100380
	KDTW	1102YSTTWV	W82	W825100257
	PHILCOPY	1102YS4PH0	W86	W8651***** or later applies
	KDEM	1102YS3NL0	RW2	RW25115445
	TA/UTAX	1102YS3UT0	H2H	H2H5105681
	OLIVETTI	1102YS3LV0	WA6	WA65100166
	OLIVETTI	1102YS3LV1	WB3	WB351***** or later applies
TASKalfa 4004i	OLIVETTI	1102YS3LV2	19P	19P51***** or later applies
	OLIVETTI	1102YS3LV3	1LB	1LB5200001
	KDA 120V	1102YT2US0	RW4	RW451***** or later applies
	KDA 120V	1102YT2US1	1A1	1A151***** or later applies
	KDA 120V	1102YT2US2	1A2	1A25123975
	KDA 120V	1102YT2USV	W9T	W9T53***** or later applies
	KDA GSA	1102YT2US3	1A5	After using up the old stock
	KDA GSA	1102YT2USJ	WA4	After using up the old stock
ECOSYS P8060cdn	KDA 220V	1102YT4SA0	H6L	H6L51***** or later applies
	KDA 120V	1102RR2US0	VYN	VYN5102195
	KDA 220V	1102RR4SA0	RL8	RL851***** or later applies
	KDAU	1102RR3AS0	VYQ	VYQ5200038
	KDAS	1102RR3AX0	R3K	R3K5101832
	KDTW	1102RRTTW0	R3J	R3J5200423
	KDCN	1102RR3KS0	R3L	R3L5201965
	KDEM	1102RR3NL0	VYP	VYP51***** or later applies
ECOSYS P4060dn  P-6040DN	KDA 120V	1102RS2US0	RSX	RSX5102516
	KDA 220V	1102RS4SA0	H2D	H2D51***** or later applies
	KDBR	1102RS2BR0	H1K	H1K51***** or later applies
	KDAU	1102RS3AU0	RSZ	RSZ51***** or later applies
	KDAS	1102RS3AX0	RZ8	RZ851***** or later applies
	KDKR	1102RS3KR0	RZB	RZB51***** or later applies
	KDCN	1102RS3CN0	RYX	RYX51***** or later applies
	PHILCOPY	1102RS4PH0	RZA	RZA51***** or later applies
	KDEM	1102RS3NL0	RSY	RSY51***** or later applies
	TA/UTAX	1102RS3UT0	RU6	RU65100285

\* No production other than the above.



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[Maintenance Kit (MK kit)]

Product name	Destination	Product code	3-digit prefix (Fixed code)	Affected serial number
MK-8545A	Other than the below	1702XC0KL0	RXL	RXL51A0493
	KDCN	1702XC0CN0	H7J	H7J51***** or later applies
MK-8535A	Other than the below	1702YL0KL0	RXN	RXN4ZA2984
	KDKR	1702YL0KR0	WC1	WC152A0005
	KDCN	1702YL0CN0	H7L	H7L51A0071
	OLIVETTI	1702YL0LV0	1HT	1HT51A0002
MK-8345D	Other than the below	1702YP0KL0	RXS	RXS4ZA1796
	KDKR	1702YP0KR0	WC2	WC251A0019
	KDCN	1702YP0CN0	H7M	H7M52A0043
MK-6345	Other than the below	1702XF0KL0	RXU	RXU51A5423
	KDKR	1702XF0KR0	WC3	WC351A0003
	KDCN	1702XF0CN0	H7P	H7P51A0395
MK-8525A	Other than the below	1702V80KL0	RNQ	RNQ4ZC6217
	KDKR	1702V80KR0	RQ6	RQ651***** or later applies
	KDCN	1702V80CN0	RQE	RQE52A0376
MK-8335D	Other than the below	1702RL0UN1	VNQ	VNQ51B2200
	KDKR	1702RL0KR1	VQQ	VQQ51A0138
	KDCN	1702RL0KS1	VTB	VTB51A0194
MK-6335	Other than the below	1702VK0KL0	RNU	RNU51E1163
	KDKR	1702VK0KR0	RQ8	RQ851A0070
	KDCN	1702VK0CN0	RQG	RQG51A2271
	OLIVETTI	1702VK0LV0	RS8	RS851***** or later applies
	OLIVETTI	1702VK0LV1	RU4	RU451***** or later applies
MK-8800A	KDEM	1702RR0NL0	WCH	WCH51***** or later applies

\* No production other than the above.

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&lt;Date&gt; March 13, 2025

[Primary transfer unit]

Part name	Part code	3-digit prefix (Fixed code)	Affected serial number	Applicable models
TR-8560	302XC93122 302XC9K122	C43	C43024ZS9808	*1
TR-6510	302XF93021 302XF9K021	C44	C44014ZG7153	*2
TR-8550	302ND93156 302ND9K156	FR7	FR7054ZX7309	*3
TR-6500	302NK93035 302NK9K035	FRN	FRN034ZL6529	*4

\*1: TASKalfa MZ7001ci/ MZ6001ci/ MZ5001ci/ MZ4001ci/, TASKalfa MZ3501ci/ MZ2501ci,  
TASKalfa 7054ci/6054ci/4054ci, TASKalfa 3554ci/2554ci

\*2: TASKalfa MZ7001i/ MZ6001i/ MZ5001i/ MZ4001i, TASKalfa 7004i/6004i/5004i/4004i

\*3: TASKalfa 6053ci/5053ci/4053ci/3553ci, TASKalfa 3253ci/2553ci, TASKalfa 6052ci/5052ci/4052ci/3552ci.  
TASKalfa 3252ci/2552ci, ECOSYS P8060cdn

\*4: TASKalfa 6003i/5003i/4003i, TASKalfa 6002i/5002i/4002i, ECOSYS P4060dn