Imaging Drum Issue: Color Missing From Printouts and 59.6X Errors HP CP6015/CM6030MFP/CM6040MFP

An emerging issue has been detected with the imaging drums for the CP6015, CM6040MFP and CM6030MFP.

Imaging Drum part numbers:

- Black image drum CB384-67901 (CB384A)
- Magenta image drum CB387-67901 (CB387A)
- Yellow image drum CB386-67901 (CB386A)
- Cyan image drum CB385-67901 (CB385A)

Issue

The issue can best be described as areas of missing print (specific color), which can occur on text documents as well as print areas with solid fill. It is important to note that the pages can be completely void of any print at all. Please refer to the examples below and on the following pages. Additionally, this issue can also generate a 59.6X error, which is an error code related to the Motor that moves the Drum Cartridge, where X refers to the specific color (0=Black, 1= Cyan, 2= Magenta and 3 = Yellow). If the root cause of the problem is a defective image Drum, then the motor is ok, but not able to rotate because the internal auger in the image Drum is broken and stall.

Figure 1: Good Print Quality
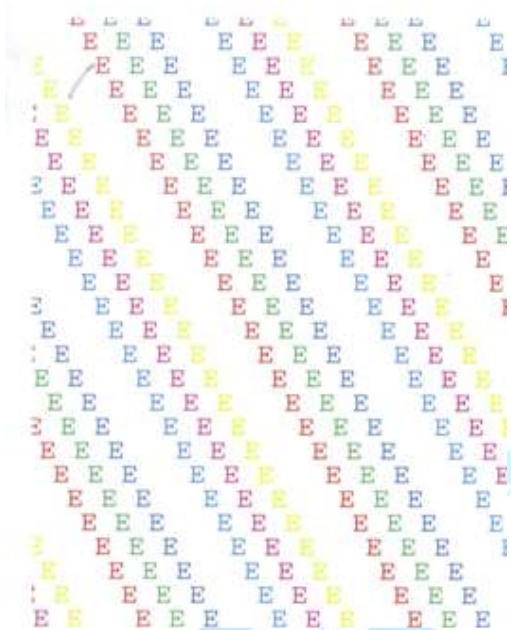
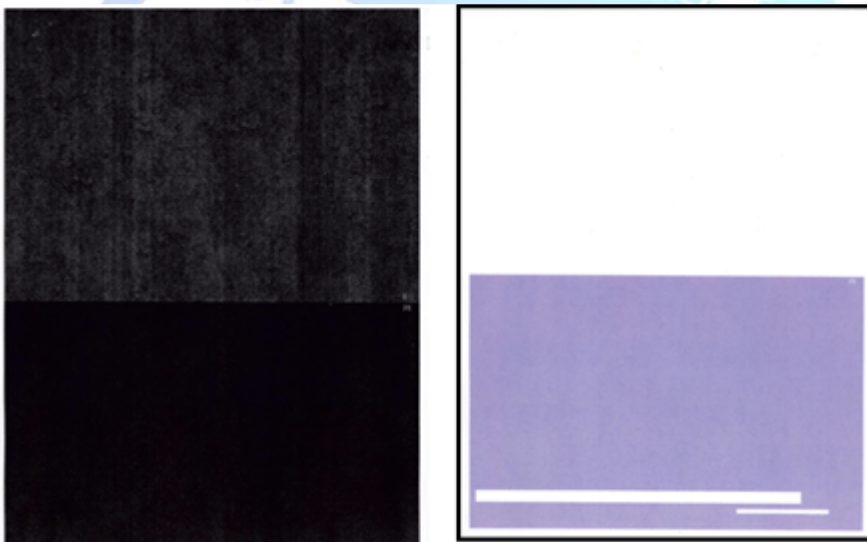Figure 2: Missing Print (absence of black "E")

Figure 3: Missing Print (solid and blank areas)

Ensure horizontal storage of imaging drums (not vertical).

The workaround involves the following steps, prior to installation of a new imaging drum.

1. Remove new imaging drum from packaging.
2. Hold the imaging drum vertically with the drive gear side up, as shown in the photo below. (see Figure 4)
3. Using a flat blade screwdriver, rotate the drive gear intermittently in a counterclockwise direction for two full rotations.
4. Place the imaging drum in the printer.

Figure 4: Drive Gear Assembly

Drive Gear Assembly – rotate counterclockwise – twice intermittently.