

PRINTER REPAIR ARTICLE

HP CP6015, CM6030/40 “Internal Door 2 Open” Error

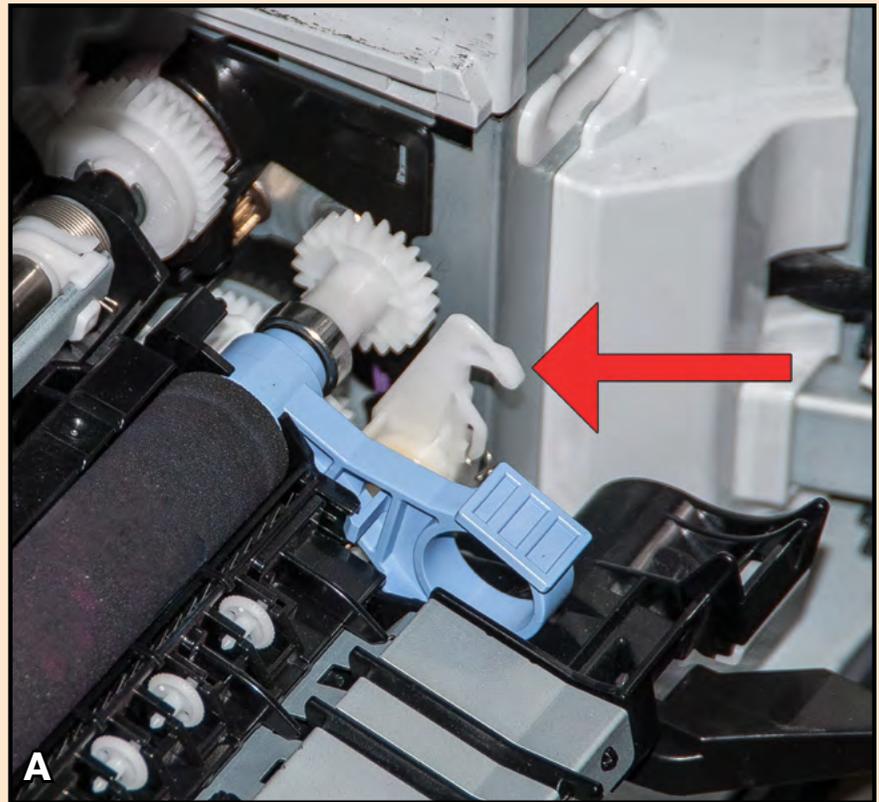
The “Internal Door 2 Open” error in these printer models occurs when the secondary transfer assembly does not latch properly, usually because one of the latching hooks is broken (Fig. A). The hook on the right side is more likely to break, because that is the drive side and gets much more stress. Either way, the solution is to replace the entire secondary transfer assembly (part number Q3931-67909), since the individual hooks are not available. Certain error codes (54.0E.03 on the CP6015, or 54.05.11 on the CM6030/6040) may also require replacement of this assembly. This article will show you how to remove and replace the secondary transfer assembly.

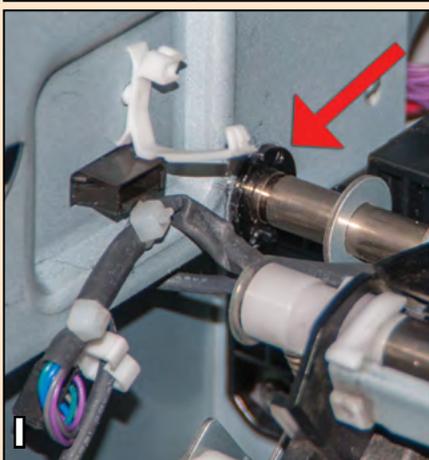
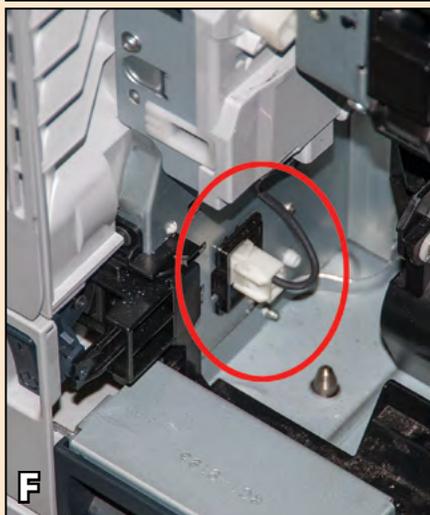
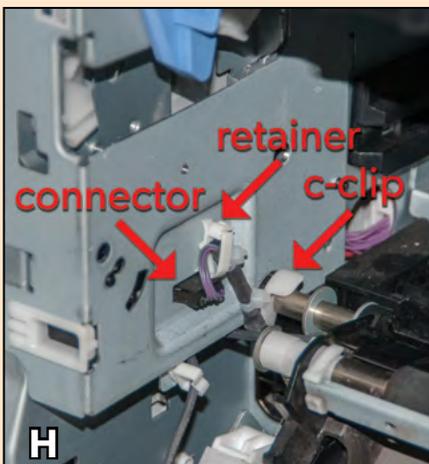
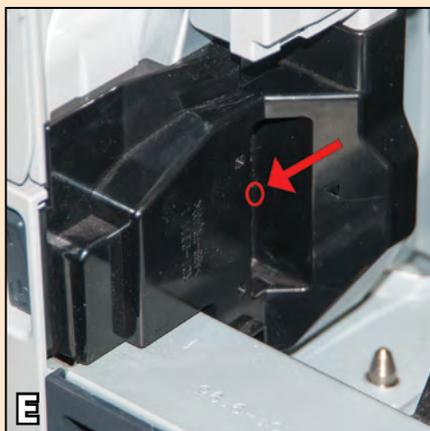
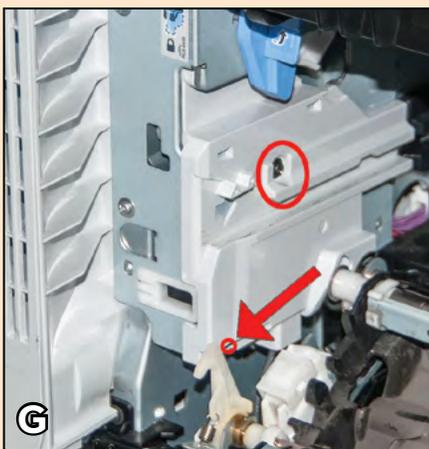
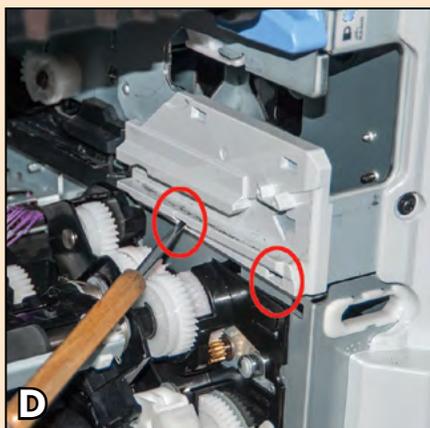
1. Remove the Transfer Roller.

- a. Open the right door, and then open the transfer assembly by lifting the green handle and pulling toward you.
- b. Remove the transfer roller by grasping the blue handles and pulling toward you (to re-install it, just line up the arrows on the roller housing with those on the transfer assembly, and push it in until it seats).

2. Remove the Intermediate Transfer Belt (ITB).

- a. Warning: the ITB...
 1. is heavy (about 15 lbs);
 2. is susceptible, like the transfer roller, to damage from skin oils; use the handles;
 3. is easily scratched, so store it in a safe place while it is out of the printer.





- b. Raise the ITB levers (Fig. B), then grasp the small blue handles and pull the ITB partway out.
- c. Use the larger blue handles on the sides (Fig. C) to pull it the rest of the way out. Make sure the levers are up when re-installing it.

3. Remove the plastic ITB guides and connector cover.

- a. With the secondary transfer assembly open, remove the right ITB guide by releasing two tabs along the bottom edge (Fig. D).
- b. Now close the secondary transfer assembly and release one tab (Fig. E) to remove the black plastic connector cover (lower left).
- c. Unplug one connector at lower left by squeezing the release tab (Fig. F).
- d. Open the secondary transfer assembly again, and remove the left ITB guide by removing one screw, releasing one tab (Fig. G), and lifting the guide out. It will come out easier if you rotate the bottom part of it out first, and then pull down. Conversely, when re-installing it, seat the top part first, making sure to get it behind the sheet metal plate.

4. Remove the secondary transfer assembly.

- a. On the left side, release one wire retainer, unplug one connector, and remove one c-clip (Fig. H). HINT: Rotate the c-clip so that the tab is on top for easier removal.
- b. Slide the bushing out onto the rod (Fig. I), and while tilting the feed guide backward (Fig. J), slide the entire secondary transfer assembly to the left. Then pull the assembly out of the printer, right side first.

5. Reinstallation. Before installing the new assembly, check to make sure it has the black bushing on the left – if not, transfer the one from the old assembly.

(continued on next page)

- a. To reinstall the secondary transfer assembly, insert the left end of the rod (Fig. K) into its hole and push it all the way over to the left.
- b. Then, while holding down the stopper arm (Fig. L) and pushing the feed guide up and back (Fig. M), rotate the right end of the assembly into position. You will need to pivot the rear gear to the horizontal position (Figs. N,O) and make sure it fits under the ITB rail (Fig P).
- c. Line up the right end of the rod with its hole, slide the whole assembly to the right to seat it in the hole (this may require some patience), and finally, reseat the bushing on the left end. The installed assembly is shown in Fig. Q.
- d. Re-install the c-clip and reverse the remaining steps from above to re-assemble the printer.

NOTE: After replacing the secondary transfer assembly, make sure to calibrate the media sensor: go into the Service menu, select CALIBRATE MEDIA SENSOR, and then run 10 jobs through the printer. Make sure that there is a pause after each job that allows the printer to completely spin down. After this process, the sensor is calibrated.

LPT

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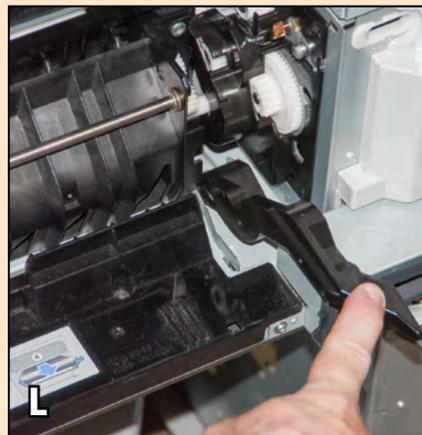
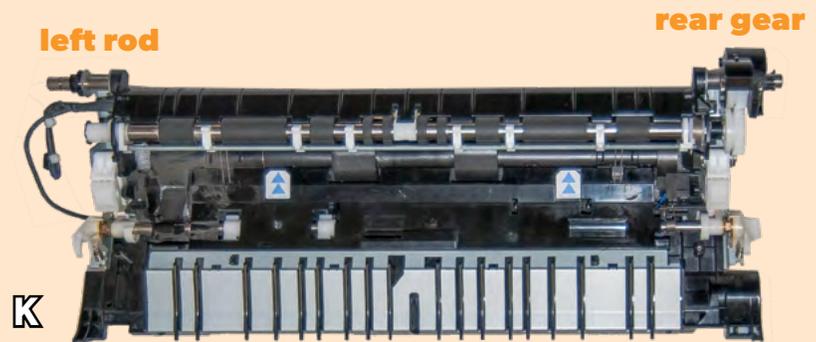
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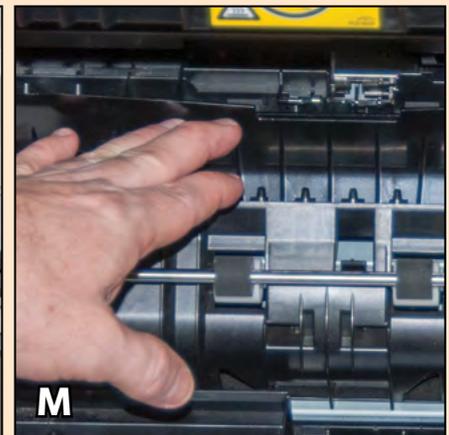
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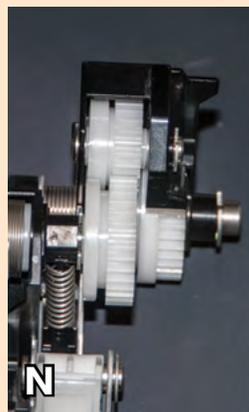
Reinstall the Secondary Transfer Asm.



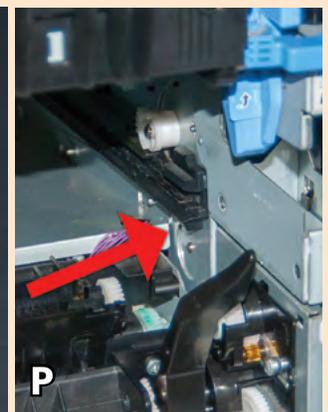
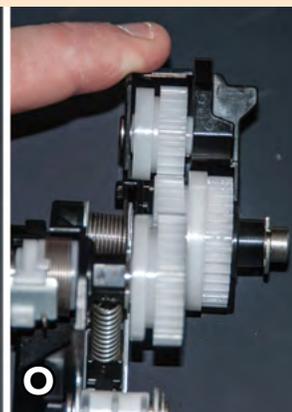
Holding down the stopper arm



Holding the feed guide



preparing the rear gear...



...to go beneath the ITB rail



Installation complete.