

**Subject: Genesis Bill Exit Tray Squeaking when Door is Closed**

**Overview**

There have been a couple occurrences where a Grinding or Squeaking Noise has occurred on a Genesis unit during the bill dispense cycle when the door is closed.

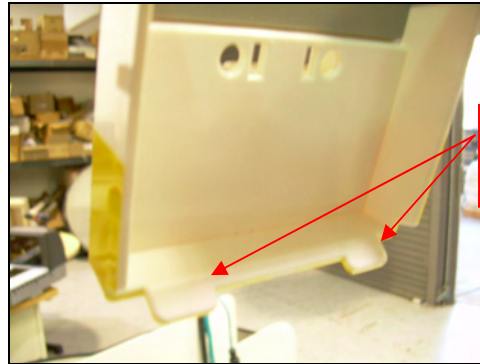
**Problem**

The shaft in the Bill Exit Transport is rubbing against the plastic Bill Tray in the door. There are a few things that can contribute to this issue like missing rubber bumpers or the Bill Tray not secured properly.

**Solution**

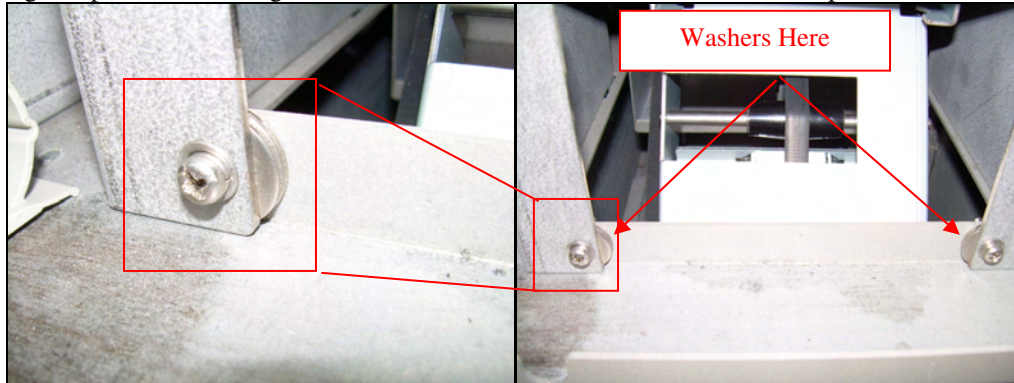
To correct this issue in the field please follow these steps:

1. Make sure F53 Unit is properly secured.
2. Make sure F53 Bill Exit Transport is properly secured.
3. Verify Door Rubber Bumpers are installed and properly placed – **See PSB-08-029.**
4. Verify door plastic Bill Tray has no blemishes like mold marks, file smooth if needed.



Make sure Tabs are smooth with no blemishes.

5. If squeaking still persist after doing all of the above, Add washers to rear of Exit Transport mount.



Washers Here

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