HP CP6015/CM6030MFP/CM604MFP
Internal Door 2 Open Error

When powering on the product, the control panel displays Internal Door 2 Open error. With this error displayed, the product will not initialize and the **Attention LED** will keep blinking.

There are two possible causes for this issue:

1. T2 door sensor (SR33) that detects the position of the secondary transfer assembly is damaged.
   1. Test the sensor by performing a manual sensor test. Diagnostics > Manual sensor test.
   2. Open the right door and remove the fuser.
   3. Then open and close the secondary transfer assembly. The sensor value (letter R) should change from 0 to 1 and vice versa.
   4. If the value does not change, check the right end of the Secondary Transfer Assembly. It has two tips that push the door sensor when closing this assembly. This part might break and cause the error message. If it is broken, proceed to replace the Secondary Transfer Assembly.

      Figure 1: Secondary transfer assembly

   5. If the secondary transfer assembly is not damaged, push the sensor manually. Ensure the sensor springs back. If the sensor value (letter R) still does not change, replace the photo sensor.

      Figure 2: Sensor

6. If the sensor value (letter R) changes but the sensor does not spring back, replace the Intermediate transfer belt (ITB) duct assembly.

2. Two springs in the right lower door that might become dislodged. These two springs need to be reinstalled in the correct location in the right lower door; there are two buttons front and rear.

Put the springs back in their placement in the right lower door by pushing them correctly.

NOTE: Do not replace the right lower door for this issue.

See following figures (located on the right lower door and removed items).

Parts numbers for scenario 1:

Part Description	Part Number
Secondary transfer assembly	Q3931-67909
Photo-interrupter sensor assembly	WG8-5696-000CN
Intermediate transfer belt (ITB) duct assembly	RM1-4401-000CN