

M9040 mfp
M9050 mfp
LJ 9040 mfp
LJ 9050 mfp
LJ 9040
LJ 9050

Tray 4 Paper Jams

13.11.05 jam in input accessory
13.11.XX jam in input accessory



Security Level: Select ONE: For HP and Channel Partner Internal Use.

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Document Number: Insert Concentra number, when available

Document Summary

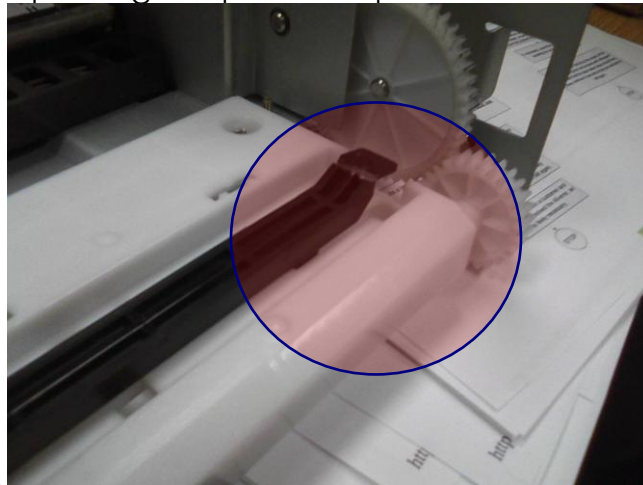
- ✓ After standard paper jam troubleshooting, check for a broken tab on the paper pickup assembly (see pictures below). If the tab is broken off, a 13.11.05 Jam in input accessory message will appear in the control panel. The printer prints fine from the other trays 1, 2 and 3.

Issue Description:

When closing tray 4, there is a black plastic tab on the paper pick roller lowering arm, if this tab is broken off, the pickup rollers will not lower onto the paper stack. 13.11.05 Jam in input accessory will appear in the control panel. It can also be associated with Jam errors 13.11.XX

Solution :

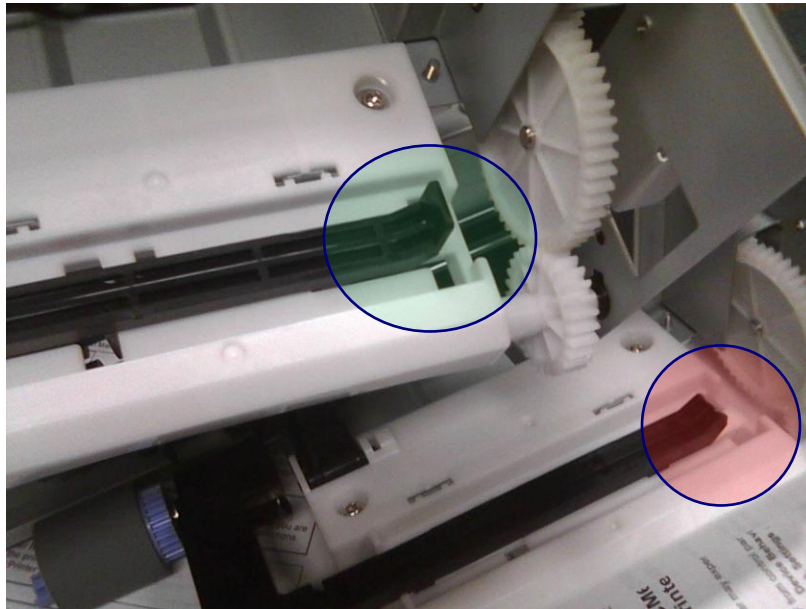
If the tab is broken or bent backwards, replace the paper pick up assembly only, the Part number is RG5-6208-180CN. The part can be seen by removing tray 4 and visually inspecting the part. The picture below shows the tab, it is



cracked and bent.



The tab is broken on this paper pick assembly above.



The above picture shows a good and bad Paper pick assembly. The tab is not broken off on the top unit (Green shade), and is broken off in the bottom unit (red shaded).

To remove tray 4, take all of the paper out of the tray, then remove the tray by holding open both of the blue switches on each side of the tray and pulling the tray out. The switches are located on the inside of each metal support wall

approximately 5 ½ inches from the back of the tray and 1 inch from the bottom. The right switch is not viewable if there is paper in the tray. The Assembly is in the upper right corner of the tray 4 cavity. Below is a picture of a good (tab not broken) assembly. If the tab is bent or broken you will be able to see more of the white round gear behind it. It is easier to see with a flash light.



Background

We have seen a high number of NTF Vertical transfer units (RG5-6225-100CN), paper path connection units (RG5-6227-040CN) ordered in connection with this error condition. This tray is used in all of the HP LJ 9000 series single function and MFP models, it is the 2000 page HCI accessory. It is also used on the Color LaserJet 9500 HDN single function (only) printers. This part is referred to in the service manual as Paper input unit (PIU). Part surfer calls it out as Paper Pickup assembly.

Document Attributes

Author: Troy Rezendes, IPG Current Product Technical Marketing

Product Models: HP M9040mfp and HP M9050mfp family, HP LJ 9040/50 and HP LJ 9040/50 mfp family, LJ 9000 and LJ 9000 mfp, HP Color LaserJet 9500 HDN

Product Numbers: CC394A, CC395A, Q3721A, Q3722A, Q3723A, C8531A, C8547A,