

Model: V-C2/MT-C4 Finisher(SR4010/4020/4030/4040)

Date:3-Jun-09

No.: RD373002

Subject: SHIELDING PLATE: RIGHT: UPPER

Prepared by: T.Toriumi

From: 2nd Tech. Support Sec. Service Support Dept.

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

☐ Retrofit information

☐ Other ()

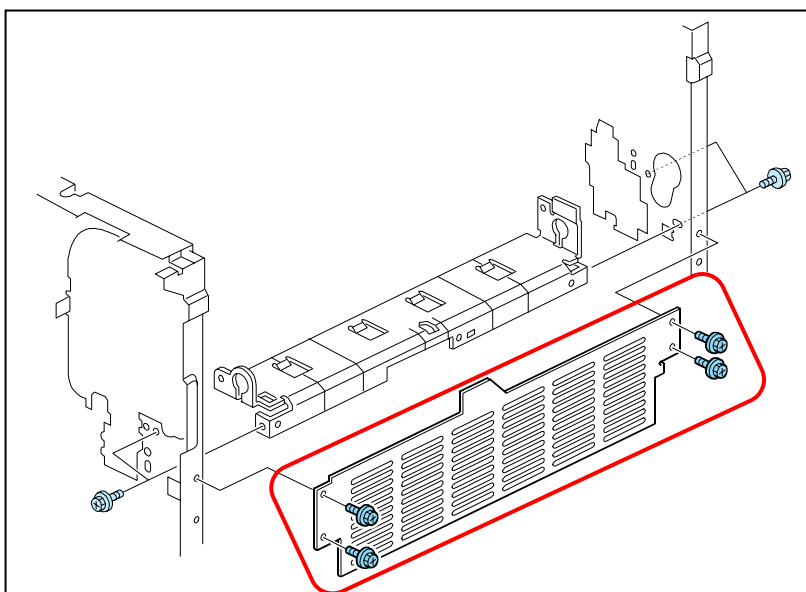
Frame Section (D373/D374)

Old part number	New part number	Description	Q'ty	Page	Index	Note
-	M3201091	SHIELDING PLATE:RIGHT UPPER	0-1	49	18	For D373
			0-1	39	7	For D374

Change: The following part framed in red is added for the following reason.

Reason: To further protect the inside of the SR4010/4020/4030/4040 from being touched.

Note: There is small possibility of the above case, so this change isn't applied to the SR4010/4020/4030/4040 units which have already been installed in the field.



RCL (Japan) Production (D373/D374)

MODEL NAME	CODE	SERIAL NO.
Finisher SR4020	D373-17	M8497500114
Finisher SR4040	D373-57	M8497600576
Finisher SR4010	D374-17	M8597500220
Finisher SR4030	D374-57	M8597600980

Model: V-C2/MT-C4 Finisher(SR4010/4020/4030/4040)

Date: 24-Feb-10

No.: RD373003

Subject: Stapler Tray

Prepared by: Takeshi Toriumi

From: 1st Overseas Tech Support Sec, 1 st PQM Dept

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

☐ Retrofit information

☐ Other ()

11. Staple Tray 2 (D373)

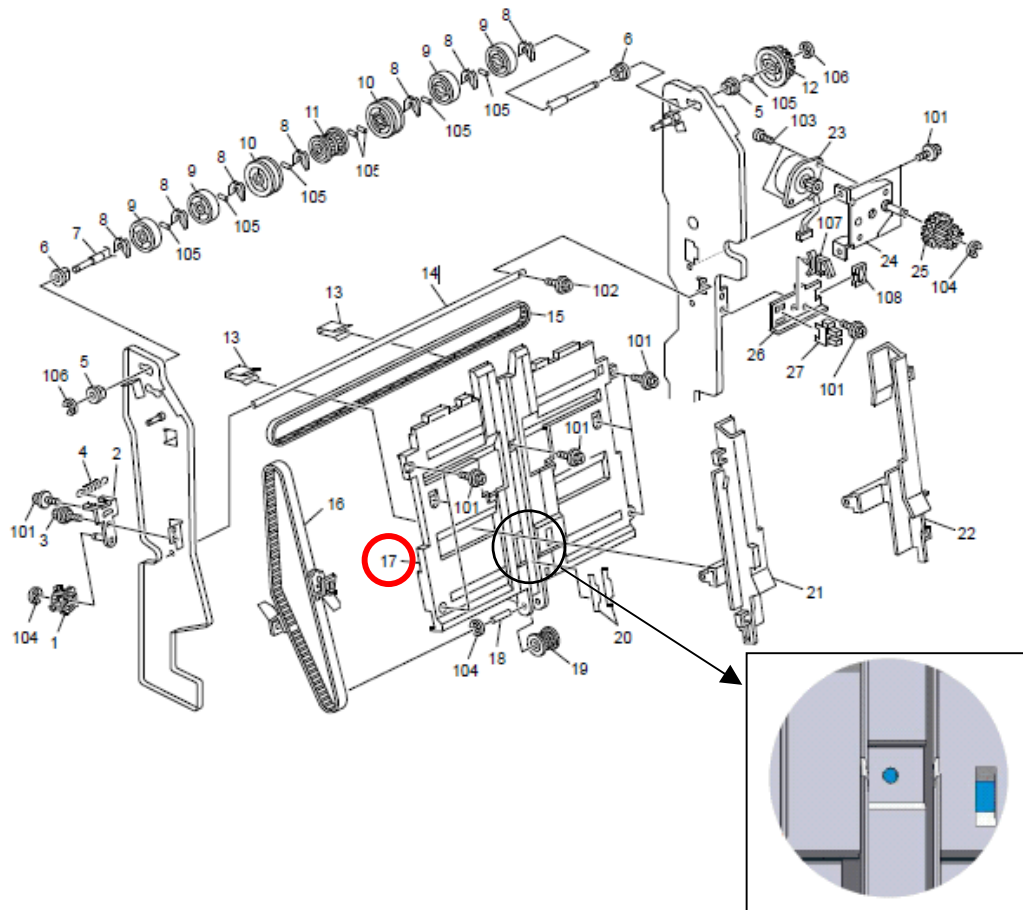
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B7004180	D3734180	Stapler Tray	1-1	X/X	23	17	X/O as a set
B7004167	D3734167	Stay: Lower: Positioning Sensor	1-1	X/X	29(for D373) 25(for D374)	7	
-	04543006Q	Tapping Screw - M3x6	0-1	-	-	-	

Change: A tapping screw was added for attaching the stapler tray to the lower stay positioning sensor, and screw holes were added as shown below.

Reason: To further improve structural reliability.

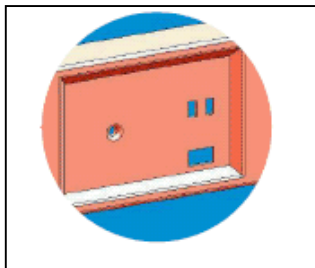
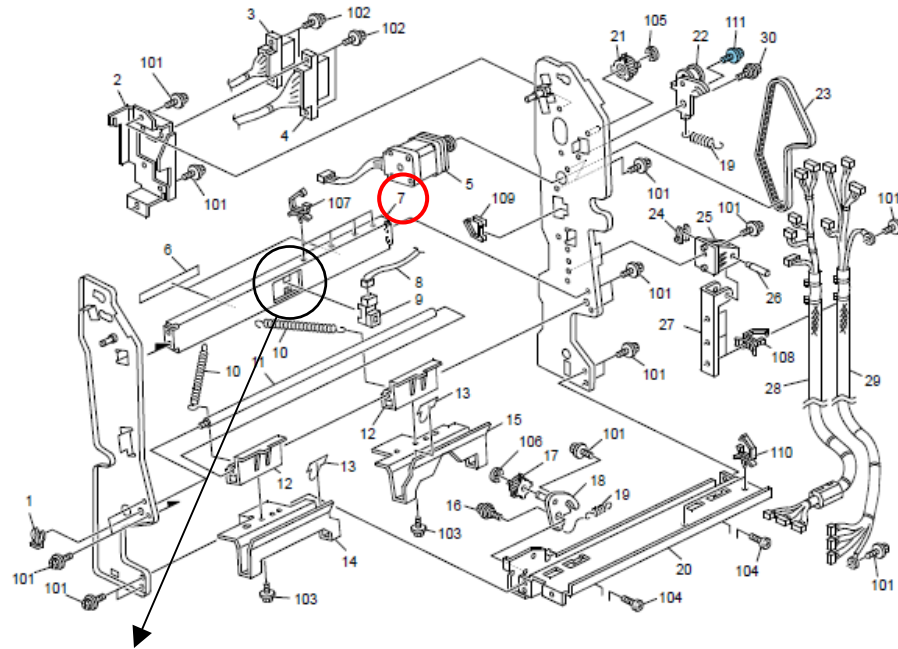
[Stapler Tray (Pg.23 Index#17)]

11.Staple Tray 2 (D373)



[Stay: Lower: Positioning Sensor (Pg.25(D373), Pg.29(D374) Index#7)]

14.Staple Tray 5 (D373)



Reissued:09-Nov-10

Model: V-C2/MT-C4 Finisher(SR4010/4020/4030/4040)

Date: 24-Feb-10

No.: RD373003a

RTB Reissue

The items in ***bold italics*** were corrected or added.

Subject: Stapler Tray		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec, 1 st PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

11. Staple Tray 2 (D373)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B7004180	D3734180	Stapler Tray	1-1	X/X	23	17	X/O as a set
B7004167	D3734167	Stay: Lower: Positioning Sensor	1-1	X/X	29(for D373) 25(for D374)	7	
-	04543006Q	Tapping Screw - M3x6	0-1	-	-	-	

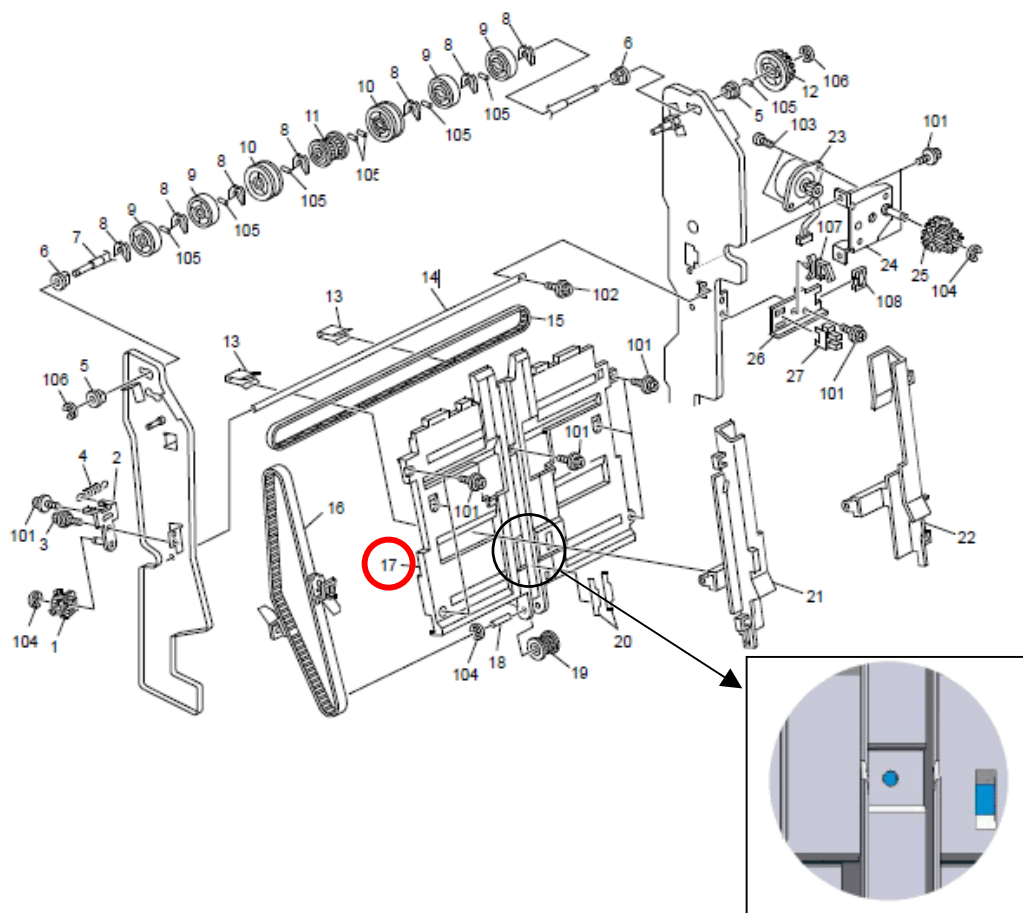
Change: A tapping screw was added for attaching the stapler tray to the lower stay positioning sensor, and screw holes were added as shown below.

Reason: ***To ensure that Jam Code 194 does not occur due to deformation of the stapler tray.***

Stapler Tray

(pg. 23, index #17)

11.Staple Tray 2 (D373)



Reissued:09-Nov-10

Model: V-C2/MT-C4 Finisher(SR4010/4020/4030/4040)

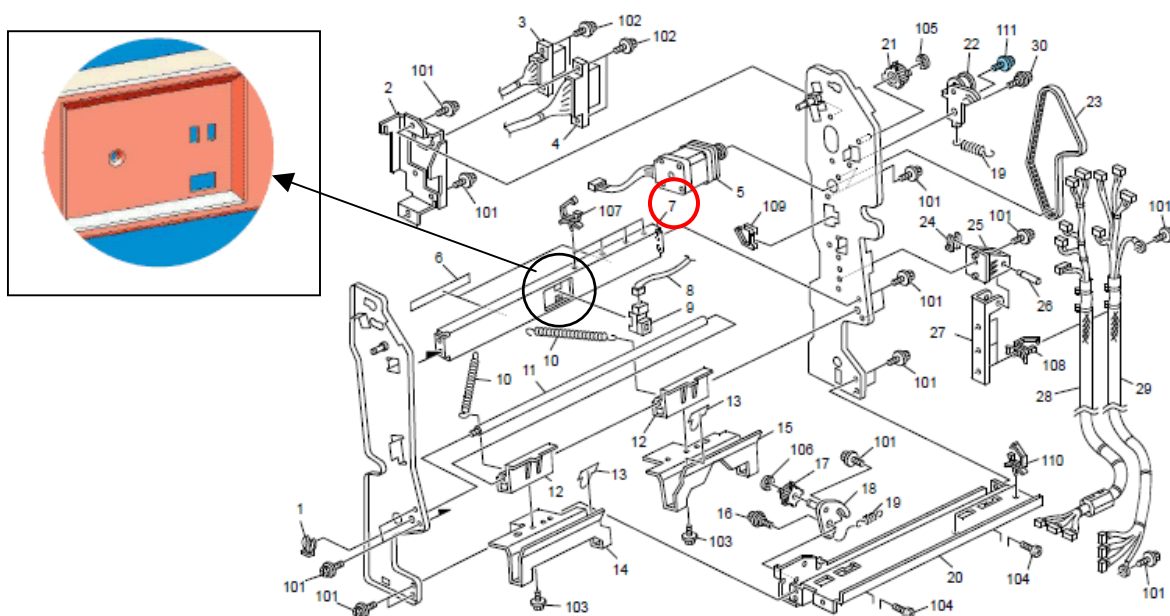
Date: 24-Feb-10

No.: RD373003a

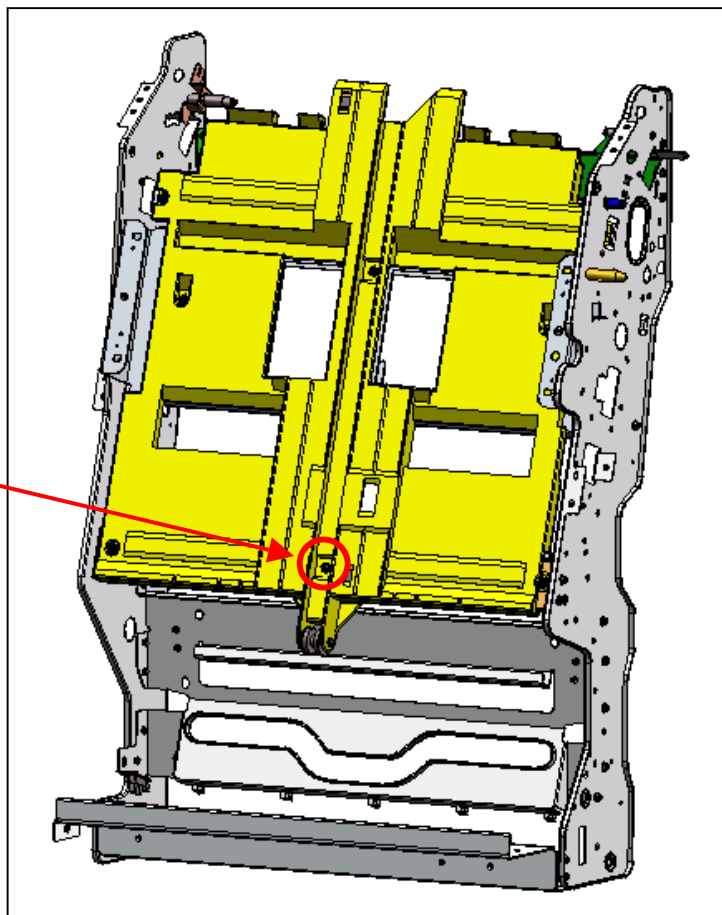
Stay: Lower: Positioning Sensor

(pg. 25 (D373), pg. 29 (D374); index #7)

14.Staple Tray 5 (D373)



*Use the M3x6
tapping screw here.*



Reissued:09-Nov-10

Model: V-C2/MT-C4 Finisher(SR4010/4020/4030/4040)

Date: 24-Feb-10

No.: RD373003a

Machine Serial Number Information

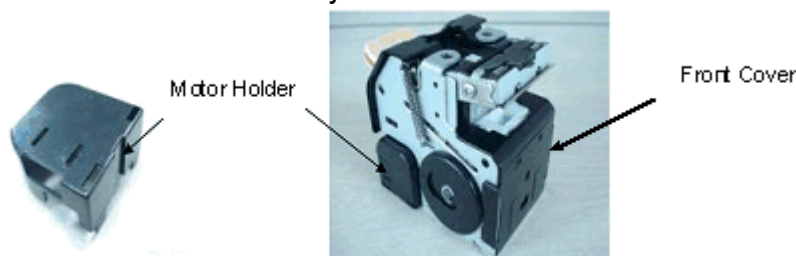
<i>B7004167</i>	<i>D3734167</i>	<i>D37317</i>	<i>M8407300308</i>
		<i>D37357</i>	<i>M8407300332</i>
		<i>D37361</i>	<i>M8407300614</i>
		<i>D37417</i>	<i>M8507502019</i>
		<i>D37457</i>	<i>M8537301548</i>
		<i>D37461</i>	<i>M8507703026</i>
<i>B7004185</i>	<i>D3734180</i>	<i>D37317</i>	<i>M8407800001</i>
		<i>D37357</i>	<i>M8407800042</i>
		<i>D37361</i>	<i>M8407800565</i>
		<i>D37417</i>	<i>M8507904285</i>
		<i>D37457</i>	<i>M8507800231</i>
		<i>D37461</i>	<i>M8507802874</i>

Model: General		Date: 11-Jan-11	No.: RGene042
Subject: RoHS Compliance Issue (Stapler)		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

NOTE: This bulletin is for NA, EU, and China regions only.

SYMPTOM

Some parts of the stapler unit (black resin parts shown below) contained PBDE material in excess of the limits set by the RoHS Directive.



CAUSE

The vendor of these parts used irregular materials during the manufacturing process.
 Production period: June to September 2010 (refer to the S/N table below)

SOLUTION

Production line

The vendor of these parts will ensure that only approved materials are used on their production lines.

Applied from:

EU / NA / AP

	S/N
SR790(B40850)	J1008104158～
SR3000(B79317)	L4408100558～
SR3050(D37217)	M7808103426～
SR3020(B80457)	L9508100626～
SR3030(B80557)	L9608101420～
SR4010(D37417)	M8508103010～
SR4020(D37317)	M8408100550～
SR4030(D37457)	M8508102853～

Model: General	Date: 11-Jan-11	No.: RGene042
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SR4040(D37357)	M8408100365～
SR3010(B79257)	TBA
C2550(D42917)	TBA

China

	S/N
SR790(B40821)	J1008207477～
SR3000(B79317N)	L4408280001～
SR3050(D37217N)	M7808280001～
SR3020(B80457N)	L9508180015～
SR3030(B80557N)	L9608380001～
SR970(B70121)	K6208300001～
SR4030(D37461)	M8408100563～
SR4040(D37361)	M8508104280～

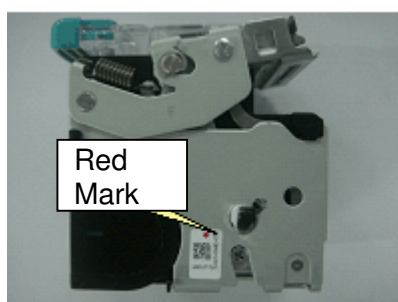
In the field (Action to be taken)

Replace the stapler unit.

-Affected finishers-

The serial numbers of the affected finishers are listed at the end of this RTB.

Important: Stapler units on some of these affected finishers have already been replaced with the normal ones. If there is a **red dot** on the stapler unit's label (see the photo below), you **do not need to replace** these units.



Model: General

Date: 11-Jan-11

No.: RGene042

-Replacement parts-

New stapler units have been made available for replacement.

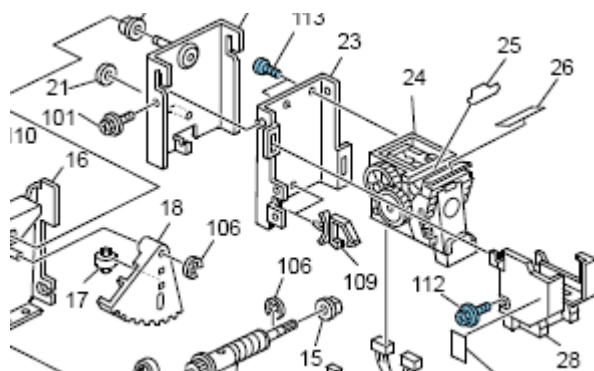
Replace the affected stapler units with the following part numbers for the intended models

Finisher	Stapler unit P/N
SR790	B408 9910
SR3000	B793 9901
SR3050	D372 9901
SR3020*(see note2)	B805 9901
SR3030	
SR4020*(see note2)	
SR4030	
SR4040*(see note2)	
SR3010	B792 9901
Internal Finisher Type C2550	D429 9910

Note:

1. These parts contain staplers and Mylars but not cartridges.
2. Stapler units for corner stapling on the affected finishers with the parts that were registered specifically for this issue (also listed below). So, this issue does not apply to booklet stapler units (B7007852), so you do not need to replace these.

The affected stapler unit is shown in the illustration below (Index #24):


Replacement procedure

Please refer to each product's Service Manual.

Model: General

Date: 11-Jan-11

No.: RGene042

Service parts

Part numbers will not change, RoHS compliance parts were shipped from Sep.24, 2010 production, from lot number 240910.

Note: “24”: day, “09”: month, “10”: year.

Affected finishers and supported MFPs

	Product Code	RICOH	Nashuatec Rex-Rotary	Gestetner	SAVIN	LANIER
SR790	D084	Aficio MP 2851	MP 2851	MP 2851	9228	MP 2851 LD528
	D085	Aficio MP 3351	MP3351	MP3351	9233	MP3351 LD533
	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000 LD540c
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	MO C5000 LD550c
SR3050	D023	Aficio MP C2800	MP C2800	MP C2800	C2828	MP C2800 LD528c
	D025	Aficio MP C3300	MP C3300	MP C3300	C3333	MP C3300 LD533c
	D084	Aficio MP 2851	MP 2851	MP 2851	9228	MP 2851 LD528
	D085	Aficio MP 3351	MP3351	MP3351	9233	MP3351 LD533
SR3000	D023	Aficio MP C2800	MP C2800	MP C2800	C2828	MP C2800 LD528c
	D025	Aficio MP C3300	MP C3300	MP C3300	C3333	MP C3300 LD533c
	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000 LD540c
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	MO C5000 LD550c
SR3020 SR3030	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000 LD540c
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	MO C5000 LD550c
	G188	Aficio SP C820DN	SP C820DN	SP C820 DN C8140nD	CLP340D	SP C820DN LP540c
	G189	Aficio SP C821DN	SP C821DN	DP C821DN C8150nD	CLP350D	SP C821DN LP550c
	D091	Aficio MP 4001	MP 4001	MP 4001	9240	MP 4001 LD140
	D092	Aficio MP 5001	MP 5001	MP 5001	9250	MP 5001 LD150

Model: General				Date: 11-Jan-11		No.: RGene042
	G179	Aficio SP 8200DN	SP 8200DN	SP 8200DN	MLP150DN	LP150dn SP 8200DN
SR4010 SR4020	D014	Aficio MP C6000	MP C6000	MP C6000	C6055	MP C6000 LD260c
	D015	Aficio MP C7500	MP C7500	MP C7500	C7570	MP C7500 LD275c
	D078	Pro C550EX		Pro C550EX	Pro C550EX	Pro C550EX
	D079	Pro C700EX		Pro C700EX	Pro C700EX	Pro C700EX
SR4030 SR4040	D062	Aficio MP 6001	MP 6001	MP 6001	9060	MP 6001 LD360
	D063	Aficio MP 7001	MP 7001	MP 7001	9070	MP 7001 LD370
	D065	Aficio MP 8001	MP 8001	MP 8001	9080	MP 8001 LD380
	Do66	Aficio MP 9001	MP 9001	MP 9001	9090	MP 9001 LD390
	D081	Aficio MP C6501SP	MP C6501SP	MP C6501SP	C9065	MP C7501SP LD365C
	D082	Aficio MP C7501SP	MP C7501SP	MP C7501SP	C9075	MP C7501SP LD375C
SR3010	D010	Aficio MP 2500	MP 2500	MP 2500	7025	MP2500 LD125
	D043	Aficio MP 2580 Aficio MP 2500LN		DSm625 MP2580		
C2550	D037	Aficio MP C2030	MP C2030	MP C2030	C9020L	MP C2030 LD520cl
	D038	Aficio MP C2050	MP C2050	MP C2050	C9020	MP C2050 LD520c

S/N of affected finishers

The following are the finishers affected by this issue.

EU

	From		To
SR790(B40850)	J1007805822	~	J1008104157
SR3000(B79317)	L4407800852	~	L4408100553
SR3050(D37217)	M7807802655	~	M7808103425
SR3020(B80457)	L9507801005	~	L9508100625
SR3030(B80557)	L9607801524	~	L9608101419
SR4020(D37317)	M8408000001	~	M8408000010
SR4030(D37457)	M8507802256	~	M8508102852
SR4040(D37357)	M8407900028	~	M8408100364
SR3010(B79257)	L4309000001	~	L4309200385
C2550(D42917)	V2908900643	~	V2909300382

Model: General

Date: 11-Jan-11

No.: RGene042

NA

	From		To
SR790(B40850)	J1007805700	~	J1008102757
SR3000(B79317)	L4407800851	~	L4408100557
SR3050(D37217)	M7807802578	~	M7808102405
SR3020(B80457)	L9507801000	~	L9508100452
SR3030(B80557)	L9607801298	~	L9608101121
SR4010(D37417)	M8507904285	~	M8508003009
SR4020(D37317)	M8407800559	~	M8408100549
SR4030(D37457)	M8507802257	~	M8508102765
SR4040(D37357)	M8407800482	~	M8408100304
SR3010(B79257)	L4309000001	~	L4309200385
C2550(D42917)	V2908900643	~	V2909300382

China (MIF only)

	From		To
SR790(B40821)	J1007807229	~	J1008106806
SR3000(B79317N)	L4407880001	~	L4408080011
SR3050(D37217N)	M7807880001	~	M7808180003
SR3020(B80457N)	L9507880001	~	L9508180014
SR3030(B80557N)	L9608180001	~	L9608180004
SR970(B70121)	K6207800001		
SR4030(D37461)	M8507802874	~	M8508104279
SR4040(D37361)	M8407800565	~	M8408100562

Model: SR4040		Date: 15-Jun-11	No.: RD373005
Subject: Parts catalog correction		Prepared by: H. Tamaki	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change/Reason: The following parts were shown incorrectly.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B7005340	B7005430	HARNESS - STAPLE	1		47	6	
B7005430	B7005340	HARNESS - STAPLER TRAY UNIT	1		47	12	

Model: V-C2/MT-C4 Finisher (SR4010/20/30/40)		Date: 24-Nov-11	No.: RD373006
Subject: CPU and firmware Change Notification		Prepared by: K. Yamamoto	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Important Information About Finisher PCB Replacement

Background

Due to the March 11 earthquake and tsunami disaster in the Tohoku region of Japan, many production facilities in the area suffered extensive damage. This has caused an interruption in the supply of electrical parts for PCBs used on Ricoh products. To continue machine production, a different type of CPU had to be used on PCBs, beginning from July production.

Service parts changes

- As a result, a modified version of the Finisher firmware is preloaded on boards that use the new CPU. This change is shown in the first line in the table below.

Note:

- There is **no difference** in machine function or performance. This is why the interchangeability of boards with the old and new CPUs is O/O.
- However, the compatibility of the old/new PCB and old/new firmware is as follows:

		Firmware	
		Old:	New:
PCB	Old:	Supported	NOT supported (see Important Notes below)
	New:	NOT supported (see Important Notes below)	Supported

- The board containing the old CPU (and old firmware) is still available to order, under a new part number. This is shown in the second line in the table below.

Note: This is because some machines in the field still require the old firmware version (e.g. customized machines, locally tested/approved machines).

Old Part Number	New Part Number	Description	I/C
D3735610	D3735100	PCB:MAIN CONTROL:ASS'Y	O/O
-	D3735611	PCB:MAIN CONTROL:ASS'Y	

Cut in serial number:

D37357	M8418000258~
D37457	M8518000441~
D37361	M8418100429~
D37461	M8518106211~

Model: V-C2/MT-C4 Finisher (SR4010/20/30/40)

Date: 24-Nov-11

No.: RD373006

Important Notes

Make sure to keep the following in mind:

- Do not install the old firmware (v. 01.100:27 and older) on the new Finisher board. This is because the old firmware **cannot be used** on the new board, and the new firmware (v.90.020:02 : The new version starts with “9”) cannot be used on the old board. For this reason, the new firmware will not be released to the field. If you install the old firmware on the new engine board by mistake, the new engine board will be damaged, and there is no way to repair except replace it. For this reason, the new firmware will not be released to the field.
- If you replace the Finisher board on a machine that still requires the old firmware version, as mentioned above, please order the board using P/N D3735611.

Model: V-C2/MT-C4 Finisher(SR4010/4020/4030/4040)

Date: 19-Dec-12

No.: RD373007

Subject: Gate pawl proof tray damage

Prepared by: Koji Yamamoto

From: 1st Tech Service Sect., MFP/P Tech Service Dept.

Classification:

☒ Troubleshooting

☐ Part information

☐ Action required

☒ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

☐ Retrofit information

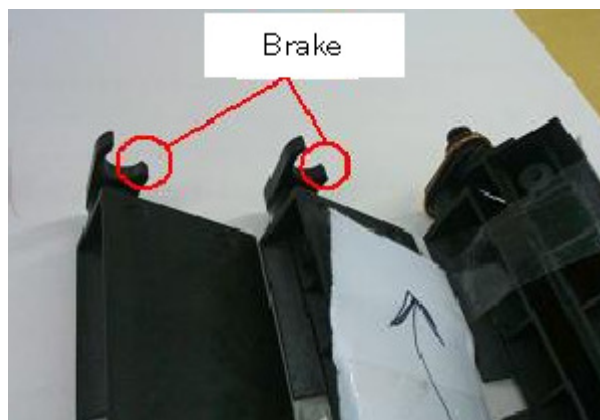
☐ Product Safety

☐ Other ()

☒ Tier 2

SYMPTOM

The gate pawl on the proof tray breaks.



CAUSE

The part was assembled incorrectly.

SOLUTION

Assemble the part in the correct way, as shown in the procedure below.

Procedure

1. Hook part **[A]** on the upper plate ["(2)"] onto the area shown on the plate (1).
2. Attach part **[B]** on the upper plate to area **[B]** on the lower plate ["(1)"], as shown in the close-up.
3. Attach part **[C]** on the upper plate to area **[C]** on the lower plate in the same way as in Step 2.

