

# TECHNICAL SERVICE BULLETIN

**LANIER RICOH SAVIN**

**BULLETIN NUMBER: DOBJ/DOBK – 022 REISSUE ★**

**05/08/2020**

**APPLICABLE MODEL:**

**LANIER – IM C2000/IM C2500**

**RICOH – IM C2000/IM C2500**

**SAVIN – IM C2000/IM C2500**

**SUBJECT: TROUBLESHOOTING: SC860 THRU 865, 869, 870, 872, 873, 874, 876**

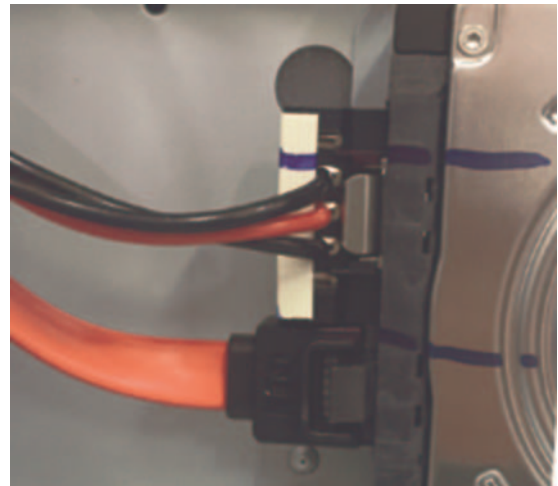
**SYMPTOM:**

SC8XX-XX occurs.

| SC           | Description  |
|--------------|--|
| 860-00       | HDD startup error at main power on (HDD error)           |
| 860-01       | HDD file system error at main power on (HDD error)       |
| 860-02       | HDD label error at main power on (HDD error)             |
| 860-03       | HDD encryption key error at main power on (HDD error)    |
| 861-00       | HDD re-try failure                                       |
| 862-00       | Number of the defective sector reaches the maximum count |
| 863-00 to 23 | HDD data read failure                                    |
| 864-00 to 23 | HD data CRC error  |
| 865-00 to 23 | HDD access error   |
| 865-50 to 73 | HDD time-out error                                       |
| 869-01       | Continuously detecting malfunction                       |
| 869-02       | Continuously non-detecting malfunction                   |
| 870-00 to 60 | Address Book data error                                  |
| 872-00       | HDD mail reception error                                 |
| 873-00       | HDD mail reception error                                 |
| 874-05 to 99 | Delete all error   |
| 875-01       | Delete all error (HDD erasure) (hddcheck – i error)      |
| 875-02       | Delete all error (HDD erasure) (Data deletion failure)   |
| 875-03       | Delete all error (HDD erasure)                           |
| 876-00 to 05 | Log Date Error   |

**CAUSE:**

The HDD Cable provided from the vendor  
(P/N: D2415250: Cable: HDD: SATA:210) is defective.



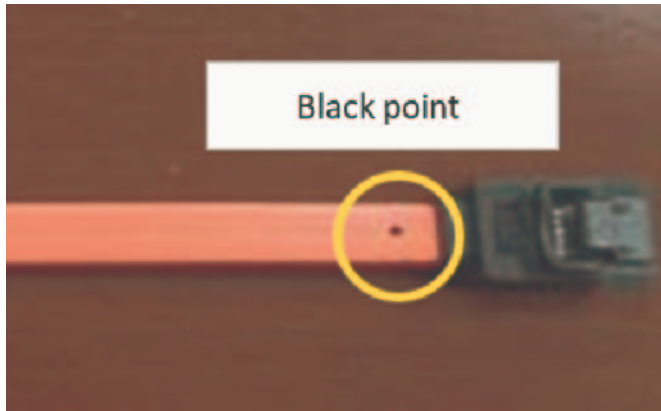
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**SOLUTION:**

**Production Countermeasure:**

The HDD Cable has been modified since July 2019 production.

- ★ The Black Dot (Point) as shown in the photo below, indicates the new style cable.



**Field Countermeasure:**

1. Replace the HDD cable when SC8XX occurs.
2. If the symptom still occurs, replace the HDD or other parts (see Service Manual for procedure).