59.0C/59.00.0C

HP CP5225, CP5525, M750, M775MFP

Issue:

The CP5525, M750 and M775 may display a 59.00.0C error.

The CP5225 may display a 59.C0 error.

The user most likely experienced grinding noises and or missing color(s) on output before the error was displayed.

Possible Causes:

1. The Developer Alienation Motor (M6) is not rotating.
2. Gears in the Main Drive Assembly have stripped.
3. A Developer Alienation Lever Cap is broken off one or more of the shutter arms.
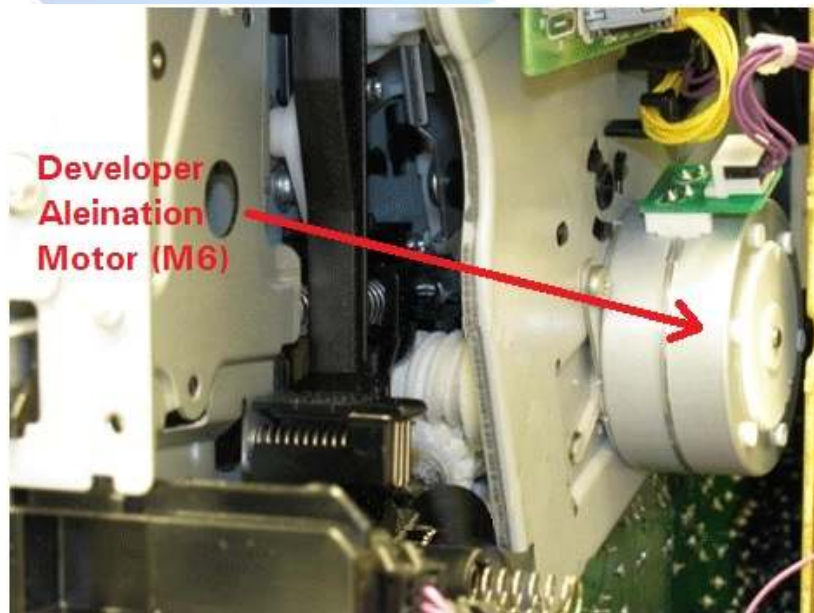
Solution:

Remove the printer's rear and right rear covers.

Check that the Developer Alienation Motor (M6) rotates during power-up

1. Power on the printer and watch and listen for the Developer Alienation Motor (M6) to rotate **<Figure 1>**.

   Figure 1: Check that the Developer Alienation Motor rotates when powering on the printer

2. Reseat the connectors to and from the motor if it does not rotate.

3. If the motor continues to not rotate when powering on the printer, replace it: Developer Alienation Motor (M6) (HP Part #: RK2-3298).
4. If the motor rotates, continue troubleshooting below.

Check for excessive wear on gears in Main Drive Assembly

An issue was identified with the material in one of the gears in the Main Drive Assembly for some of the early production units. This issue would cause excessive wear on the gear that eventually results in a 59.0C/59.00.C0 error. This issue typically shows up later in printer life.

1. Observe the gears on the end of the Main Drive Assembly **<Figures 2 & 3>** and look for signs of plastic debris.

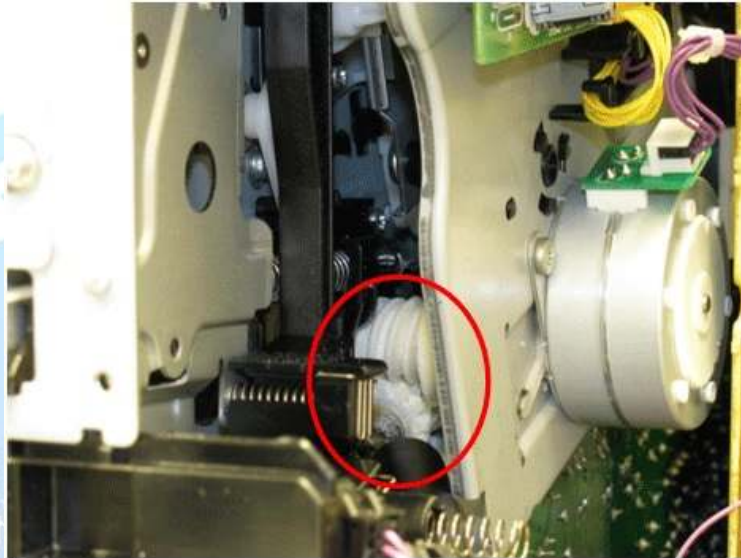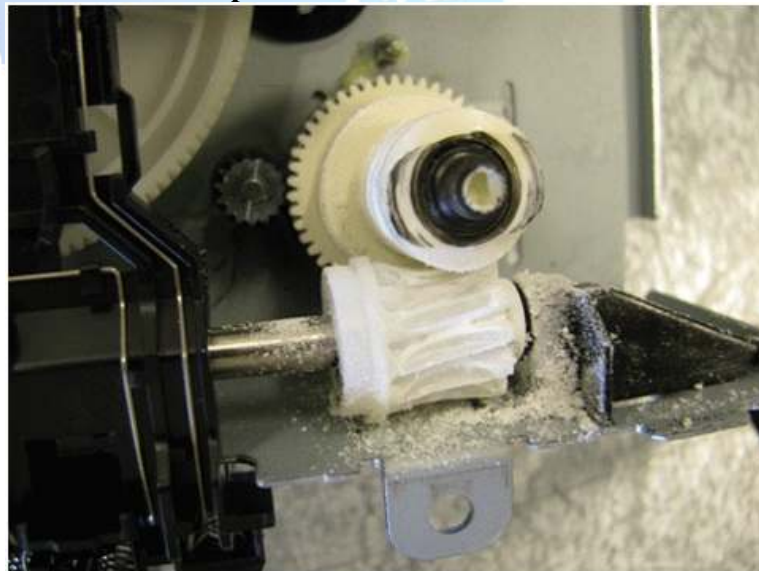**Figure 2: Plastic debris on or around these gears indicate excessive wear**

Figure 3: This is an extreme example of wear

2. If the gear shows wear, replace the Main Drive Assembly:

Product	Description	HP Part #
CP5525, CP5225, M750	Main Drive Assembly, simplex model	CE707-67905

Product	Description	HP Part #
CP5525, M750, M775	Main Drive Assembly, duplex model	CE708-67901

3. If the gears show no indication of wear or the issue persists even after replacement, continue with troubleshooting below.

Check for a broken or missing Developer Alienation Lever Cap at the end of each Shutter Arm

1. Remove all the toner cartridges from the printer.
2. With a flash light, check for a missing white cap at the very back of each shutter arm **<Figures 4, 5, 6 & 7>**.

    Figure 4: In this picture, the Developer Alienation Lever Cap is properly in place at the end of the shutter arm (check all 4 shutter arms)

Figure 5: In this picture, the Developer Alienation Lever Cap has broken off the end of the shutter arm (check all 4 shutter arms)
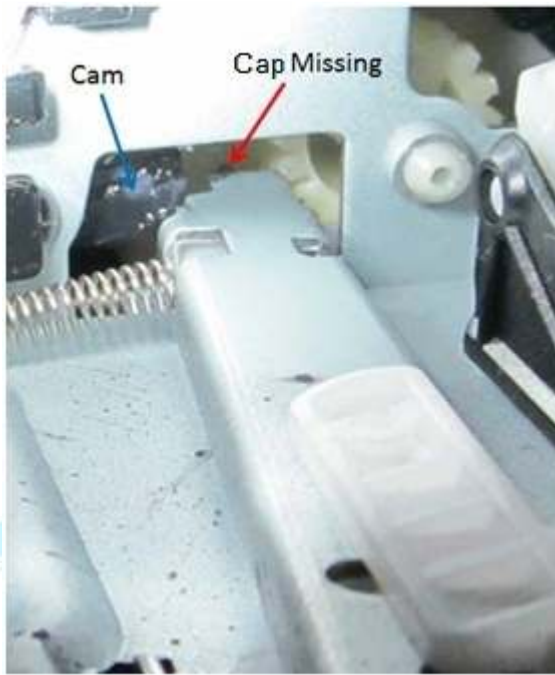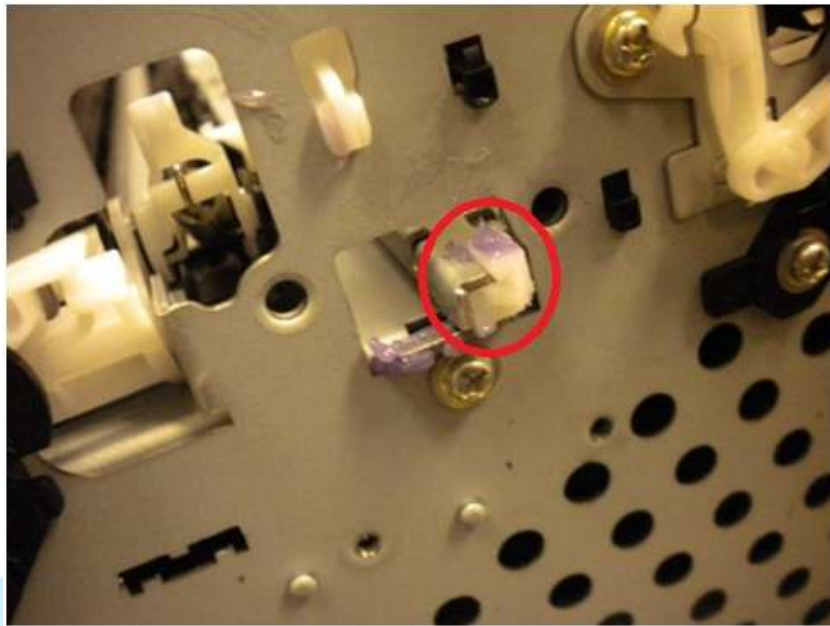
Figure 6: Close-up of the Developer Alienation Lever Cap on the end of a shutter arm

Figure 7: View of the Developer Alienation Lever Cap attached to the end of a shutter arm with the Main Drive Assembly removed

3. If lever caps are found broken or missing, replace the caps: Tab, Laser Shutter Arm (HP Part #: RC2-6847).

HOW TO: Remove/Replace Lever Caps from the shutter arm

The following procedure explains how to replace a Developer Alienation Lever Cap. These caps are setup with the following description and part #: **Tab, Laser Shutter Arm (HP Part #: RC2-6847-000CN)**.

1. Remove the Top Cover, Laser Scanner and Low Voltage Power Supply:
2. Remove the shudder arm with the damaged lever cap:

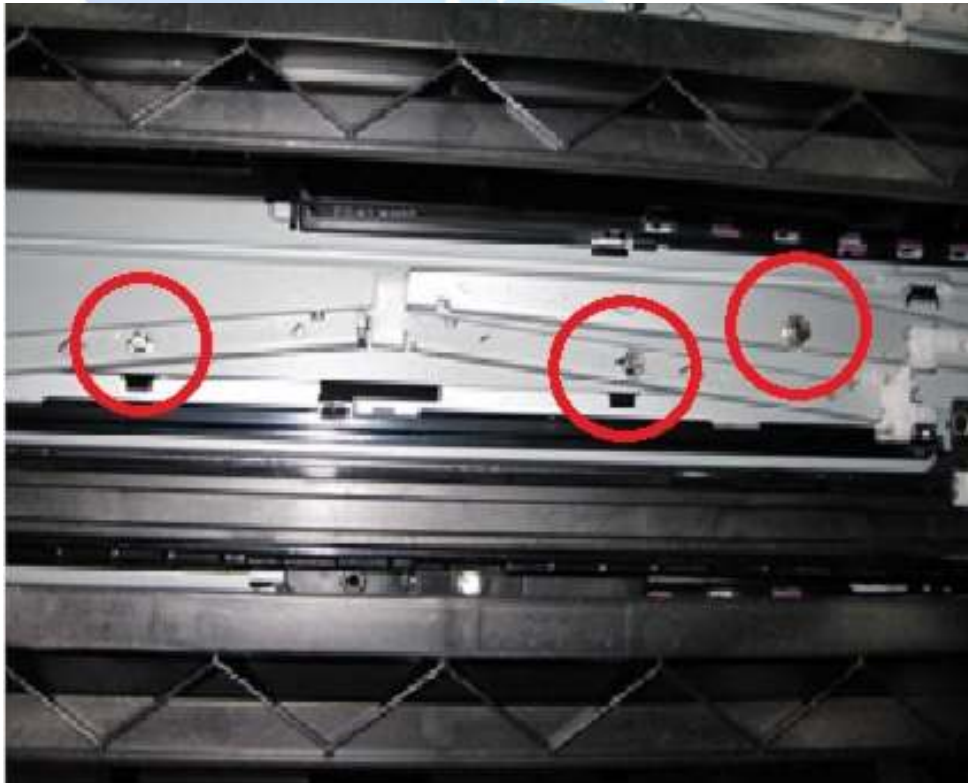**Figure 8: Remove the 3 E-Clips and washers on the shutter arm with the damaged lever cap**

Figure 9: The 3 E-Clips and washers have been removed in this picture

3. Remove the black guide (sensor holder):

Figure 10: Release the tabs at three locations
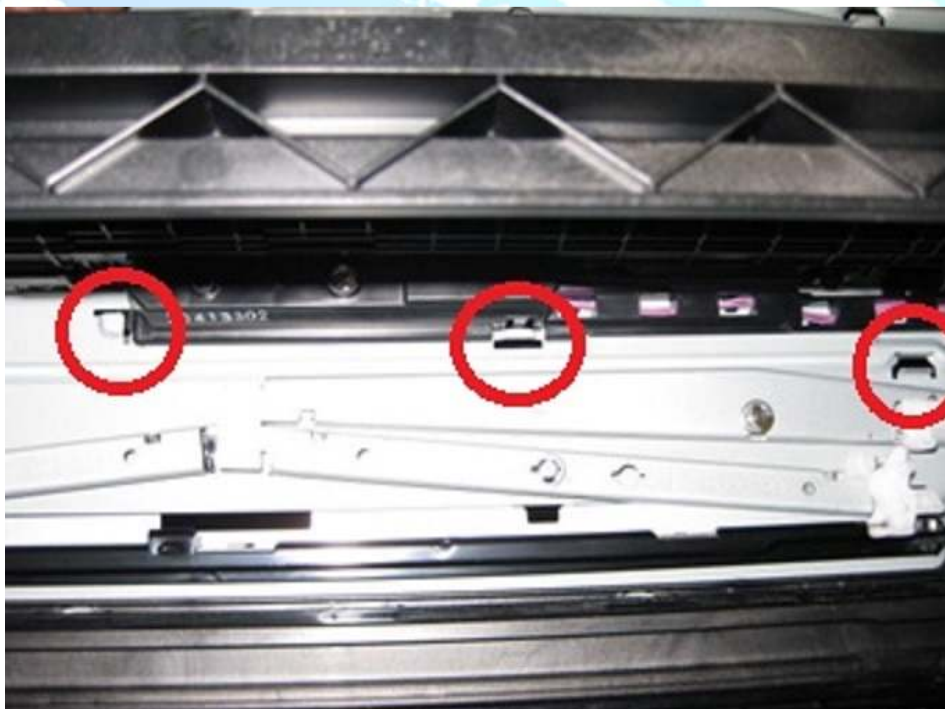

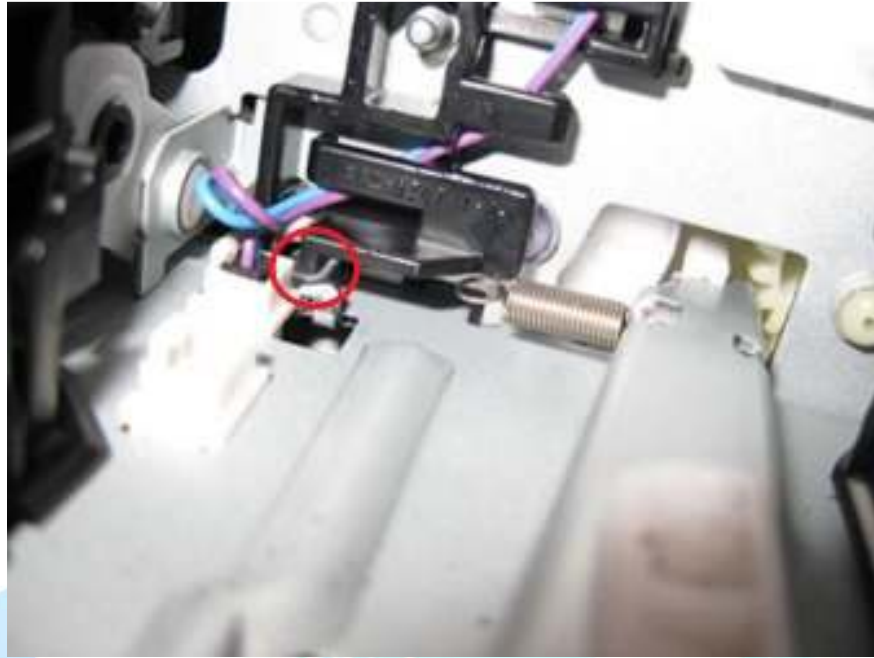**Figure 11: In this picture the black guide (sensor holder) has been removed**

4. Unhook the shutter arm spring from the printer chassis:

Figure 12: Leave the spring connected to the shutter arm but disconnect it from the printer chassis

Figure 13: This picture shows where the now disconnected spring was connected to the printer chassis

5. Remove the shutter arm from the printer:

Figure 14: Keep the shutter arm squeezed together during removal so it does not fall apart
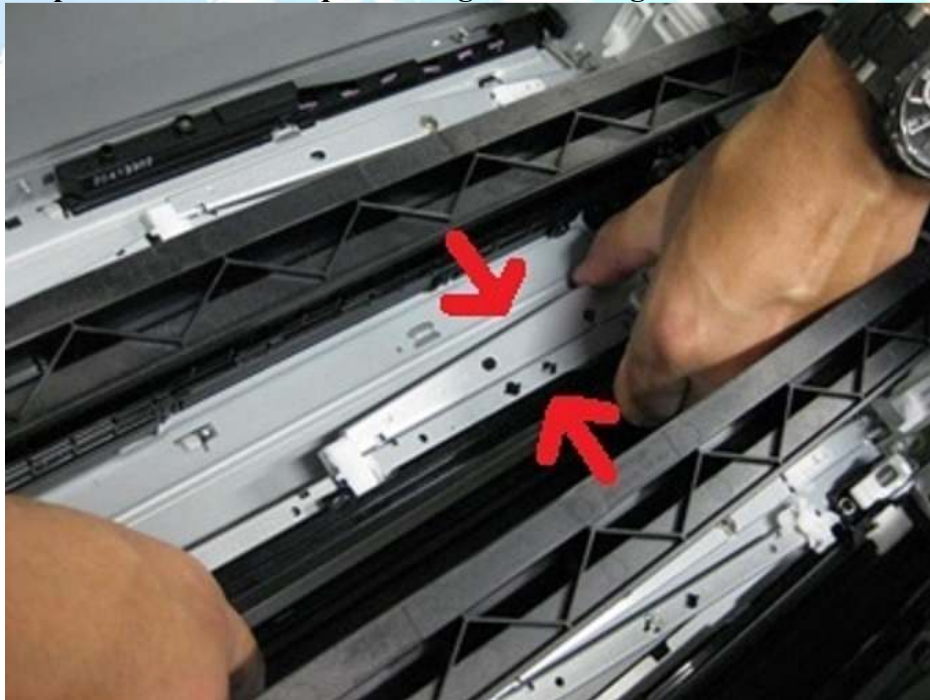
Figure 15: Continue to keep the shutter arm squeezed together as it is removed from the printer

6. Remove the broken lever cap:

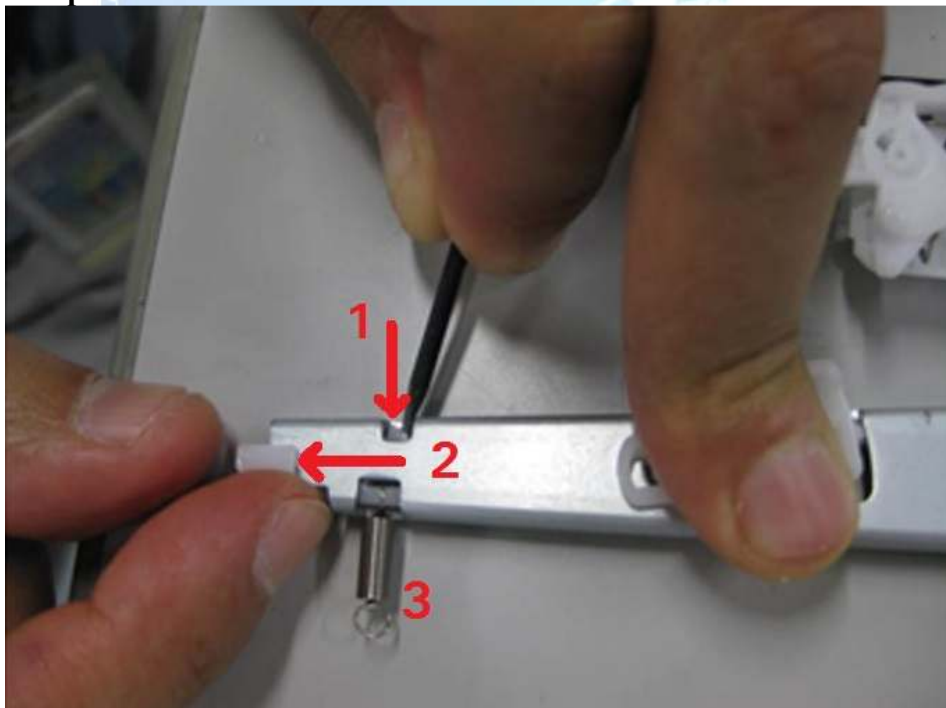   **Figure 16: 1. - Depress the claw 2. Slide the lever cap out 3. Hold the spring in place so it slides off the cap**

Figure 17: This picture shows the lever cap successfully removed

7. Install the new lever cap:

Figure 18: 1. Slide the new lever cap in partially 2. Hook the spring on the cap
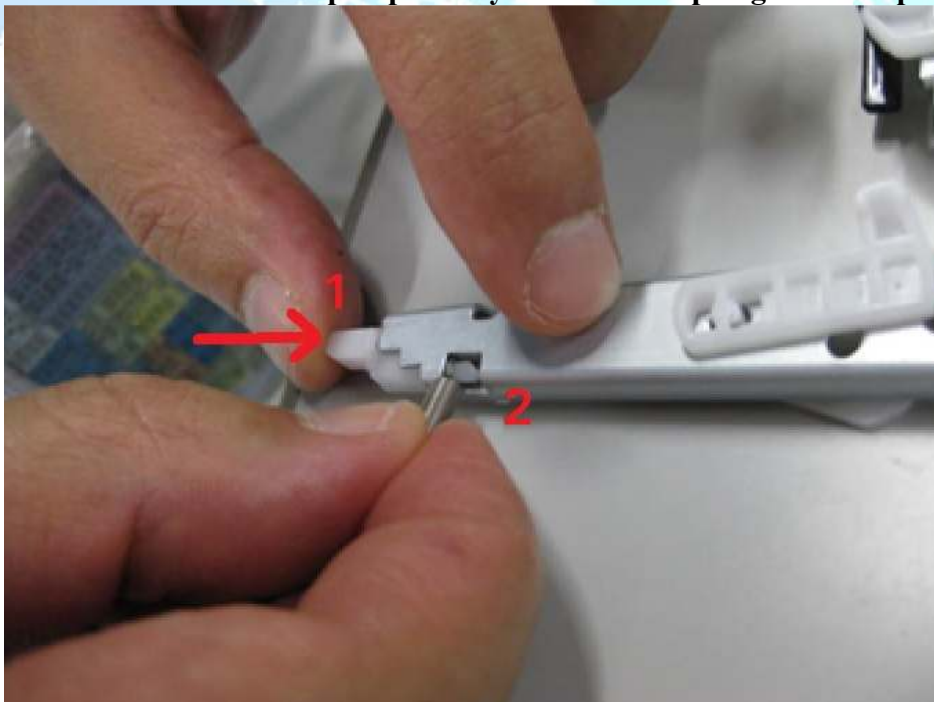

Figure 19: Fully seat the new lever cap making sure the claw is fully engaged

8. Reassemble all the removed parts in the reverse order.