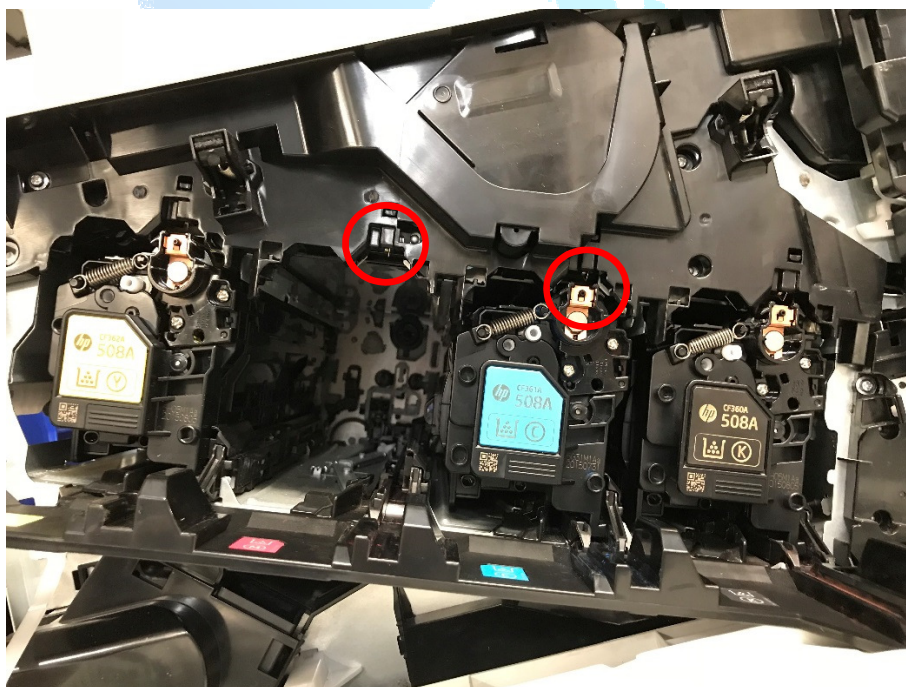# HP CP4025/CP4525/CM4540MFP/M551/M570MFP
M575MFP/M552/M553/M577MFP
Missing Color(s)

Missing colors have been reported on the above printer models

Printers diagnosed with the missing color are caused by the Upper Cartridge Guide Assembly being pulled out slightly from the front of the printer. When this occurs, grounding springs do not line up with toner cartridge. Typically this is most visible at the center protrusion of the guide - between the Magenta and Cyan cartridges and usually will affect the operation of the front door, not closing completely flush to the frame.

Photo shows grounding springs to the copper contact on the toner cartridge

This issue may be addressed by snapping the guide back into position. In order to do this, it may be necessary to remove screws and use a small flat-blade screwdriver and firmly press to lock the guide to the sheet metal frame.