HP M607/M608/M609/M610/M611/M612/E60055/E60065/E60075

13.B2.D2, 41.03.xx or "Tray 2 overfilled or roller issue" message when printing from tray 2
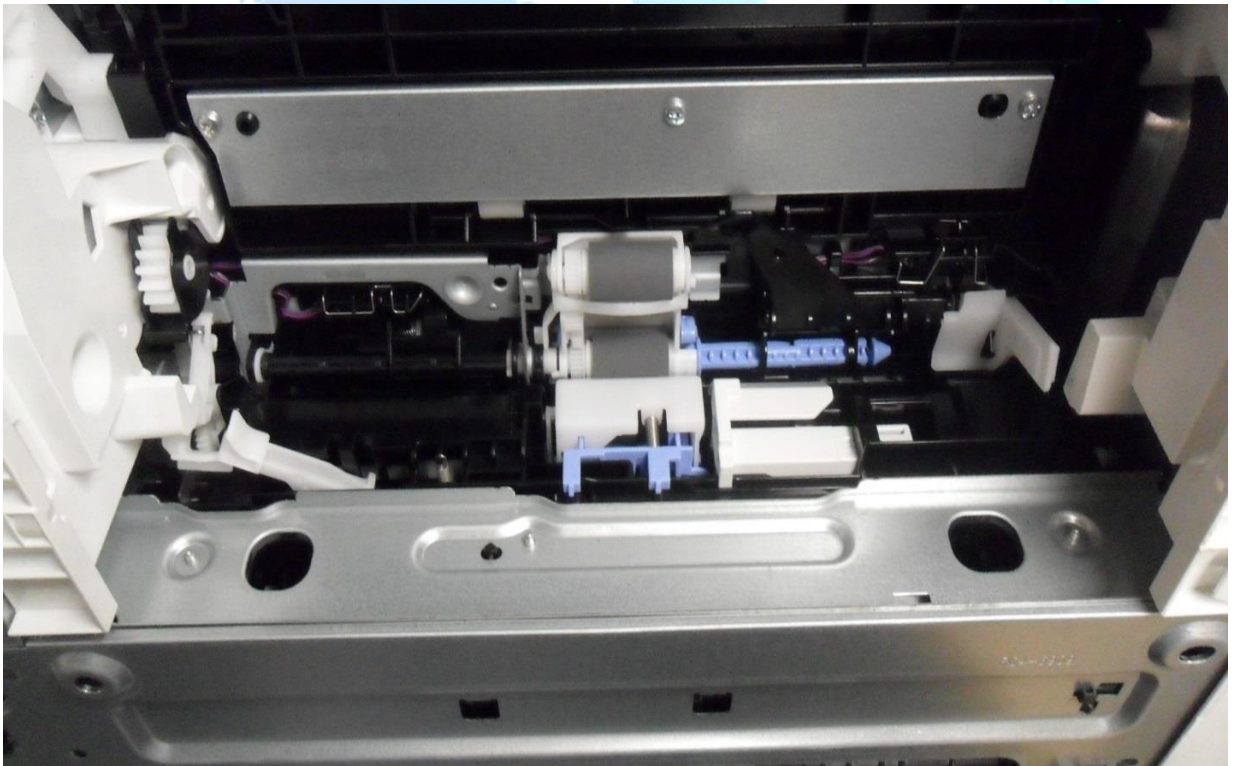
Issue

A "13.B2.D2", 41.03.xx or "Tray 2 overfilled or roller issue" message displays frequently on the control panel when printing from Tray 2.
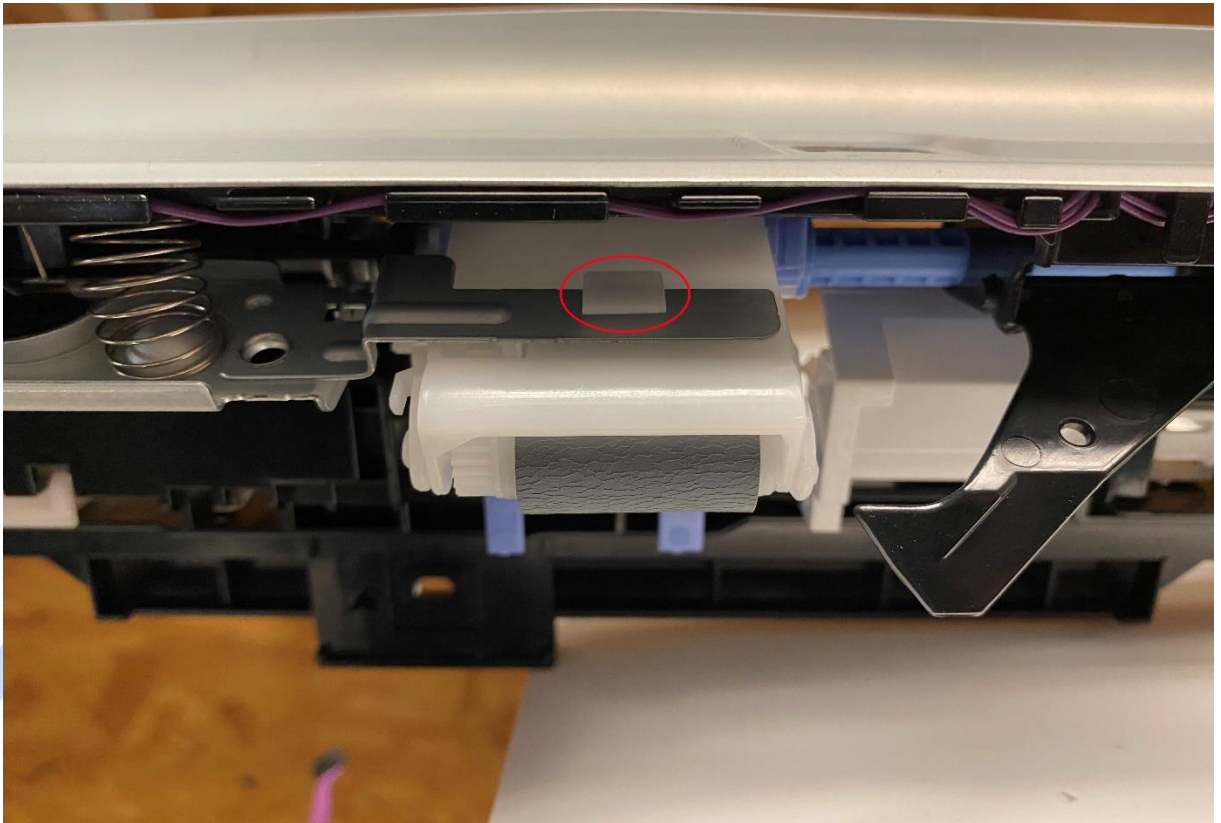
Recommended Action

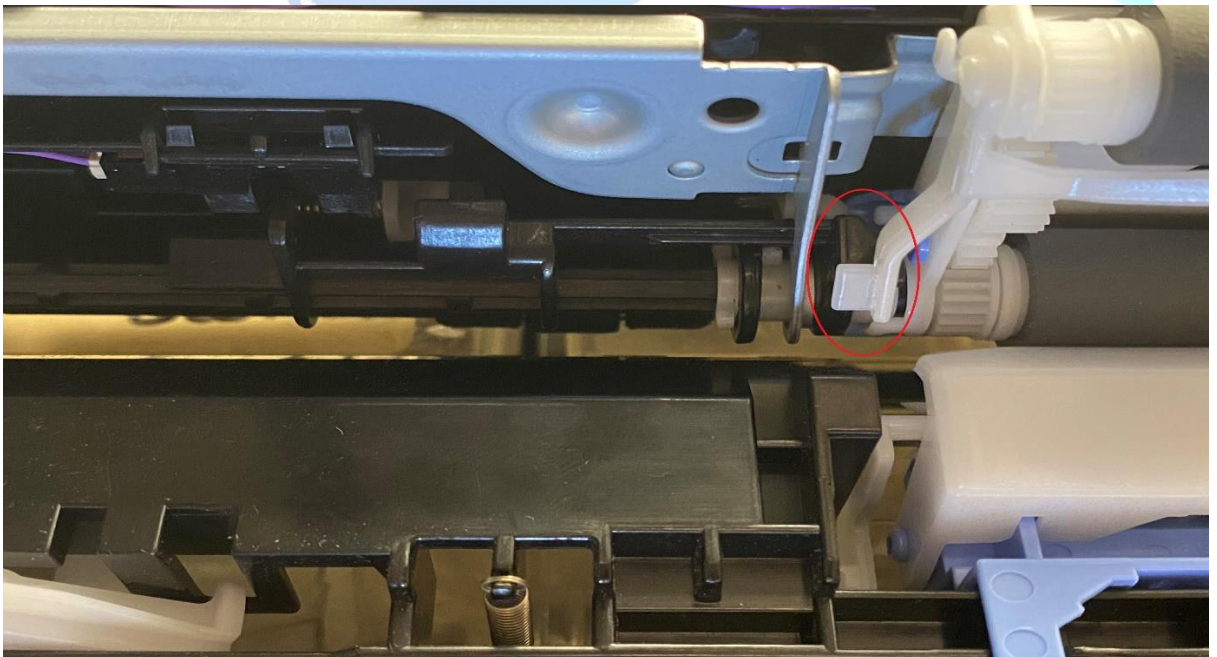Check if any of the following steps resolve the issue:

1. Check if the pickup rollers are installed correctly as shown:

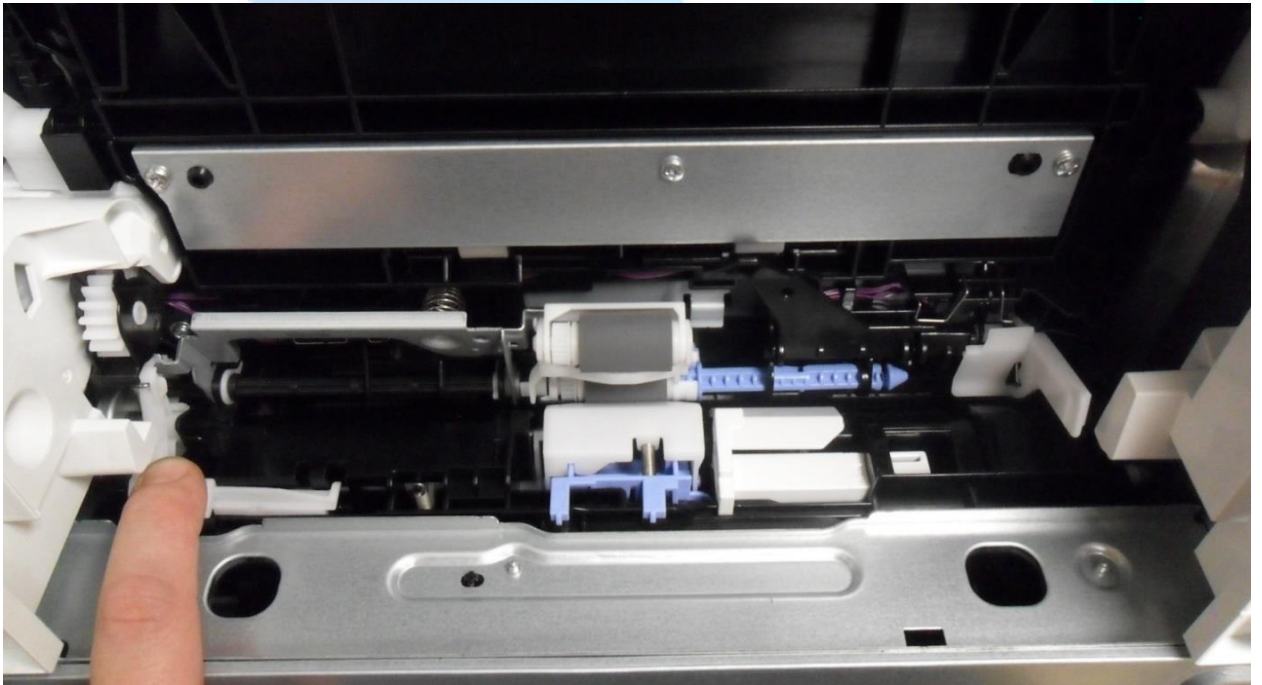Note the roller's white tab hooks onto the metal pick up arm

The white roller actuator should lift up the black flag for the printer to recognize the tray has lifted

Shown installed incorrectly:

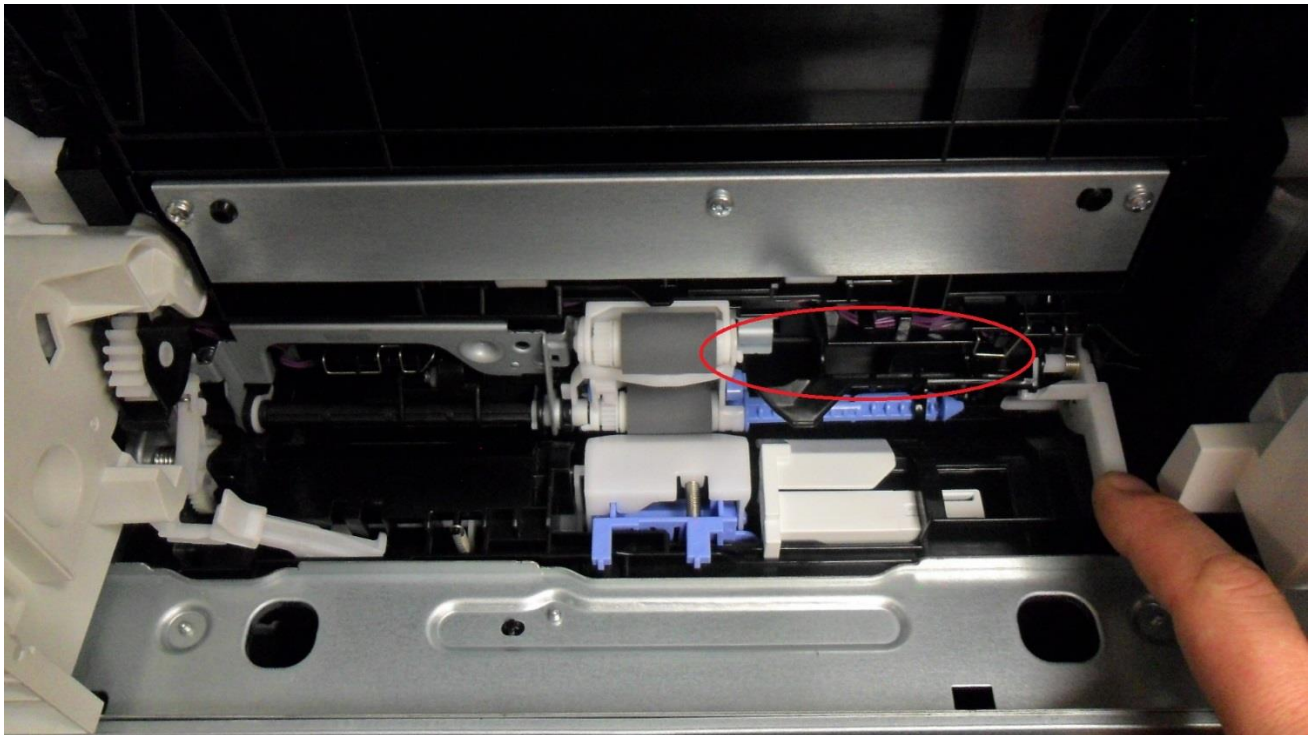If the left white arm is pushed in, the roller bracket should drop down:

2. Check if the Pickup rollers are worn out.

   If the pickup rollers are unevenly worn or has increased wear, replace the pickup and separation rollers using the Tray 2-X rollers kit. Tray 2-X rollers kit (separation and pick up rollers) Part Number: **J8J70-67904**

3. Check that the printers displays "tray 2 empty", when the tray is empty.

If the right white arm is pushed in, the black flag should drop down for correct operation.

If the paper sensor flag is missing, damaged, or dislodged replace the Paper Pickup Assembly **RM2-6771**.