Subject: Note on the eject sensor stay jam (J421X) occurring when replacing and detaching/reattaching the pulley and the drive shaft at the eject section

Model: FS-4300DN, FS-4200DN, FS-4100DN, FS-2100DN, M3560idn, M3550idn, M3540idn, M3040idn, M3540dn, M3040dn, P4040dn, P4035dn, P4045dn, P3060dn, P3055dn, P3050dn, P3045dn

Classification:
Field measures timing: □ At Set Up ☑ Next Visit/Service Call □ Next Periodic Maintenance □ Information only

Phenomenon: □ SC/Error ☑ Paper Feeding/Conveying ☑ Image ☑ Machine operation

Type of change: ☑ Hardware ☑ Firmware and Software □ Information

Remarks: A3 engine model: P4040dn, P4035d, P4045dn, A4 engine model: Other than the models listed the left.

Related SB: No. 2LV-0074 (G057) Corrective measure for scraping the inner diameter of the PULLEY EXIT FUSER/Abnormal noise

The pulley exit fuser (lower exit pulley, DU feed pulley) is set as the service part in the field by the service bulletin No.2LV-0074 (G057). However, depending on the work condition when replacing or detaching/attaching, the drive shaft might be deformed and there is a concern that this might cause the eject sensor stay jam (J421X) in the continuous feeding of thin paper.

Note the following when
[1. Replacing and detaching/attaching the pulley exit fuser and the drive shaft],
[2. Eject sensor stay jam occurs]

### Parts Table

<table>
<thead>
<tr>
<th>No.</th>
<th>Old Part No.</th>
<th>New Part No.</th>
<th>Description</th>
<th>Q'ty</th>
<th>Compatibility</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>3V2LV28270</td>
<td>SHAFT EXIT LOW</td>
<td>-</td>
<td>*1 Old *1 New</td>
<td>Set as a service part</td>
</tr>
</tbody>
</table>

*1: A3 engine model (P4040dn, P4035dn, P4045dn): 4 pcs, A4 engine model (Other than the model listed the left): 2 pcs
[1. Note when replacing and detaching /attaching the pulley exit fuser and the drive shaft]

1. Locate the D cut side of the drive shaft of the pulley Assy at the eject section in the correct direction and attach it to the guide. (Refer to the following pages for the details)
2. To prevent from the abnormal noise, when replacing the pulley exit fuser or the drive shaft, apply Hanal (Part no.: 302LV94550) over the whole circumference in the range from both ends of the drive shaft to 22mm or more, and dry it out for about 30 seconds and after that, attach the pulley exit fuser. (Refer to the following page Fig.2 and the service bulletin No. 2LV-0074 (G057))

[2. Note when the output sensor stay jam occurs]
If the jam occurs in the condition where the leading edge of paper is caught inside the eject opening, check if the drive shaft of the pulley exit fuser (Lower exit pulley, DU feed pulley) is deformed.
If the drive shaft is deformed, replace with the new one. (Parts table No.1: Set as a service part in this time)
And also, when replacing the drive shaft, note the above No.1 [1. Note when replacing and detaching /attaching the pulley exit fuser and the drive shaft] as well.

* If the drive shaft is deformed, the behavior of the leading edge of paper at the eject section changes and the leading edge of paper contacts the corrugation material located in the center ("X" of the Fig. 1 in the following page) and eject sensor stay jam might occur.
Service Bulletin
(Service information)

Ref. No. 2LV-0101 (H237)
<Date> December 18, 2017

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**Fig. 1**

[Rear Cover Assy]
(Some parts are in the removed condition)

(A4 engine model) (A3 engine model)

<table>
<thead>
<tr>
<th>Position</th>
<th>Pulley type</th>
<th>Machine left side</th>
<th>Machine right side</th>
<th>Enlarged view of the D cut surface</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Lower output pulley</td>
<td><img src="image1" alt="A4 engine model" /></td>
<td><img src="image2" alt="A3 engine model" /></td>
<td>Downward</td>
</tr>
<tr>
<td>B</td>
<td>Lower output pulley</td>
<td><img src="image3" alt="A4 engine model" /></td>
<td><img src="image4" alt="A3 engine model" /></td>
<td>Downward</td>
</tr>
<tr>
<td>C</td>
<td>DU feed pulley</td>
<td><img src="image5" alt="A4 engine model" /></td>
<td><img src="image6" alt="A3 engine model" /></td>
<td>Upward</td>
</tr>
</tbody>
</table>

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**Fig. 2**

- 22mm or more
- Pulley exit fuser (302K325320)
- Drive shaft
  (Parts table No.1: Set as a service part)
- Pulley exit fuser (302K325320)

* Apply Hanal (302LV94550) to all around of the range from both edge to more than 22mm of the drive shaft.
After applying Hanal, dry it out for for 30 seconds and reattach the pulley exit fuser.

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