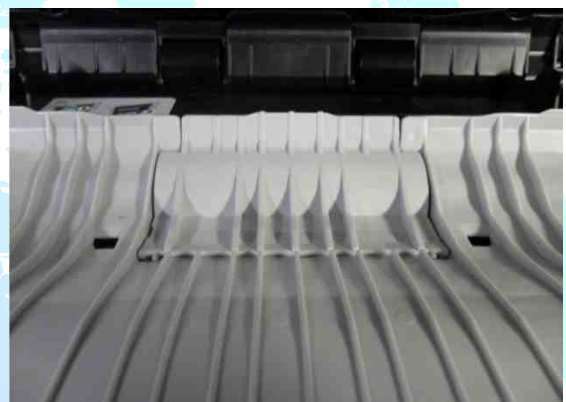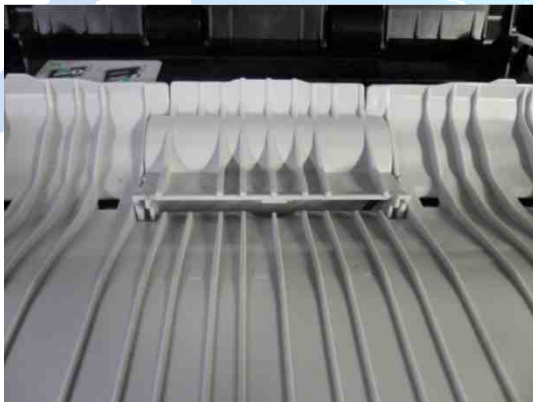# 13.20.00 Jam Right Door

HP CP4025, CP4525, M651, M680MFP

The above listed printers may produce a 13.20.00 'jam in right front door' error code. While there may be no paper visible, this is usually caused by a dislodged tray 1 pickup roller cover which disrupts proper positioning of the duplex refeed sensor flag. This can be determined by simply checking the roller access cover to make sure it is locked in proper position.

This also can be determined by entering the DIAGNOSTICS MENU and selecting the MANUAL SENSOR TEST – this will show sensor "E" with a position of "1" instead of position of "0"