
Model: GP605 Series**Ref. No. :** FF-T01-K1-000081-01**Date :** February 27, 2002

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Location: Fixing Motor**Subject:** Error Code E014 due to Fixing Motor Failure**Reason:** There is a possibility that the transistor on the fixing motor control circuit might get broken, resulting in E014. This bulletin is prepared to inform you of its cause and measures.**Detail:**

<Symptom>

Component failure might occur during stand-by (i.e. while the fixing motor is not rotating) because the transistor is exposed to high heat and it is worn out over time. Consequently, the fixing motor fails to rotate, resulting in E014.

<Cause>

Because the specified current on the motor control circuit exceeds the allowable loss, overcurrent flows through the transistor which serves to turn off the fixing motor.

The fixing motor in question is procured from two different suppliers. One is Matsushita Co., Ltd., and the other is Shinano Kenshi Co., Ltd. The above-mentioned fault is found with the fixing motor manufactured by Shinano Kenshi Co., Ltd.

<Factory Measures>

To prevent overcurrent, the rating of the resistance on the fixing motor control circuit is changed.

Servicing Work:

If the fixing motor fails to operate or E014 occurs, replace the fixing motor with either motor given below.

1) Shinano Kenshi made product: FH6-1535-020

or

2) Matsushita made product: FH6-1534-000

(old service part for the fixing motor)

The fixing motor to be supplied as a service part will be also switched to the Shinano Kenshi made product. To differentiate the old and new parts, a label shown below is affixed to the new fixing motor (FH6-1535-020), which is to be supplied either free of charge or as a service part.



The motor in question is mounted on the products for all destinations manufactured by mid October 2001 except the products for Europe manufactured by Canon Giessen. However, the initial production for Europe was manufactured in Japan, so the affected motor is also mounted on the products from the initial production. Meanwhile, there would be no problem with service parts of the fixing motor because only the Matsushita made product (FH6-1534-000) has been supplied as a service part.

The information is summarized as follows:

Motor	All products except those for Europe	Initial production for Europe (manufactured in Japan)	Products for Europe (manufactured by C. GSN)	Service parts
Shinano Kenshi (defective)	Included	Included	None	None
Matsushita (non-defective)	Included	Included	Included	Included

Service Parts:

No.	Description		Part number	Q'ty	Stock	Inter-change-ability	PC. Stock date
1	Old	MOTOR, BRUSHLESS, DC 22W	FH6-1534-000	1→0	C	<div style="display: flex; align-items: center;"> <div style="text-align: center;">↓ Yes</div> <div style="text-align: center;">↑ Yes</div> </div>	320-71
	New	MOTOR, BRUSHLESS, DC 22W	FH6-1535-020	0→1	D		In stock
2	Old	FIXING/FEEDER FRAME ASSEMBLY	FG6-2316-000	1→0	C	<div style="display: flex; align-items: center;"> <div style="text-align: center;">↓ No</div> <div style="text-align: center;">↑ Yes</div> </div>	320-
	New	FIXING/FEEDER FRAME ASSEMBLY	FG6-2316-150	0→1	D		In stock
3	Old	FIXING/FEEDER FRAME ASSEMBLY	FG6-2316-000	1→0	C	<div style="display: flex; align-items: center;"> <div style="text-align: center;">↓ No</div> <div style="text-align: center;">↑ Yes</div> </div>	320-
	New	FIXING/FEEDER FRAME ASSEMBLY	FG6-2316-150	0→1	D		In stock

Affected Machines:

Product code	Product code	Product name	Affected machine numbers
F13-5631	0012A003AA	iR600 120V UL	NLE22710 and later
F13-5633	0684A002AA	imageRUNNER 600 120V	NQF00196 and later
F13-5651	0012A005AA	GP605 230V UK	DMC00001 and later
F13-5670	0012A016AA	GP605 230V KOR	PPW00130 and later
F13-5621	0012A008AA	GP605 230V ITA	FMC00001 and later
F13-5681	0012A007AA	GP605 230V GER	AMC00001 and later
F13-5671	0012A006AA	GP605 230V FRN	BMC00001 and later
F13-5691	0012A004AA	GP605 230V EUR	CMC00001 and later
F13-5661	0012A010AA	GP605 230V CA	RLE00676 and later
F13-5641	0012A009AA	GP605 230V	PLP00958 and later
F13-5638	0012A002AA	GP555 120V UL	NNT28888 and later