

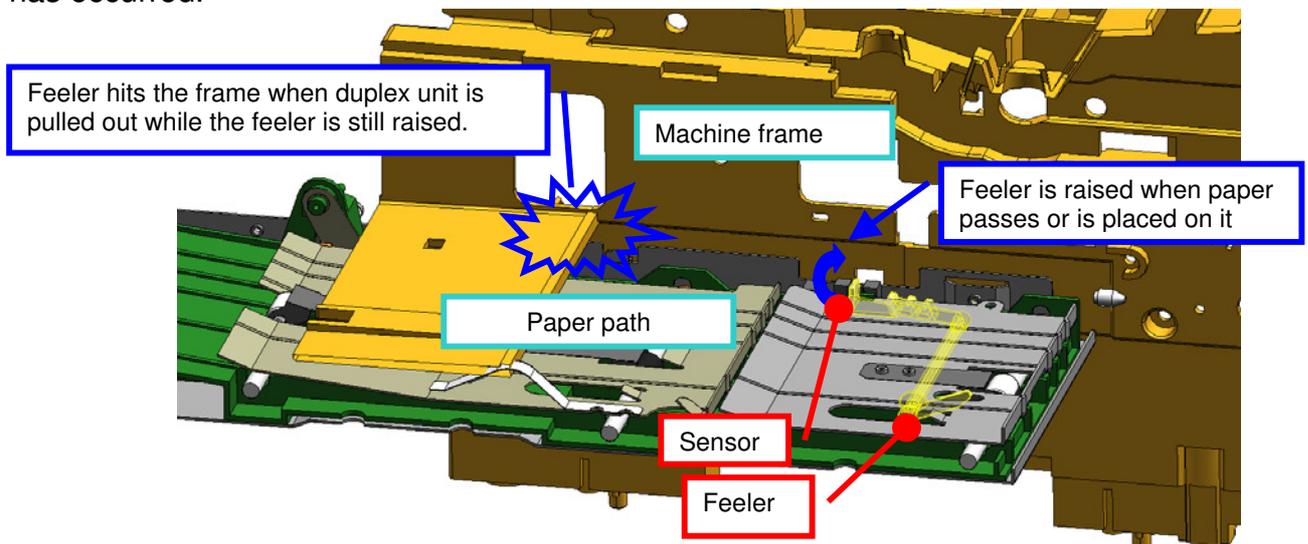
Model: C-P1 Duplex unit		Date: 22-Feb-10	No.: RG361001
Subject: Duplex jam		Prepared by: Y. Murata	
From: 2nd Overseas Tech. Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input checked="" type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ( )		<input checked="" type="checkbox"/> Tier2

**SYMPTOM**

After jammed paper is removed following a misfeed, the “Remove Misfeed Duplex Unit” display does not clear.

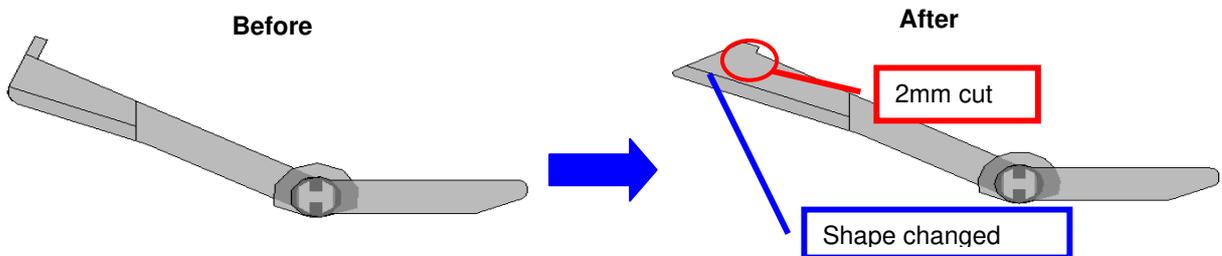
**CAUSE**

The sensor feeler sometimes contacts the inside of the machine frame, damaging the feeler. This can happen if the operator lifts up the unit while pulling it out, or if a Z-fold jam has occurred.



**SOLUTION**

The shape of the feeler was changed so that it does not contact the frame in such cases.



Old part number	New part number
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Model: C-P1 Duplex unit

Date: 22-Feb-10

No.: RG361001

G3612810

**G8932810**