

(Revised issue 1)  
**Service Bulletin**

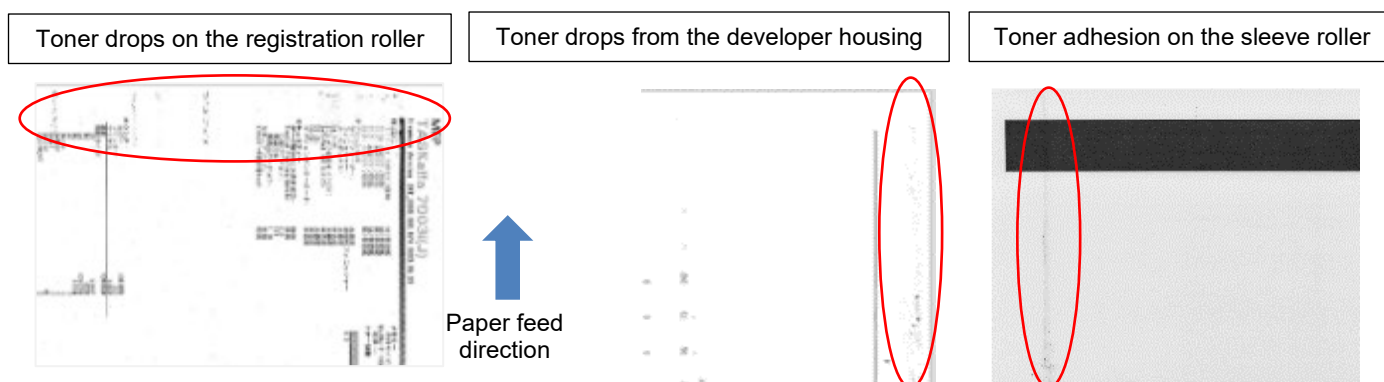
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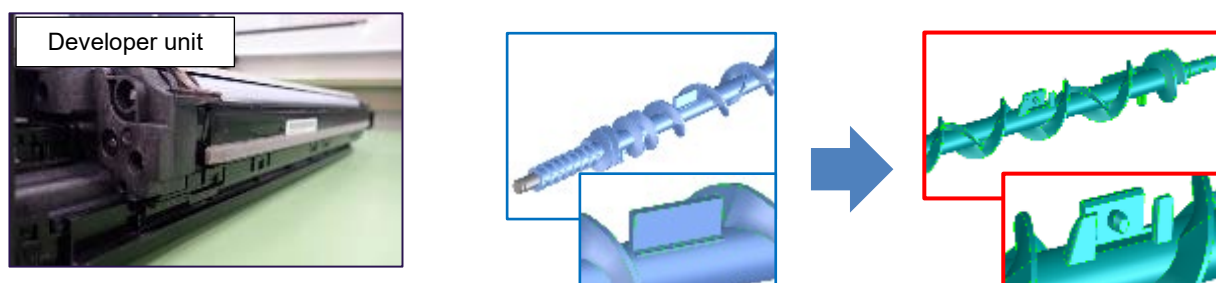
<b>Subject:</b>	<b>Corrective measure for toner dropping (Developer unit 2)</b>		
<b>Model:</b>	<b>TASKalfa 9003i, TASKalfa 8003i, TASKalfa 7003i, TASKalfa 9002i, TASKalfa 8002i, TASKalfa 7002i</b>		
<b>Classification:</b>	<b>Field measures timing:</b>	<input type="checkbox"/> At Set Up <input type="checkbox"/> Next Periodic Maintenance <input checked="" type="checkbox"/> Next Visit/Service Call <input type="checkbox"/> Information only	
	<b>Phenomenon:</b>	<input type="checkbox"/> SC/Error <input type="checkbox"/> Paper Feeding/Conveying <input type="checkbox"/> Other <input checked="" type="checkbox"/> Image <input type="checkbox"/> Machine operation	
	<b>Type of change:</b>	<input checked="" type="checkbox"/> Hardware <input checked="" type="checkbox"/> Firmware and Software <input type="checkbox"/> Information	
<b>Remarks:</b>	<b>Related SB:</b>	2NJ-0015(P008)	
	<b>Revised ver.:</b>	- This time the description with (--->) is revised from the previous information. <Number of changes: 3> - Correction of setting values (P2)	

Regarding the toner drop issue communicated in Service bulletin No. 2NJ-0015(P008), the following changes are made as further corrective measures.



[Contents of change]

To address the accumulated toner on the developing sleeve roller, the developing rollers are rotated in reverse direction to collect the accumulated toner within the developer unit. With the reverse rotation of the developing rollers, the configuration of the scraper within the developer unit is changed to prevent the scraper from peeling off.



**Field Measure:** If the above phenomenon occurs, please implement the following.

- Upgrade to the following FW Pack Ver. or later.  
 TASKalfa 9003i --- 2XT\_V2.16 or later; TASKalfa 8003i/7003i --- 2XV\_V2.16 or later  
 TASKalfa 9002i --- 2WA\_V4.18 or later; TASKalfa 8002i/7002i --- 2NJ\_V4.16 or later

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2. After upgrading the FW, change the settings in the following maintenance mode.  
 U059 Fan mode setting >Interval cycle Initial value: (--->)1000 ---> 10000

As a result of the above changes, the operation timing of the vibration motor control for the toner collection box filter and the forward/reverse rotation control of the developing spiral are changed.

Initial value: (--->)1000 ---> Operates once every 1000 sheets at the end of a job

Initial value: (--->)10000 ---> Operates once every 200 sheets at the end of a job

3. After completing steps 1 and 2 above, clean the machine inside.  
 (Refer to the [Machine Cleaning Procedure] for the details.)

4. Replace the developer unit with a new one.

N00133037; N00133899

### Parts table

No.	Old Part No.	New Part No.	Description	Q'ty		Compati bility		Remarks
				Old	New	Old	New	
TASKalfa 9003i/8003i/7003i, TASKalfa 9002i/8002i/7002i								
1	302NJ93016	302NJ93017	DV-6720	1	1	X	O	Other than KDCN, KDKR, KDJ
2	302NJ9C014	302NJ9C016	DV-6720(CN)	1	1	X	O	*1 KDCN
3	302NJ9K014	302NJ9K016	DV-6720(KR)	1	1	X	O	*1 KDKR
4	302NJ9J014	302NJ9J016	DV-6720(J)	1	1	X	O	*1 KDJ

\*1: There is no production record for items ending with 5.

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**FW information**

(Excerpt from service bulletin No. 2XN-0040(P025))

[ TASKalfa 8353ci/7353ci, TASKalfa 7003i/8003i, TASKalfa 9003i ]

Type	Program No.	Remarks	Color	BW 70/80	BW 90	
Upgrade Pack Ver.		Other than KDCN	2XN_V2.19-S	2XV_V2.16-S	2XT_V2.16-S	New upgrade (Note: KDE)
		KDCN	2XN_V2.19CN-S	2XV_V2.16CN-S	2XT_V2.16CN-S	New upgrade
CONTROLLER	2XN_S000.002.801		X	-	-	New upgrade
	2XT_S000.002.706		-	X	X	
ENGINE	2XN_1000.003.201		X	-	-	
	2XV_1000.004.001		-	X	-	New upgrade
	2XT_1000.004.001		-	-	X	New upgrade
SCANNER	2NH_1200.005.001		X	X	X	
OCR	2V8_L000.001.001		X	X	X	
PANEL	2V8_7200.001.006		X	X	X	
LANGUAGE MP	2V8_81XM.002.704		X	X	X	
DP	3R8_9500.007.301		X	X	X	
PF	2NH_9000.003.001	Main unit front deck	X	X	X	
COPY COLOR TABLE	2XN_KZ00.001.001	For Copy	X	-	-	
MLTCOLORTABLE	2XN_GZ00.001.001	For Printer	X	-	-	
ESPECIAL	ES_SKIP.ON		X	X	X	
<b>ENHANCE</b>						
PF-730(B)	3NJ_9000.009.001	500x2	X	X	X	
PF-740(B)	3NF_9000.009.001	1500x2	X	X	X	
PF-7120	3RL_9000.002.101	SIDE DECK 3K	X	X	X	
PF-7130	3S0_9000.001.009	SMT 500	X	X	X	
DF-7110	3RW_9200.006.002	4K	X	X	X	
DF-7130 MAIN	3SW_9200.004.101	100STP	X	X	X	
DF-7130 DF SUB	3S8_9C00.002.102	100STP	X	X	X	
PH-7A/B/C/D	3NK_9A00.006.001		X	X	X	
MT-730(B)	3N0_9800.004.001	DF-7110	X	X	X	
BF-730	3ND_9700.007.002	DF-7110	X	X	X	
BF-9100	3SP_9700.005.001	DF-7130	X	X	X	
FAX System 12	3R2_5400.003.012	Other than KDCN *	X	X	X	(Note: KDE)
FAX System 12 CHN	3R2_5600.Z03.012	KDCN *2	X	X	X	

\*Because of the above FW change, the T/C control is adjusted to the target 7%-8% (initial value is 10%).

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(Excerpt from service bulletin No. 2NH-0050(P027))

[ TASKalfa 8052ci/7052ci, TASKalfa 8002i/7002i, TASKalfa 9002i ]			[Pack contains Enhancement unit firmware]			
Type	Program No.	Remarks	Color	BW	BW 90	
Upgrade Pack Ver.		Other than KDCN	2NH_V4.16	2NJ_V4.16	2WA_V4.18	New upgrade (Note: KDEM)
		KDCN	2NH_V4.16CN	2NJ_V4.16CN	- - -	New upgrade
MAIN	2NH_2000.004.602		X	-	-	
	2NJ_2000.004.602		-	X	X	
MMI	2ND_7000.004.601		X	X	X	
ENGINE	2NH_1000.006.101		X	-	-	
	2NJ_1000.006.001		-	X	-	New upgrade
	2WA_1000.005.001		-	-	X	New upgrade
SCANNER	2NH_1200.005.001		X	X	X	
BROWSER	2ND_F000.003.001		X	X	X	
OCR	2R6_L000.002.004		X	X	X	
PANEL	2ND_7200.001.016		X	X	X	
LANGUAGE MP	2ND_81XM.004.501		X	X	X	
DICTIONARY MLT	2ND_CA00.001.002		X	X	X	
DP	3R8_9500.007.301		X	X	X	
PF	2NH_9000.003.001	Main unit front deck	X	X	X	
COPY COLOR TABLE	2NH_KZ00.001.003	For Copy	X	-	-	
MLTCOLORTABLE	2NH_GZ00.001.002	For Printer	X	-	-	
ESPECIAL	ES_SKIP.ON		X	X	X	
<b>ENHANCE</b>						
PF-730(B)	3NJ_9000.009.001	500x2	X	X	X	
PF-740(B)	3NF_9000.009.001	1500x2	X	X	X	
PF-7120	3RL_9000.002.101	SIDE DECK 3K	X	X	X	New upgrade
PF-7130	3S0_9000.001.009	SMT 500	X	X	X	
DF-7110	3RW_9200.006.002	4K	X	X	X	
DF-7130 MAIN	3SW_9200.004.101	100STP	-	-	X	
DF-7130 DF SUB	3S8_9C00.002.102	100STP	-	-	X	
PH-7A/B/C/D	3NK_9A00.006.001		X	X	X	
MT-730(B)	3N0_9800.004.001		X	X	X	
BF-730	3ND_9700.007.002		X	X	X	
BF-9100	3SP_9700.005.001		-	-	X	
FAX System 12	3R2_5400.003.012	Other than KDCN *1	X	X	X	(Note: KDEM)
	3R2_5600.Z03.012	KDCN *2	X	X	-	





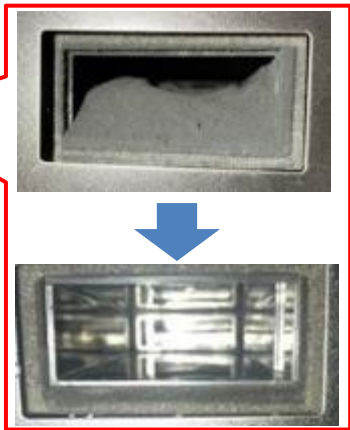
\*Because of the above FW change, the T/C control is adjusted to the target 7%-8% (initial value is 10%).

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**Machine cleaning procedure**

(Estimated working time: approximately 30 minutes)




No.	Procedure	Details
1	Remove the developer unit and drum unit from the main unit of the machine.	 
2	Remove and clean the toner collection box (red frame) at the rear side of the machine.	
3	Clean the toner inside the toner collection duct (yellow circle).	 

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No.	Procedure	Details
4	Remove the rear lower cover and clean the inside of the toner collection duct (yellow circle).	
5	Remove the toner collection duct and clean duct inside the machine (yellow circle).	
6	Move the developing rail arm on the front side of the machine left and right 3 times to create vibrations.	

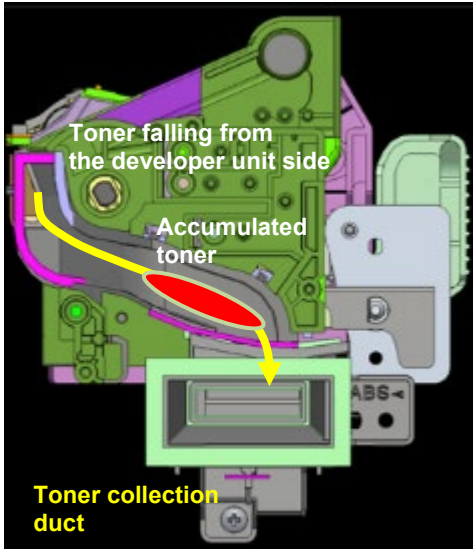
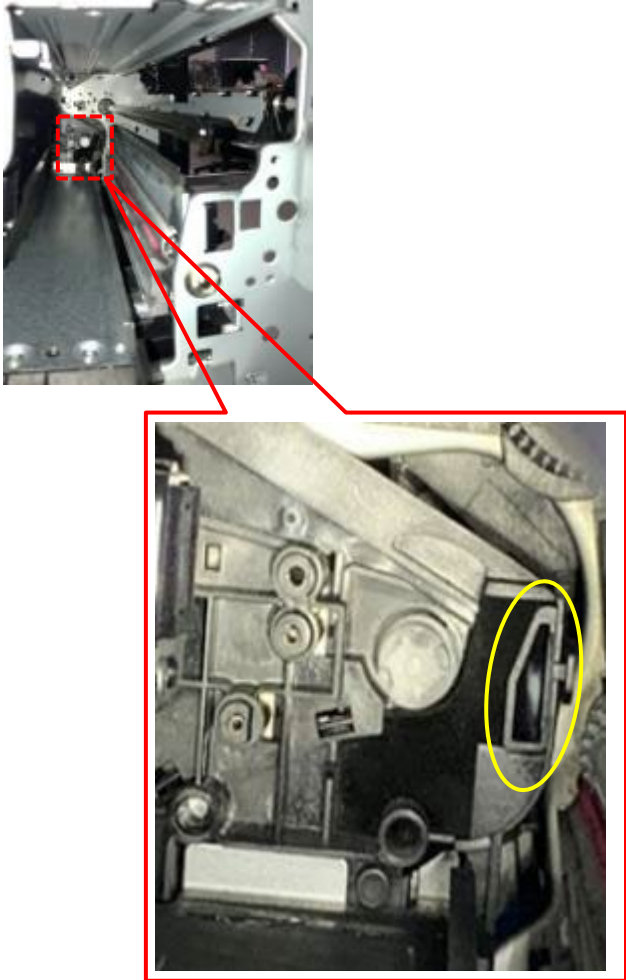


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No.	Procedure	Details
7	<p>Clean the toner that has fallen into the duct at the rear side of the machine due to the vibrations.  Repeat step No.6 until no more toner falls.</p>	 <p>Toner falling from the developer unit side</p> <p>Accumulated toner</p> <p>Toner collection duct</p>
8	<p>Vacuum the developing duct (yellow circle) from the front side of the machine and also clean around the developing rail.</p>	

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No.	Procedure	Details
9	Clean the conveying path of the conveying unit.	
10	Assemble the removed parts in reverse order.	

**Serial number of affected model**

Product name	Destination	Product code	3-digit prefix (Fixed code)	Affected serial number
TASKalfa 9003i	KDA 120V	1102XT2US0	RRD	RRD5201645
	KDA GSA	1102XT2USJ	W5M	After using up the old stock
	KDAU	1102XT3AU0	RRF	RRF5100022
	KDAS	1102XT3AK0	RZE	RZE5100313
	KDTW	1102XTTWTW0	RZH	RZH51***** or later applies
	KDTW	1102XTTWTW1	WAC	After using up the old stock
	KDTW	1102XTTWTWJ	H1N	After using up the old stock
	KDCN	1102XT3CN0	RZ1	RZ151***** or later applies
	KDEM	1102XT3NL0	RRE	RRE51***** or later applies
TASKalfa 8003i	KDA 120V	1102XV2US0	RRG	RRG5203810
	KDA GSA	1102XV2USJ	W5N	After using up the old stock
	KDA 220V	1102XV4SA0	RU8	RU85100358
	KDAS	1102XV3AX0	RZF	RZF5100189
	KDCN	1102XV3CN0	RZ2	RZ251***** or later applies
	KDEM	1102XV3NL0	RRH	RRH51***** or later applies
	8057i TA/UTAX	1102XV3UT0	RP4	RP45100843
	d-COPIA 8002MF OLIVETTI	1102XV3LV0	RZX	RZX5100024



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Product name	Destination	Product code	3-digit prefix (Fixed code)	Affected serial number
TASKalfa 7003i	KDA 120V	1102XW2US0	RRK	RRK5204318
	KDA GSA	1102XW2USJ	W5P	After using up the old stock
	KDA 220V	1102XW4SA0	RU9	RU951***** or later applies
	E70 KDA OEM	1102XW4US0	19V	19V51***** or later applies
	KDAU	1102XW3AU0	RRM	RRM51***** or later applies
	KDAS	1102XW3AK0	RZD	RZD51***** or later applies
	KDTW	1102XWTTW0	RZG	RZG51***** or later applies
	KDTW	1102XWTTWJ	H1M	After using up the old stock
	KDTW	1102XWTTW1	WAD	After using up the old stock
	KDCN	1102XW3CN0	RZ3	RZ351***** or later applies
	KDEM	1102XW3NL0	RRL	RRL5102566
	7057i TA/UTAX	1102XW3UT0	RP3	RP351***** or later applies
d-COPIA 7002MF	OLIVETTI	1102XW3LV0	RZW	RZW5100034
TASKalfa 9002i	All specification	---	---	No production now
TASKalfa 8002i	All specification	---	---	No production now
TASKalfa 7002i	All specification	---	---	No production now

[Maintenance Kit (MK kit)]

Product name	Destination	Product code	3-digit prefix (Fixed code)	Affected serial number
MK-6725 F	KDA	1702NJ7US2	RN5	RN551B5744
MK-6725	KDCN	1702NJ8KS0	VWL	VWL51A0451
MK-6720	KDTW	1702NJTTW0	R17	R1751***** or later applies
MK-6720	KDKR	1702NJ8KR0	R1B	R1B51***** or later applies
MK-6725 G	OLIVETTI	1702NJ8LV1	RL5	RL551***** or later applies
MK-6725 G	Other than the above	1702NJ8NL2	RN6	RN651B2175

For products other than the above, there is no production now.