

TECHNICAL SERVICE BULLETIN

LANIER RICOH SAVIN

BULLETIN NUMBER: D129/D130 - 017

02/10/2016

APPLICABLE MODEL:

LANIER - MP 4002/MP 5002

RICOH - AFICIO MP 4002/AFICIO MP 5002

SAVIN - MP 4002/MP 5002

SUBJECT: SC 878 CONTINUES TO OCCUR AFTER UPDATING FIRMWARES

★ Important

- Refer to TSB# D129/D130 - 13 (SC Code 878 Occurs) before proceeding with this bulletin. (See [rfq063679](#).)

SYMPTOM:

An SC 878 (USB Flash Error) occurs even after making sure the MFP firmware is up to date.

CAUSE:

There is a defective IC chip on the Controller board.

Controller Board:

PCB:CTL:AL-C2:Basic50:EXP

PCB:CTL:AL-C2:Basic40:EXP

SOLUTION:

If the SC 878 occurs, it is not repairable in the field. Replace the defective CTL board and then send the defective board to Hytech for repair. Please see the link below for the Hytech information:

http://www.tsrc.ricoh-usa.com/national_reclamation_center.asp