

Model: AT-C2.5	Date: 07-Feb-12	No.: RD087044
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Subject: Dog ear or Jam on ADF3050		Prepared by: N.Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" 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"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Dog ear or jam occurs at the rear side of the original document when the original is fed through the ADF.

CAUSE

Torque of the hinge increases with time and it can create an imbalance in the pressure applied to the original between the front and rear sides of the ADF.

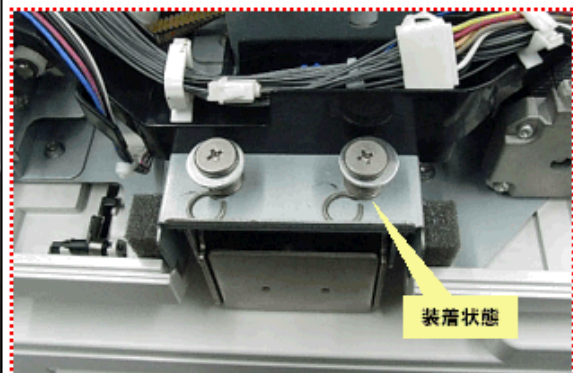
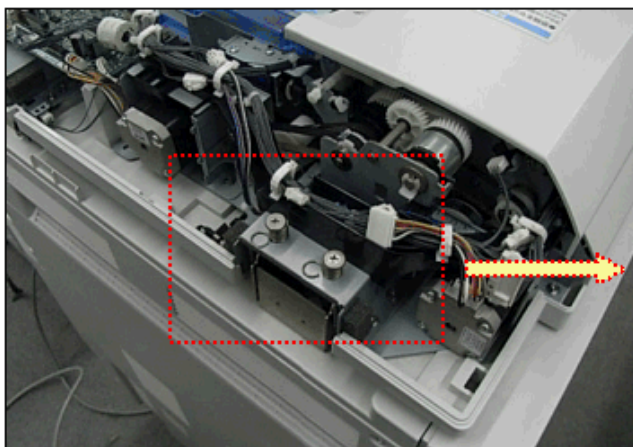
SOLUTION

Temporary action

Remove the following stud screws and reinstall them with a white spacer (07080080N) under each screw.

NOTE:

If a thick spacer is used, the pressure at the front side may increase too much. Make sure that jams or dog ears do not occur after installing the spacers.



Countermeasure

Replace Hinge: Left (D3661271) with the new part (D5411271).

The shape of the new hinge reduces the tendency for torque to increase over time.

Machine Code	SN
D36617	M7717603100~
D36695	M7717704012~
D54117	W2117807601~
D54121	W2117711125~