

<LJ M1522 – Scanner Error 5 and Error 8>



PRODUCTS AFFECTED

Product Number(s) Affected	Starting SN	Ending SN
CC372A CB534A		

DESCRIPTION

LJ M1522 series:

Products that were manufactured prior to January 1, 2010 there may be a higher than expected Scanner Flatbed Assembly and Formatter failure rate. This specific failure will exhibit one or more of the following symptoms:

Upon power up, the LJ M1522 series device may exhibit one or more of the following symptoms:

1. Scanner error 5
2. Scanner error 8

SCOPE

Products manufactured prior to January 1, 2010 that are affected by the failures listed above. The 5th digit in the serial number will reflect year of manufacturing. If the 5th digit in the serial number is a numeric character then the product was manufactured on or prior to December 31, 2009 and will be covered under this service advisory.

HP is extending the 1 year optical scanner and formatter warranty to provide adequate times for products that were manufactured on or prior to December 31, 2009 to be serviced under this service advisory.

RESOLUTION

Replace the Scanner Flatbed Assembly and Formatter using the part numbers listed in this advisory.

PARTS REQUIRED

List parts necessary to resolve the issue.

Replacement Part Number	Quantity	Description
CC396-60001	1	Formatter – LJ M1522n model
CC368-60001	1	Formatter – LJ M1522nf model
CB534-67903	1	SSA PKG FGI ASSY LJm1522 (scanner flatbed assembly)

DOWNLOADABLE SOLUTIONS

List files to download, and the URL to access the files if a downloadable solution exists.

Product Number	Download File	Location
NA	NA	NA

SERVICE ACTION

- A) Ensure the product fits within the warranty start date specified (Any device manufactured on or prior to December 31, 2009) Check the serial number. If the 5th digit in the serial number is a numeric character then the device was manufactured on or prior to December 31, 2009
- B) Ensure the product failure exhibits one or more of the symptoms mentioned above under the description section.
- C) If both A and B are within bounds, replace the Scanner Flatbed Assembly and Formatter as documented in the Service Manual and mark the CSO as a Service Advisory

REVISION HISTORY

Briefly describe revision changes made to the document.

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DOCUMENT PROPERTIES

Field Name	Value	Field Name	Value
Document ID	Auto-generated	Recomm Action	Fix on specific failure
Version	1.0	Action Objective	Recommended modification
Release Date	Auto-generated	Service Delivery	HP Site (standard warranty)
Last Updated	Auto-generated	Order Type Code	02G
Start Date	2007-11-16	Parts Cost	Warranty
Expiry Date	2011-05-01	Labor Cost	Warranty
Issue Status	Open	Travel Cost	NA
Product Division	IPG	Material Cost/Unit	Not Used
Product Catagory	Hardware	Labor Rate/Hr	Not Used
Originating Entity	4600	Labor Time Paid	30 Minutes
Contacts Position	Tom Boyd / TME	Cost/Unit	Not Used
Contact Name	Tom Boyd / TME	Cost/Issue	Not Used
Doc. Author(s)	Tom Boyd / TME	Service Inventory	Returned
Create Serv Advsy	NA	Used Parts Action	Returned
Create Cust Advsy	NA	Parts Strategy	Standard Support Process
Products Affected	LJ PM1522 series products	Compont. Affected	Applicable added components affected
SKU # Affected	CC372A CB534A	3rd Party Parts Aff.	NA
Regions	Publishing regions for doc.	OS Affected	NA
Disclosure Level	Doc. Security Level/Audience	Software Affected	NA

DESCRIPTION [\(back\)](#)

The Description section is a required template element used to describe the issue from the customer's point of view.

The first sentence should correlate with and expound on the title of the communication and should be followed by a technical description of the issue and symptoms, with a general indication of the product line affected.

The Description should include:

- Hardware or software affected (or a reference to a hardware list later in the text), including:
 - The official HP product name or the official name of the third-party hardware or software
 - Limiters which help to identify the breadth of the issue (for example: "some," "certain," "rarely," "under certain circumstances," "listed below," "all," or "any")
- Description of the issue, including:
 - Diagnostic delineators, such as the circumstances under which the issue is noticed or the particular configuration on which the issue is experienced
 - Symptoms
 - Cause, if it helps to identify whether or not a particular product is exhibiting the issue

After reading the Description, the reader should understand the issue and how it manifests.

NOTE: When writing to an external service audience, specific information including references to previous documents concerning the issue, technical data, or websites may be included in order to completely identify the issue. Make certain that any links are appropriate to the audience, i.e., if the information is not available to an external service audience, but it is important, either find an external website that does include the information or include it in this section, when appropriate.

SCOPE [\(back\)](#)

The Scope section is a required template element used to define, in detail, the range of products affected by the issue.

The Scope should include:

- HP and third-party products
- Any specific configurations on which the issue may occur
- Details of software and operating system versions
- Product numbers and associated serial number ranges
- Graphical images, if needed, to help the reader locate identification information or to distinguish an affected product from one that is not affected

After reading the Scope section, the reader should be able to identify a product affected by the issue.

NOTE: When writing to an external service audience, specific information, including detailed product models, software, and configuration information may be included in order to completely identify the affected system. Make certain the information is not confidential, i.e., code names, and that it is pertinent to the identification of the products.

RESOLUTION [\(back\)](#)

The Resolution section is a required template element used to describe either the workaround and/or the resolution to the issue. An example: "To resolve the issue, the hard drive must be replaced."

If the resolution involves customer action, such as keyboard replacement or a downloadable, the following information should be included:

- Note to indicate that the resolution is able to be performed by a customer
- Pertinent reference information
- Identification of customer self replaceable (CSR) parts, along with a note to the effect that the CSR program may not be available in all geographic regions
- Instructions to complete any procedures that are necessary

After reading the Resolution section, the reader should be able to understand what resolves the issue.

SERVICE ACTION [\(back\)](#)

The Service Action section is a required template element used to supply detailed instructions to the service provider about how to complete the resolution to the issue.

The following information should be included in this section:

- A description of the actions a service provider should take in order to resolve the issue, including:

- Information about who should perform the action, such as the customer, the ASP/AWDP/Channel Partner, or HP Service, or a combination, depending on the contract (one choice may be appropriate, or, depending on the circumstance, more than one choice may be listed)
- Detailed instructions, including any instructions the service provider must give the customer
- References for more information
- Assembly or disassembly images or directions
- Capture procedures
- Shipping and handling instructions
- Warranty concerns

After reading the Service Action section, the reader should know the actions to perform to resolve the issue and who should perform the actions.

NOTE: When writing to an internal audience, more information may be provided, such as when and to whom to escalate calls, internal service call handling information, internal references, etc.

REVISION HISTORY [\(back\)](#)

This is an optional template element used to describe the changes made to the document. The subheading "Revision History" displays only if data is entered.

Field Name	Value
Document ID	This unique document identifying number is automatically supplied by Concentra.
Version (top)	Must be an integer The version number is called the "Content Version" field on the Concentra Property page. The initial version is one (1), and the version number should be incremented when there is a major change in the document (refer to the Process Manual). The author changes the version number manually in Concentra.
Release Date	Auto-generated The date of release of the communication is a Concentra property labeled, "Content Version Date" and the date is in the format: yyyy/mm/dd. This date is automatically generated when a document is created, and can be changed by the author through use of a calendar tool. Be sure to check this date after completing the document and before sending it to the next step in the workflow.
Last Updated (top)	Auto-generated The date of the last change to the communication is automatically entered in the following format: yyyy/mm/dd.
Start Date	yyyy-mm-dd This is a required property. Choose the start date for reimbursement in the format: yyyy-mm-dd from a calendar provided by the tool.
Expiry Date (top)	yyyy-mm-dd This is a required property. Choose the ending date for reimbursement in the format: yyyy-mm-dd from a calendar provided by the tool.
Issue Status	Open/Pending/Closed - Open - The issue does not yet have a solution - Pending - A solution is in the works but not available yet. - Closed - The solution is defined and available.

Product Division (top)	IPG/PSG/ISS/TSG Product division authoring the document. - IPG
Product Catagory	Firmware/Hardware/Software Describes the nature of the HP product being fixed not the fix. (i.e. For a firmware upgrade to a printer, "Hardware" would be selected because the product against which the service is charged is the printer. - IPG Hardware - IPG Software - IPG Firmware
Originating Entity (top)	4600 Organization code number of the group originating the communication
Contacts Position	Contact/Engr/Service Title of the person to contact for mure information about the communication - Contact - Engineer - Product Service Manager
Contact Name (top)	Division contact's name Name of the person to contact for questions about the communication.
Doc. Author(s)	Document writers Names of the document writers
Create Serv Advsy (top)	SA created? Yes/No/NA Is a Service Advisory being created that refers to the same information that is in this docuement (Use NA if this document is a Service Advisory)
Create Cust Advsy	CA created? Yes/No/NA Is a Customer Advisory being created that refers to the same information that is in this docuement (Use NA if this document is a Customer Advisory)
Products Affected (top)	Names of products affected List of Product Master Names for products affected (e.g. HP LaserJet M1522 MFP)
SKU # Affected	SKU # of products affected List of model numbers of products affected
Regions (top)	Publishing regions for doc. Select one or more: - Asia Pacific and Japan - Europe/Middle East/Africa - Latin America - Canada - United States
Disclosure Level	Doc. Security Level/Audience Select one: - Public - HP and Customer Viewable - For HP and Channel Partner Internal Use - HP and Customer Verbal Use - HP Confidential

Field Name	Value
Recomm Action (top)	<p>Urgency of the service</p> <p>The Recommended Action is a required property, selected from a controlled value list-- Explains the urgency of the service action detailed in the communication:</p> <ul style="list-style-type: none"> - Fix on Specified Failure - Repair the product only if the specified failure occurred, and fits within the specified affected product, serial number range if applicable, and other specified criteria. - Fix Immediately - Proactive repair is necessary and should be made immediately (within the specified date ranges). - Fix At Agreeable Time - Proactive repair is neither justified nor reimbursed. The issue should be addressed with the next routine service event. There is no immediate need. - Not Applicable - Does not fit the other criteria. No action recommended.
Action Objective (top)	<p>Goal for completing</p> <p>Goal for completing the repair of an Advisory or Bulletin, chosen from a controlled value list, and is a required property, as follows:</p> <ul style="list-style-type: none"> - Performance enhancement - typically improves the performance, serviceability, reliability, or operation of the product. - Serviceability modification - improves the serviceability or reliability of the product, provided to the customer by HP support personnel. - Recommended modification - correct manufacturing or design defects resulting in the product not meeting expected design performance or mean time between failure (MTBF) criteria. These defects relate to mechanical or electrical conditions that affect product performance or reliability. - Not applicable
Service Delivery	<p>How the service is delivered</p> <p>This is a required property, describing how the service is delivered. The property is selected from a controlled value list:</p> <ul style="list-style-type: none"> - Customer site - the modification is performed at the customer site by HP support personnel for products that are coded as having on-site warranty coverage. - HP site - he modification is performed at an authorized HP repair location for products that are coded as having return to HP warranty coverage. - Customer installable - the modification may be performed by the customer. Parts and modification instructions will be produced by the responsible HP division. - Not applicable
Order Type Code (top)	<p>Enter the OTC code</p> <p>This is an optional template element. Enter the order type code, the account code that is to be charged for the labor, parts, and/or travel expenses associated with the issue.</p> <ul style="list-style-type: none"> - 01 - Trade, Per Event, Time & Materials - 02G - Service Notes and Advisories (most common choice for SC's) - 02N - Standard Warranty - 05K - Extended Warranty Contract - 05R - Contract - 00C - Customer Claims Contract - 00W - Customer Claims Warranty - 00E - Indicates no entitlement on case.

Parts Cost	<p>How parts are charged</p> <p>This is a required property describing how parts are charged, and selected from a controlled value list:</p> <ul style="list-style-type: none"> - Division (See Order Type Code if applicable) - Warranty - Contract - Customer - No Charge
Labor Cost (top)	<p>How travel is charged</p> <p>This is a required property describing how labor is charged, and selected from a controlled value list:</p> <ul style="list-style-type: none"> - Division (See Order Type Code if applicable) - Warranty - Contract - Customer - No Charge
Travel Cost	<p>How travel is charged</p> <p>This is a required property describing how travel is charged, and selected from a controlled value list:</p> <ul style="list-style-type: none"> - Division (See Order Type Code if applicable) - Warranty - Contract - Customer - No Charge
Material Cost/Unit (top)	Not Used
Labor Rate/Hr	Not Used
Labor Time Paid	<p>Maximum time paid</p> <ul style="list-style-type: none"> - Hours: This is a required property. Enter the maximum number of labor hours allowed. - Minutes: This is a required property. Enter the maximum number of labor minutes allowed.
Cost/Unit (top)	Not Used
Cost/Issue	Not Used
Service Inventory (top)	<p>How returned part handled in field</p> <p>This is a required property describing how the inventory of replacement parts is handled, and selected from a controlled value list:</p> <ul style="list-style-type: none"> - Return - Parts should be returned for failure analysis or the parts can be modified - Scrap - Parts should be scrapped - Not Applicable - See Service Action section - Refer to the text in the Service Action section for information.
Used Parts Action	<p>How returned part handled at HP</p> <p>This is a required property describing how the returned parts from a repair transaction are handled. The property is selected from a controlled value list:</p> <ul style="list-style-type: none"> - Return - Scrap - Not Applicable - See Service Action section - Refer to the text in the Service Action section for information.

Parts Strategy (top)	<p>Part reimbursement strategy</p> <p>This is a required property describing how parts are handled, and selected from a controlled value list:</p> <ul style="list-style-type: none"> - Standard Support Process - use normal business procedures - Proactive Customer Care - replacement parts are reserved to resolve this issue - Customer Specific - strategy designed for a specific customer - Pay for Performance - a specific strategy for reimbursement to ASP/Channel Partners - Care Pack - reimbursement covered by a service offering - Managed program - replacement parts and reimbursement are specially managed
Compont. Affected	<p>Applicable added components affected</p> <p>This is an optional template element. Enter all applicable components. The authoring tool will default to “not applicable” if nothing is entered.</p>
3rd Party Parts (top)	Not Used
OS Affected	<p>Operating systems affected</p> <p>This is an optional property selected from the Product Master value. Select all applicable operating systems.</p>
Software Affected (top)	<p>applicable software titles</p> <p>This is an optional property selected from the Product Master value. Select all applicable software titles.</p>