

Model: Internal Finisher SR3130		Date: 29-Jul-15	No.: RD690002
Subject: SC724-86 or Jam 112		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" 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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

## SYMPTOM

SC724-86: Stapler Motor Error (Internal finisher) or Jam 112: Stapler motor caused by damaged/snapped stapler harness

## CAUSE

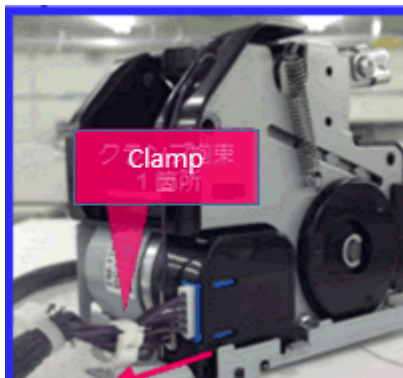
Load is put on the harness because the harness is repeatedly bent during operation over time.

## SOLUTION

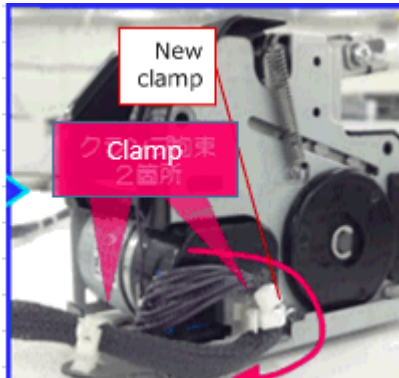
### Production line:

- The stapler harness and its routing were changed.
- Since the new harness requires connection to the harness on the PCB side, a new harness clamp was added and the stapler bracket was modified accordingly.

Before:



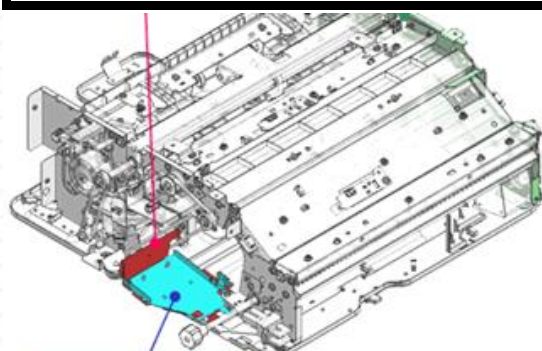
After:



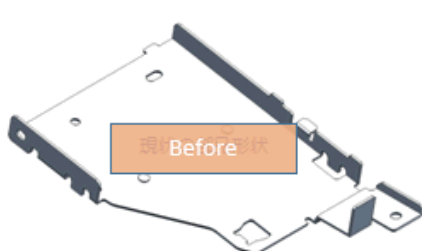
Model: Internal Finisher SR3130

Date: 29-Jul-15

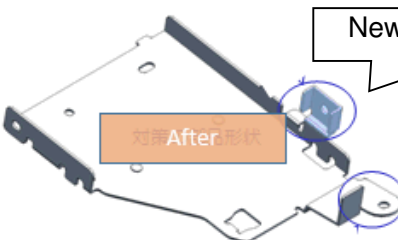
No.: RD690002



Stapler bracket



Before



New bracket for clamp

After

	Old P/N	New P/N	Description	Q'ty	Int
1	D6905403	D6905423	HARNESS:STAPLER	1	X/X
2	-	D6905424	HARNESS:STAPLER:CONNECTING	0 → 1	-
3	11050534		CLAMP	1 → 2	-
4	D6904231	D6904235	BRACKET:STAPLER	1	X/X

## Cut-in serial numbers:

Product code:	Model name:	GER:	Cut-in S/N:
D69021	SR3130	CHN	E565Q780001
D69017	SR3130	Other regions	E565Q710001

## In the field:

Replace the harness with the three new parts in the table below **as a set**. Note that the new harness needs to be connected to the harness on the PCB side.

#	Old P/N	New P/N	Description	Q'ty	Int	Set
1	D6905403	D6905423	HARNESS:STAPLER	1	X/X	A
2	-	D6905424	HARNESS:STAPLER:CONNECTING	0 → 1	-	A
3	-	11050690	CLAMP:RBWS-1M-V0 BK	0 → 1	-	A

\*Set A Int = X/O

P/N: D6905423



P/N: D6905423



P/N: 11050690



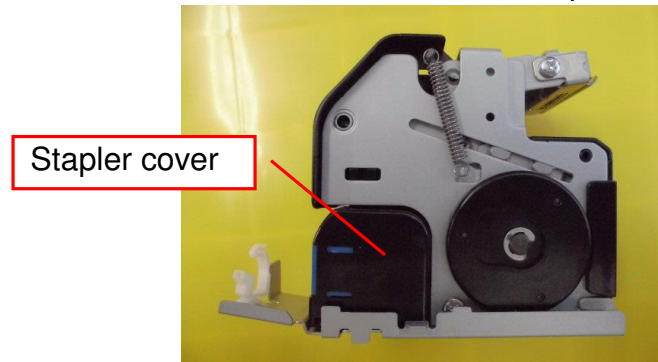
Model: Internal Finisher SR3130

Date: 29-Jul-15

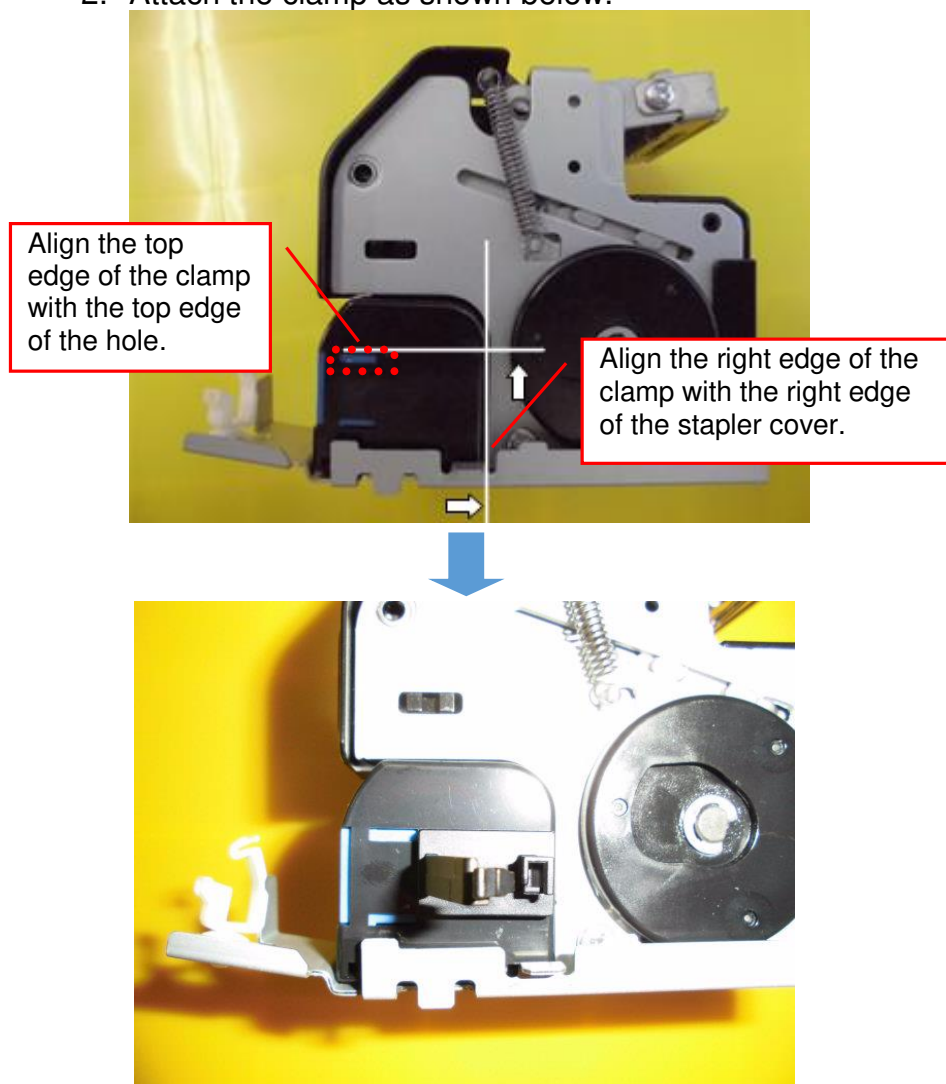
No.: RD690002

**Procedure**

1. Clean the motor cover of the stapler unit with alcohol.



2. Attach the clamp as shown below.

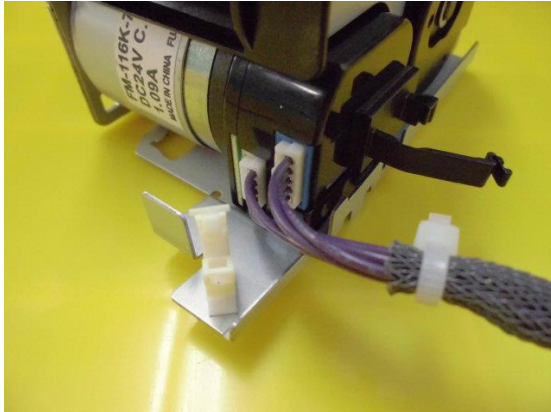


Model: Internal Finisher SR3130

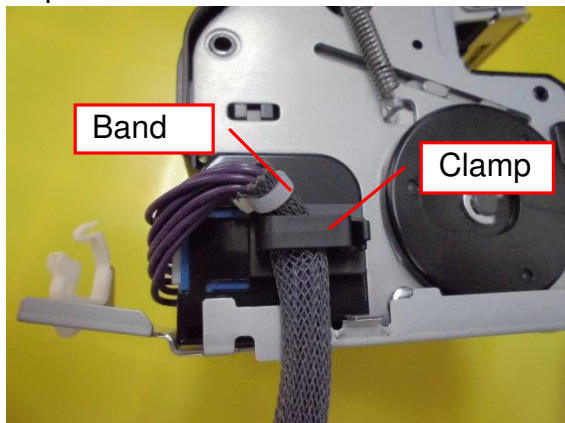
Date: 29-Jul-15

No.: RD690002

3. Connect the harness to the connector.



4. Clamp the harnesses below the band as shown below.



5. Lock the white clamp on the bracket as you pull the harness in the direction indicated with the arrow so that the harness does not slack at the area circled in blue in the photo below.

