

Model: Phoenix II /Cattleya/Iris/Lilac (ADF)		Date: 15-Sep-99	No.: RA204010
Subject: ADF Jam		Prepared by: H.Matsui	
From: Technical Service Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other (     )		

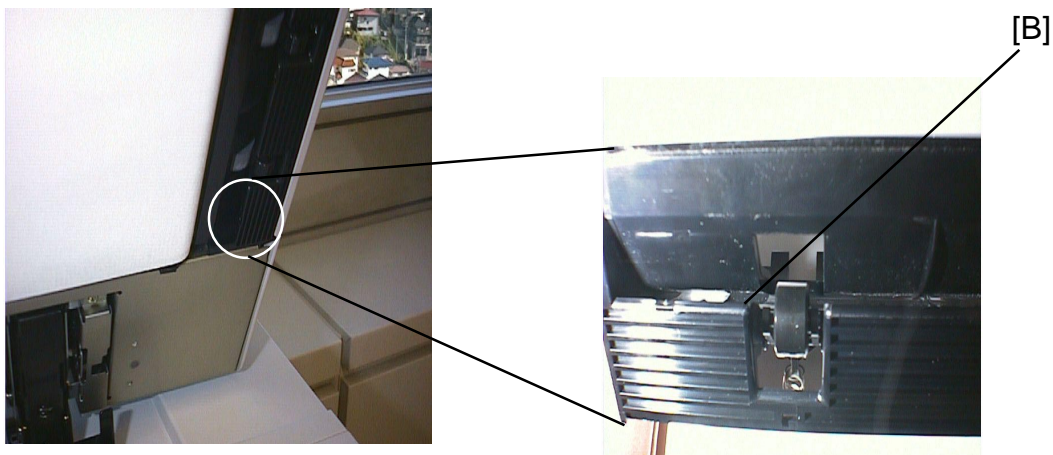
### Symptom

When feeding small size originals lengthwise, a original jam may occur in the area on the exposure glass where the original is to be fed out (position [A]).



### Cause

The rear side of the leading edge of the originals catches ridge [B] (this ridge was created during the molding process), near one of the ribs of the paper inverter guide plate (P/No. A5481210).



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**Action in the field**

Until the permanent countermeasure is implemented, the ridge [B] should be smoothed down (remove if possible) with sandpaper.

From the serial numbers in the following table, a permanent countermeasure will be applied (the mold used to produce the inverter guide plate will be repaired). Therefore, the above action should not have to be done.

CODE	SERIAL NUMBER
A663-15	9A19900001
A663-17	A7519090001
A663-22	AL79090001
A663-26	3N88990001
A663-55	L0419090001
A663-57	A7519890299
A663-62	AL79890001