

TECHNICAL SERVICE BULLETIN

LANIER RICOH SAVIN

BULLETIN NUMBER: D111/D142 – 009 REISSUE ★

11/20/2012

APPLICABLE MODEL:

LANIER – MP C3002/MP C3502

RICOH – AFICIO MP C3002/C3502

SAVIN – MP C3002/MP C3502

SUBJECT: SC544, SC554, SC564, OR SC574 OCCURS

SYMPTOM:

An SC544, SC554, SC564, or SC574 occurs.

CAUSE:

Several factors may cause this symptom.
See the [Flowchart](#) in the “**Solution**” section below.

SOLUTION:

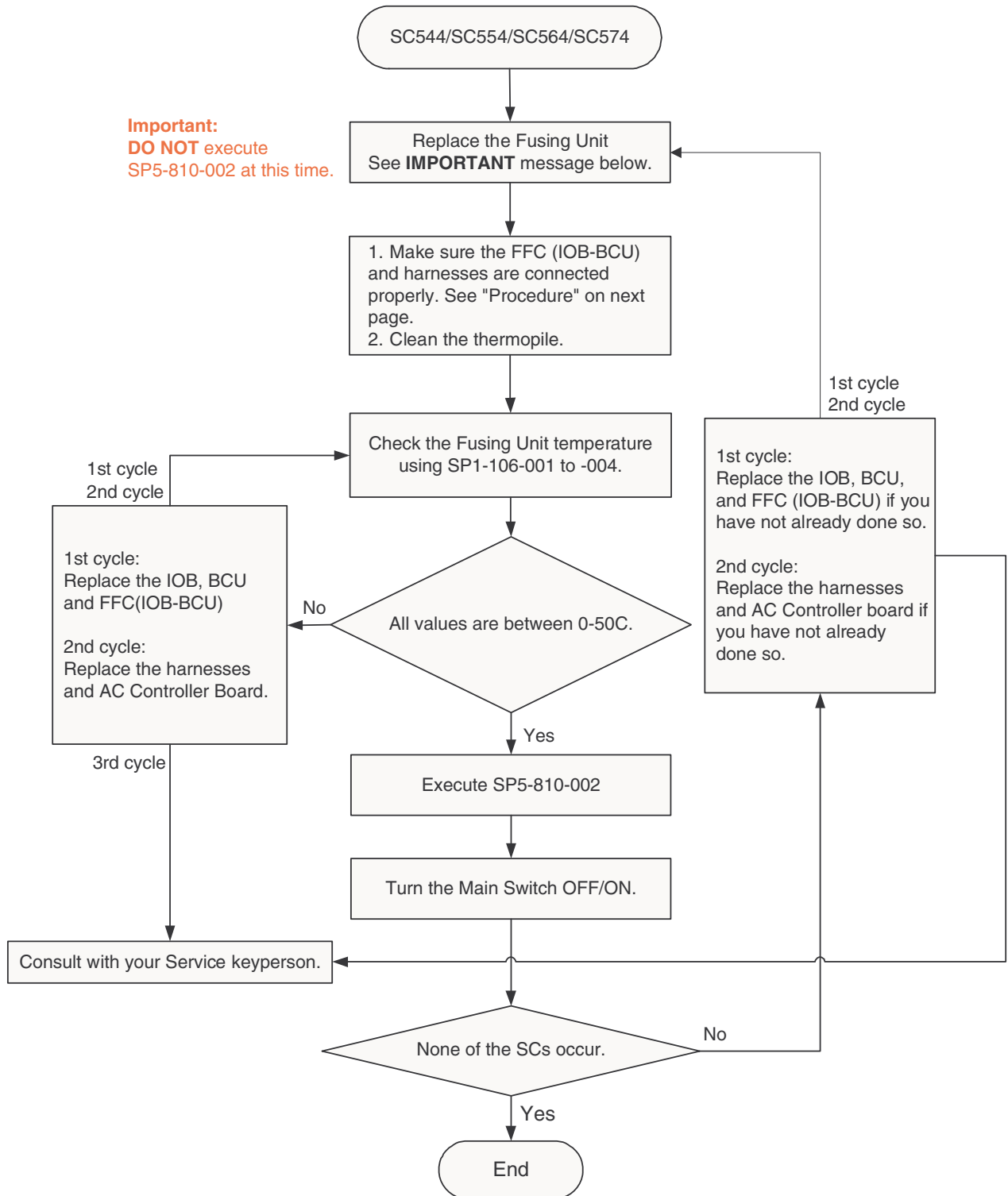
Follow the directions in the [Flowchart](#) on page 2 of this TSB.

GENERAL:

Follow the Procedure on the following pages to assist with troubleshooting.

★ **IMPORTANT:** When replacing the Fuser Unit, you **must** use a new Fuser Unit service part. Fusing Units removed from a working machine will **not** allow the machine to reset the SC Code.

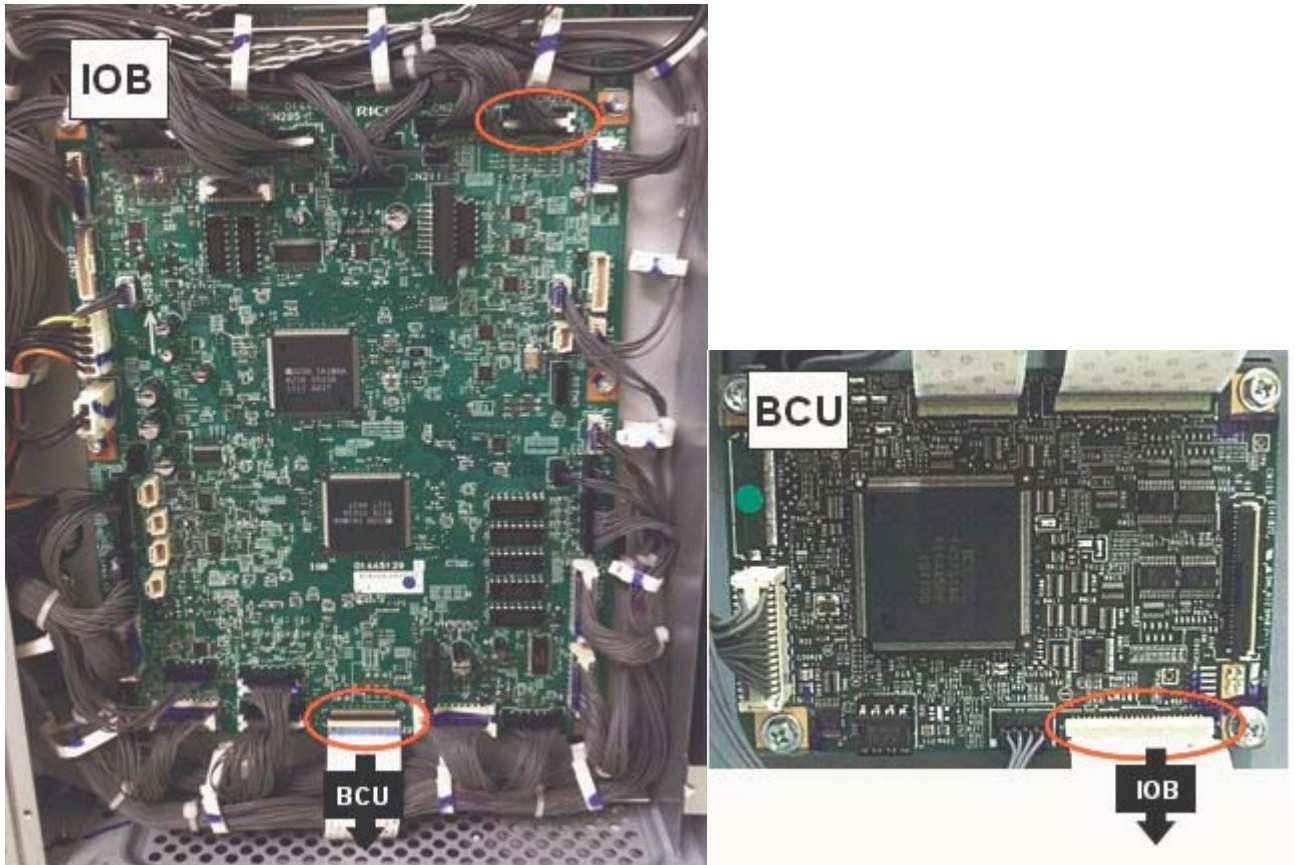
FLOWCHART:



IMPORTANT: When replacing the Fuser Unit, you **must** use a new Fuser Unit service part. Fusing Units removed from a working machine will **not** allow the machine to reset the SC Code.

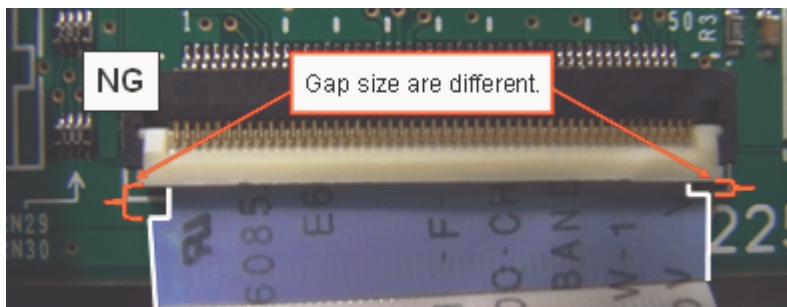
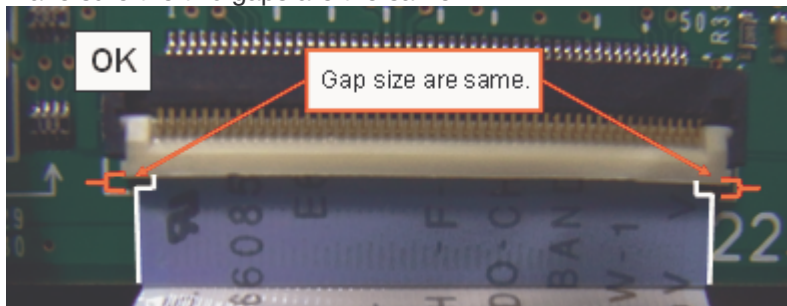
PROCEDURE:

1. Make sure that the harness and FFC circled in red below are connected properly (see details below). If they are not, reconnect them.

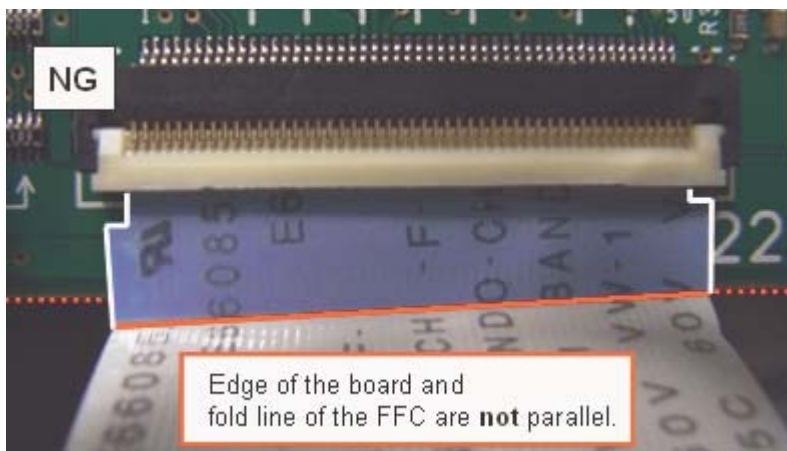
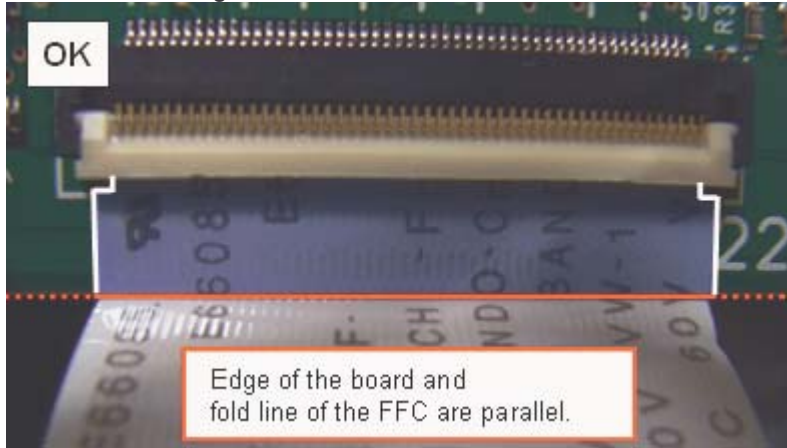


Making sure the FFC is connected properly:

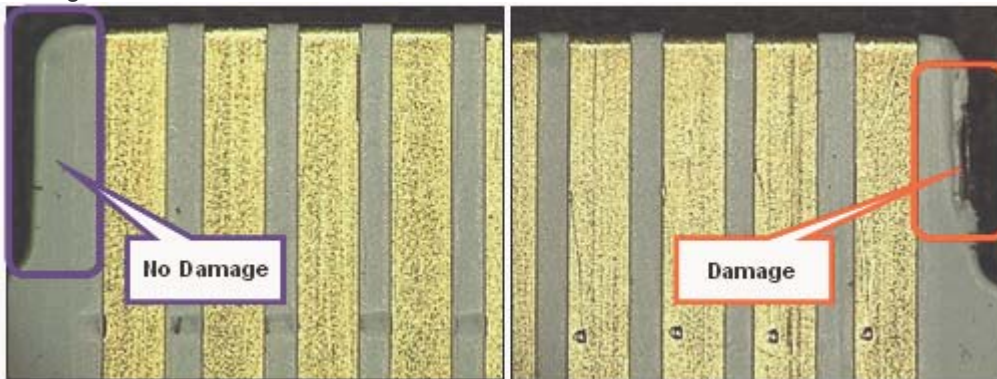
- a) Make sure the two gaps are the same.



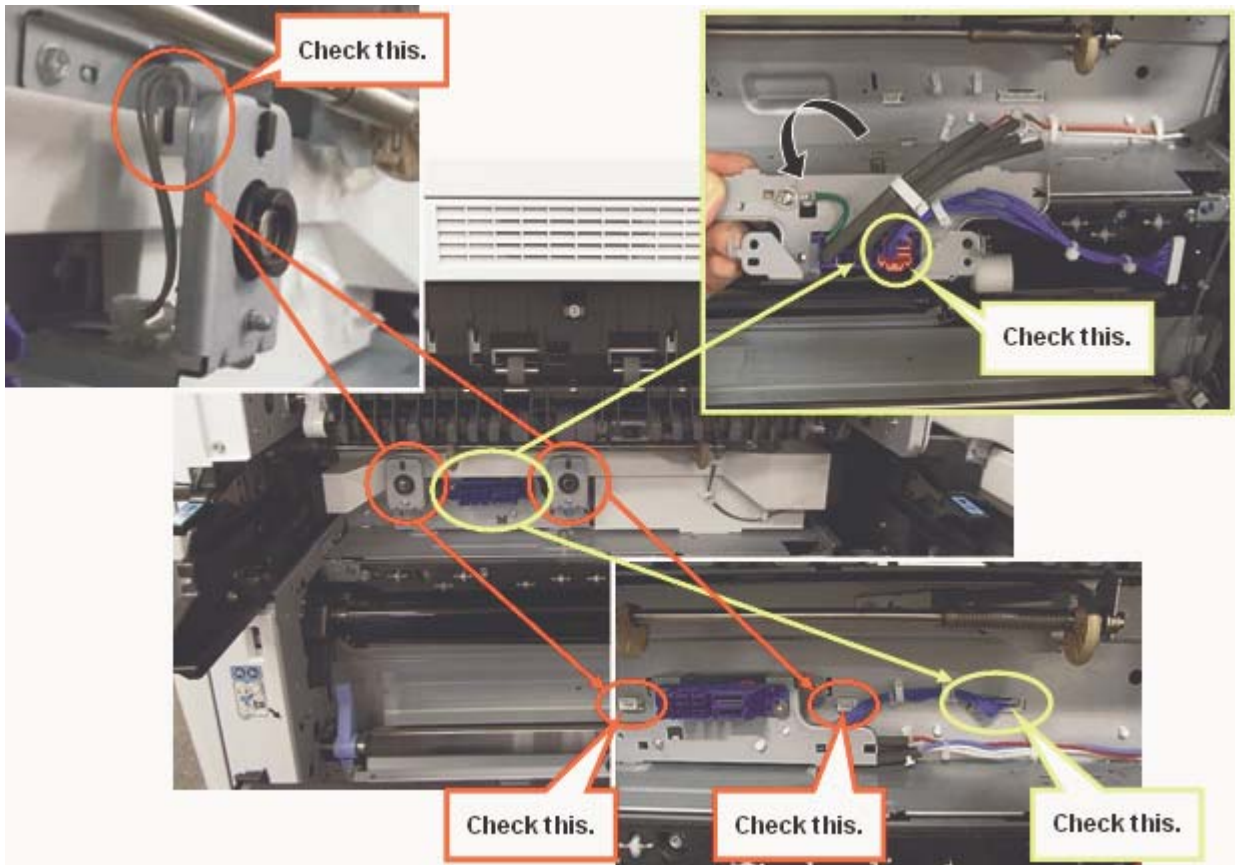
- b) Make sure the edged of the IOB side connector and fold line of the FFC are **parallel**.



- c) Check for any damage to the FFC.
Use a loupe to check for any damage to the edges of the FFC. If you find any, replace the FFC. If there is no damage, follow the instructions in the flowchart.



- ★ 2. Make sure that the harnesses marked in the photos below (“Check this”) are connected properly. If they are not, reconnect them.



Parts mentioned in this bulletin and their respective part numbers are listed below.

PART NUMBER	DESCRIPTION
D1424021	FUSING UNIT: NA: MAINTENANCE: ASS'Y
D0895305	50p FCC - From BCU to IOB
D1445196	AC CONTROL BOARD: NA
D1425110	PCB:BCU:D111/D142:ASS'Y
D1445120	PCB: IOB