

TECHNICAL SERVICE BULLETIN

LANIER RICOH SAVIN

BULLETIN NUMBER: D146/D147/D148/D149/D150 – 006 REISSUE ★ 04/12/2017

APPLICABLE MODEL:

LANIER – MP C3003/MP C3503/MP C4503/MP C5503/MP C6003

RICOH – MP C3003/MP C3503/MP C4503/MP C5503/MP C6003

SAVIN – MP C3003/MP C3503/MP C4503/MP C5503/MP C6003

SUBJECT: TROUBLESHOOTING SC670-01, 02 / SC665-XX / SC664-04

★ SYMPTOM:

SC670-01: Engine start up error when the machine boots up

SC670-02: Engine start up error when the machine is in operation.

SC670-03: IPU start up error when the machine boots up.

SC670-04: Communication error between the engine and controller.

SC665-02: FFC connection error between BCU and imaging IOB.

SC665-03: FFC Connection Error between Paper Transport IOB and Imaging IOB)

SC664-04: ASIC on the imaging IOB and Transport IOB SRAM program expansion error

CAUSE:

The BCU, Imaging IOB, Transport IOB, Controller board, IPU and PSU are defective or there is a harness connection issue between two or more of the components listed previously.

★ SOLUTION:

D146/D147:

Do SOLUTION 1 if the system copy firmware is Ver. 1.24 or newer.

Do SOLUTION 2 if the Engine firmware is Ver. 1.35.08 or newer.

D148/D149/D150:

Do SOLUTION 1 if the system copy firmware is Ver. 1.28 or newer.

Do SOLUTION 2 if the Engine firmware is Ver. 1.35.08 or newer.

D176/D177:

Do SOLUTION 1 if the system copy firmware is Ver. 1.17 or newer.

Do SOLUTION 2 if the Engine firmware is Ver. 1.28.08 or newer.

★ **SOLUTION 1**

If the symptom occurs, use the following chart to determine the cause and decide the best course of action.

SC670-02

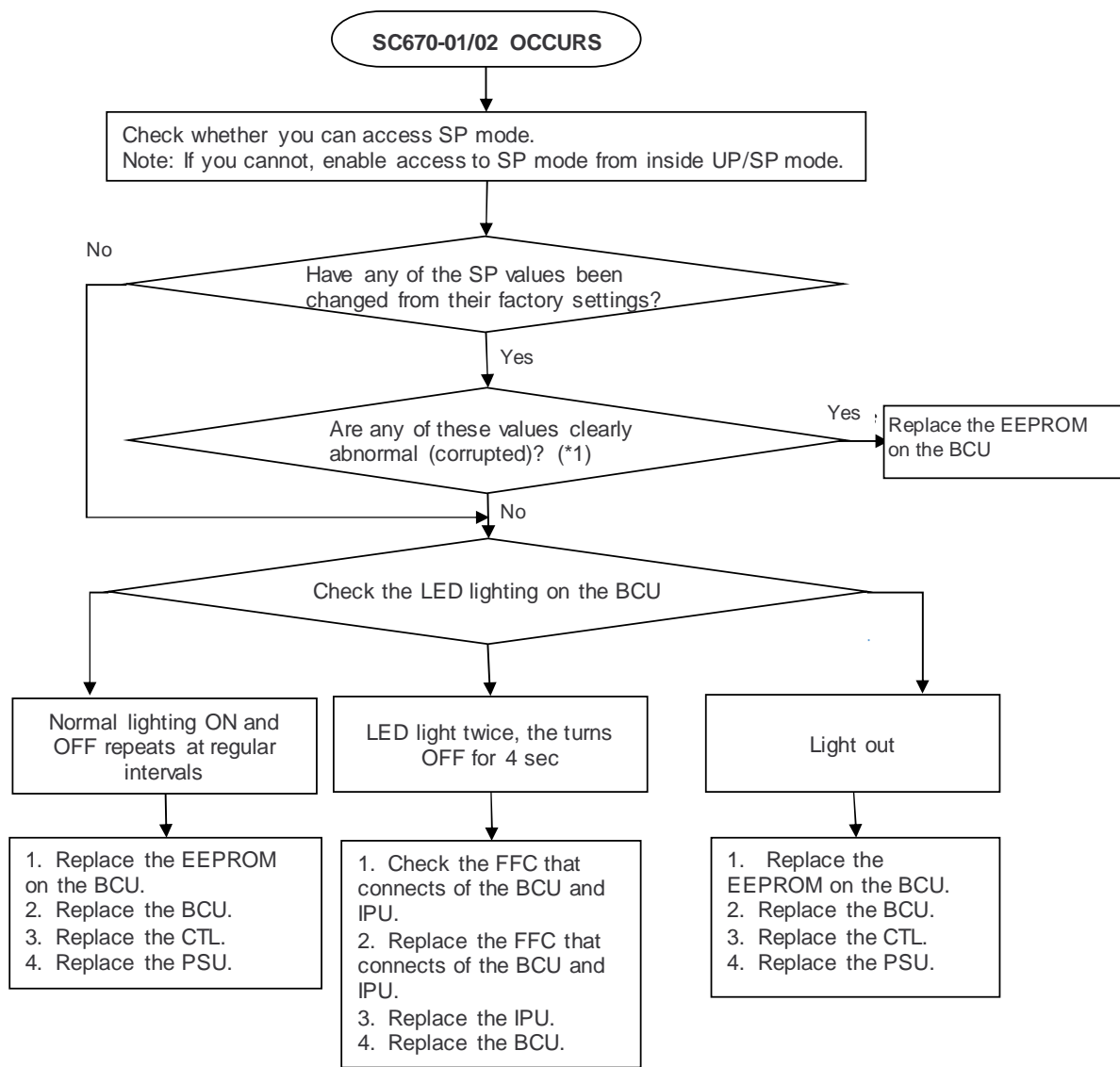
1. Replace BCU.
2. Replace IPU.
3. Replace PCU.
4. Replace the controller board.

SC670-03

1. Replace IPU.
2. Replace PSU.
3. Replace the controller board.
4. Replace the harness between PSU and IPU.

SC670-04

1. Replace IPU.
2. Replace the controller board.



★ (*1) Example of an SP value that is clearly abnormal/corrupted:

Normal:

SP No.	Name		Default	Value
SPXXXX-YYY	Motor Speed	Vertical Feed Plain Std	0.9	0.9

Abnormal/Corrupted:

SP No.	Name		Default	Value
SPXXXX-YYY	Motor Speed	Vertical Feed Plain Std	0.9	-2407.1

continued...

SC665-02

5. Replace the toner bottle if SC665-02 disappears when the toner bottle is removed.
6. Replace the development unit if SC665-02 disappears when the development unit is removed.
7. Replace the FFC that connects BCU and imaging IOB.
8. Replace the FFC that imaging IOB and the transport IOB.
9. Replace BCU.
10. Replace the imaging IOB.
11. Replace the transport IOB.
12. Replace the 4 ID chips board.

SC665-03

1. Replace the FFC that connects the imaging IOB and transport IOB.
2. Replace the imaging IOB.
3. Replace the transport IOB.

SC665-04/SC664-01

1. Replace the FFC that connects BCU and imaging IOB.
2. Replace the FFC that connects the imaging IOB and the transport IOB.
3. Replace the EEPROM on BCU.
4. Replace the imaging IOB.
5. Replace the transport IOB.
6. Replace BCU.

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SOLUTION 2

If the symptom occurs, use the following chart to determine the cause and decide the best course of action.

