

# TECHNICAL SERVICE BULLETIN

**LANIER RICOH SAVIN**

**BULLETIN NUMBER: D111/D142 – 009 REISSUE ★**

**10/08/2012**

**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.

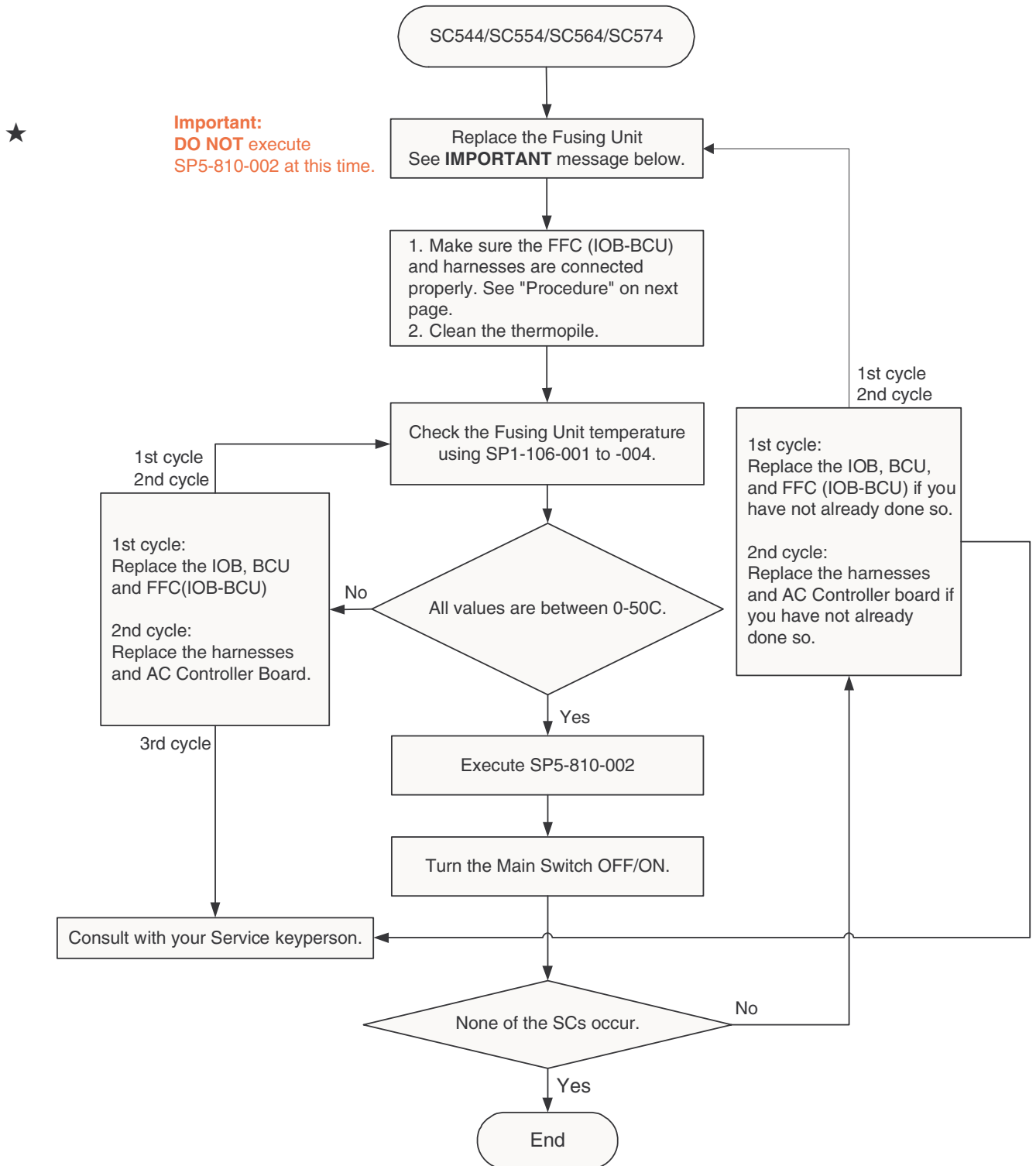
**GENERAL:**

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.

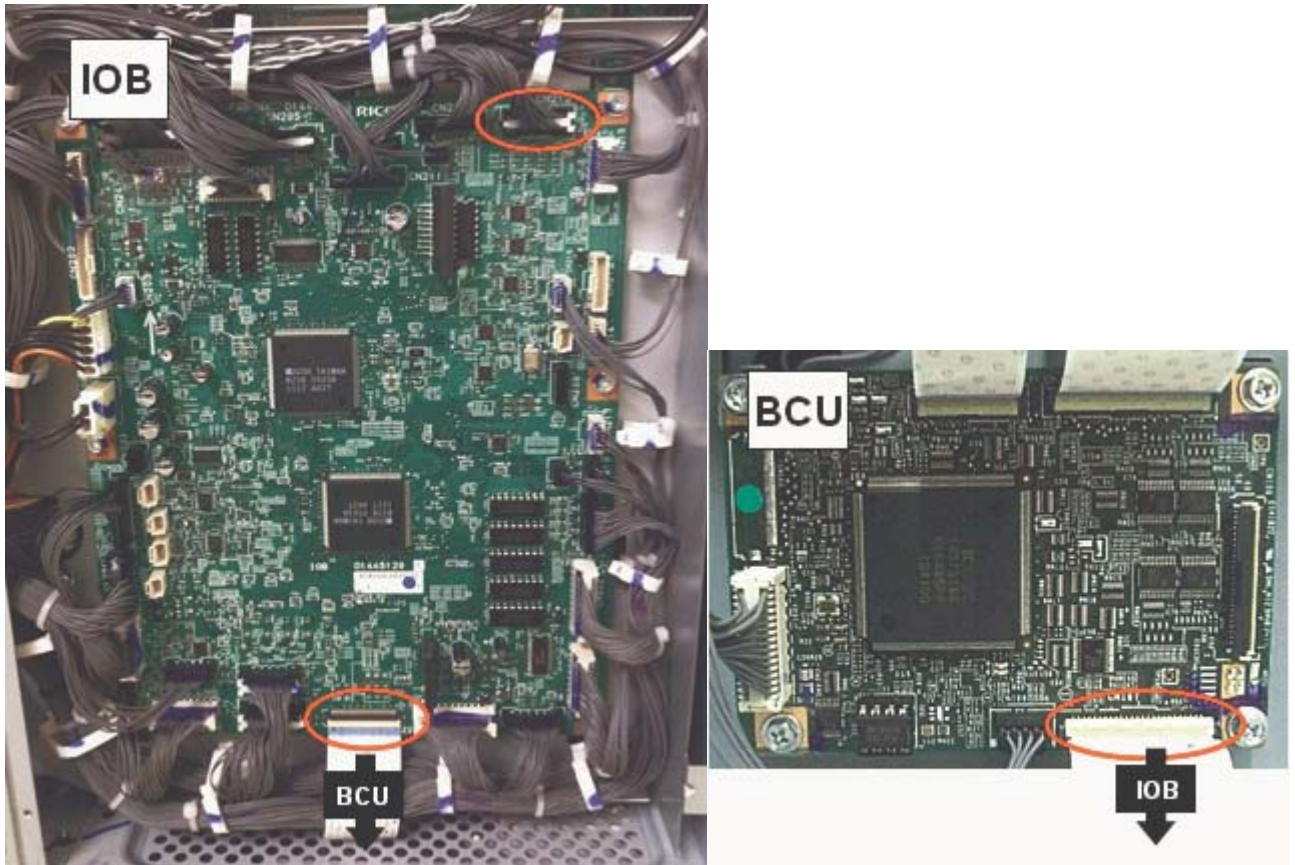
**FLOWCHART:**



★ **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.

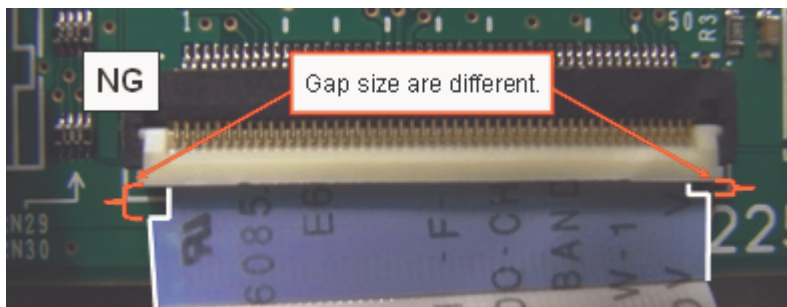
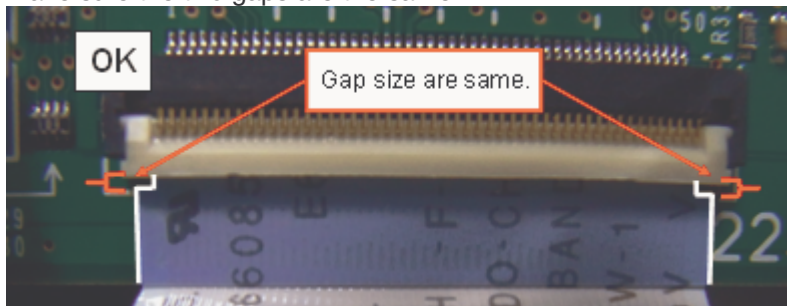
**PROCEDURE:**

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

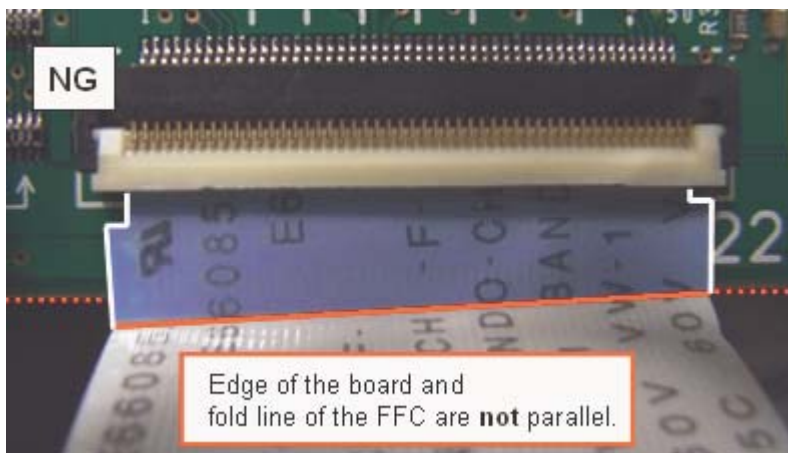
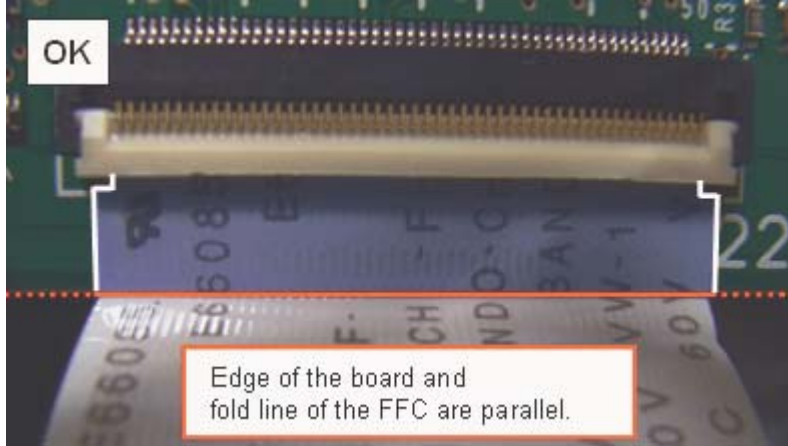


Making sure the FFC is connected properly:

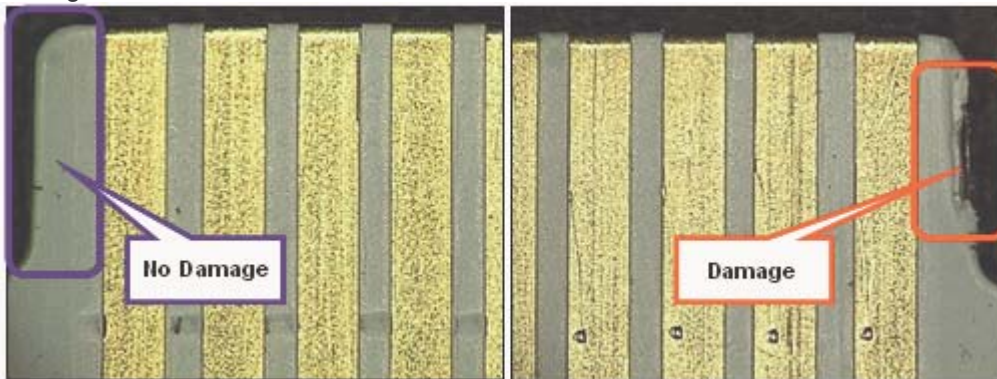
- a) Make sure the two gaps are the same.



- 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.



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

