

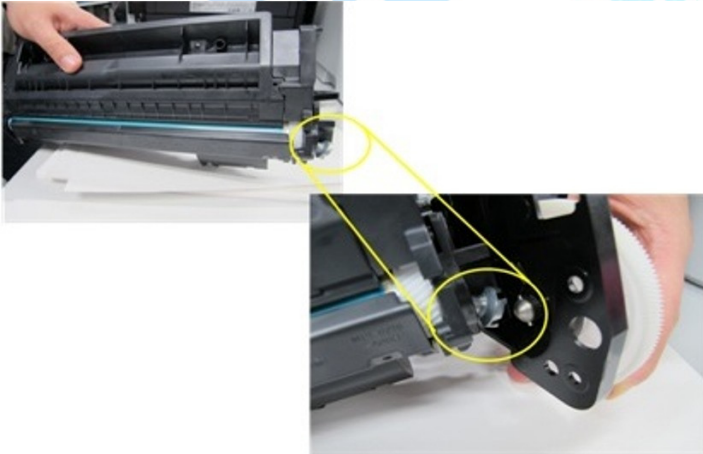
## **HP LaserJet Pro M401/M425MFP Printer Series Continuous Paper Jams, Possible Noises and/or Broken Parts in Toner Cartridge Area**

Users may report that new-out-of-box or lightly used devices continuously paper jam. User may also report unusual noises and/or finding broken parts in the device after removing the toner cartridge.

### **Issue Description**

When inserted, the toner cartridge may not correctly 'couple' with the cartridge drive gear possibly resulting in broken parts inside the printer. See <Figure 1> below.

Figure 1:



The incorrect coupling of the toner cartridge to the drive gear can occur during the initial packaging of the product. If the product works correctly out-of-the-box, subsequent removal and installation of the toner cartridge may cause breakage of parts resulting in continuous paper jams and/or unusual noises.

**CAUSE:** Manufacturing is aware of the issue and is currently investigating a solution.

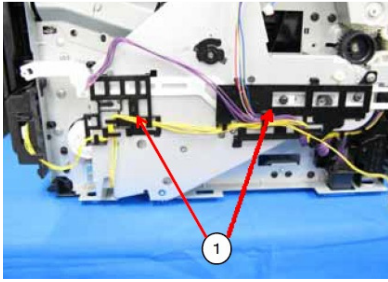
**Answer/Solution**

**FIX:** If whole unit replacements are not available and/or your region prefers to repair the device, order a replacement Gear Support Frame (HP Part #: RC3-2497-000CN) and follow the below replacement procedure.

'Gear Support Frame' Replacement Procedure

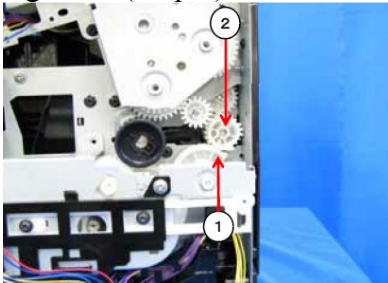
1. Remove the right cover.
2. Close the cartridge door assembly after removing the right cover.
3. Remove the main fan and the fan holder together.
4. Disconnect all of the connectors on the connector PCA.
5. Release the cables from the cable guide (callout 1).

Figure 2: (Step 5)



6. Release one tab (callout 1) and remove the link arm gear (callout 2).

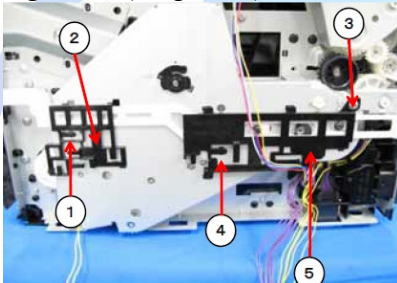
Figure 3: (Step 6)



7. Release one tab (callout 1) and slide the cable guide (callout 2) toward the right to remove it.

8. Remove one screw (callout 3) and release one tab (callout 4), then slide the cable guide (callout 5) toward the right to remove.

Figure 4: (Steps 7-8)



9. Release two tabs (callout 1) and remove the link arm (callout 2).

Figure 5: (Step 9)

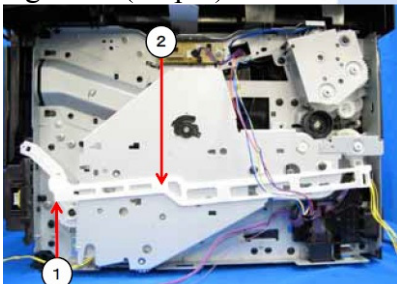
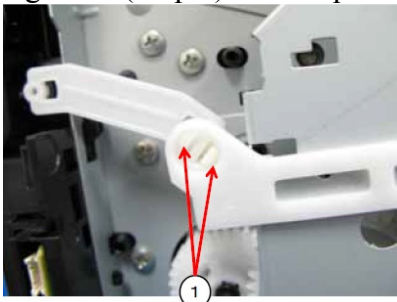


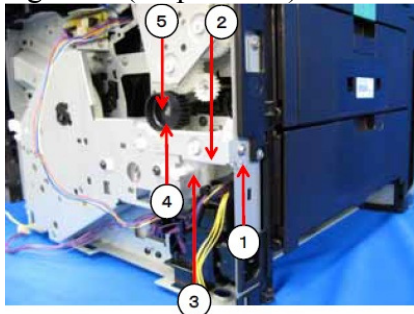
Figure 6: (Step 9) Close-up view



10. Remove one screw (callout 1) and the metal plate (callout 2), then the link gear (callout 3).

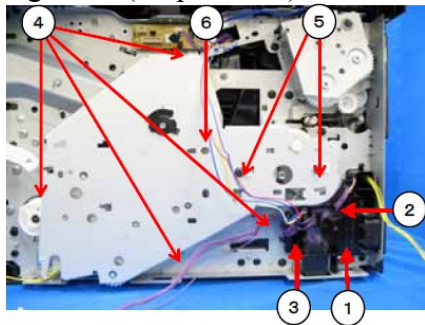
11. Release one tab (callout 4) and remove the pressure roller gear (callout 5).

Figure 7: (Steps 10-11)



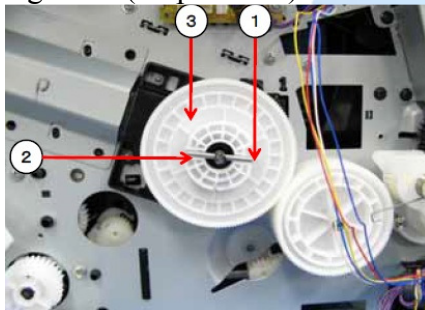
12. Release the cables (callout 2) from the drawer holder (callout 1).
13. Remove one screw (callout 3) and the drawer holder.
14. Remove four screws (callout 4) and two black screws (callout 5), then the main drive ass'y (callout 6).

Figure 8: (Steps 12-14)



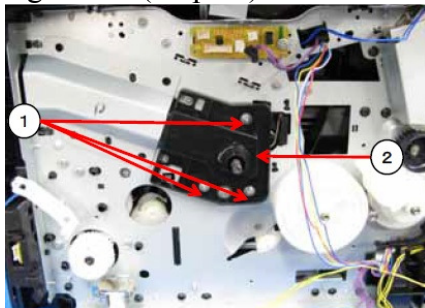
15. Release one tab (callout 1) and slide the pin (callout 2) to remove it.
16. Pull out the gear (callout 3).

Figure 9: (Steps 15-16)



17. Remove three screws (callout 1) and the gear support frame (callout 2).

Figure 10: (Step 17)



18. NOTE: Do not lose the spring (callout 1) and the gears (callout 2) as they are not fixed.

Figure 11: (Step 18 - Callout 1) Special Note

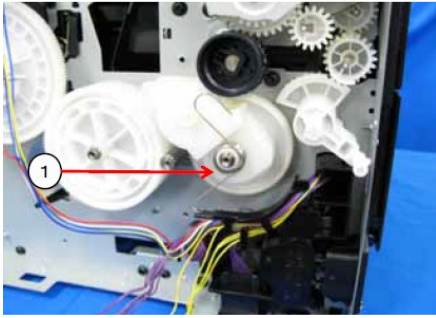
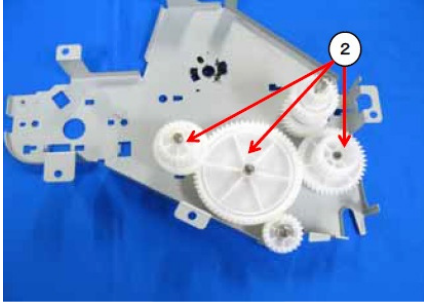


Figure 12: (Step 18 - Callout 2) Special Note



### Gear Reassemble Procedure

1. Assemble the support frame with three screws.

CAUTION: Do not assemble the support frame incorrectly as shown in <Figure 13> below.

Figure 13: (Step 1) Wrong Assembly

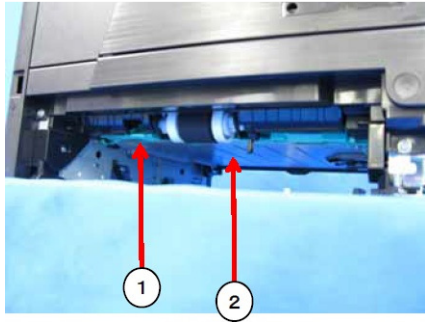


Figure 14: (Step 1) Correct Assembly



2. Assemble the gear and the spring.
3. Pull down the lever (callout 1) to lower the lower feed guide (callout 2).

Figure 15: (Step 3)



4. Lower the re-pickup pendulum gear and temporary fix it as seen in <Figure 17>.

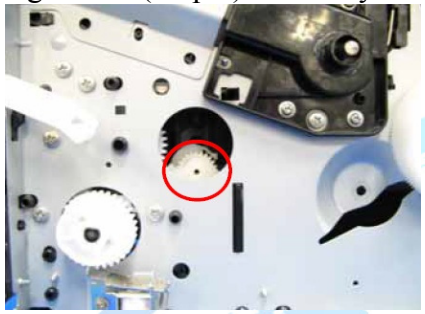
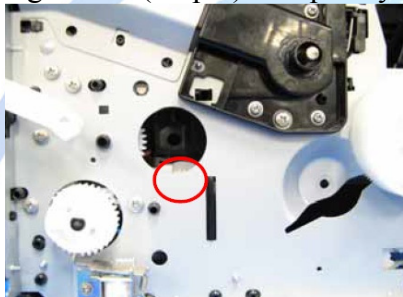
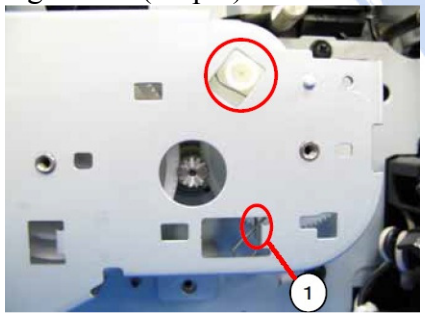


Figure 17: (Step 4) Temporary Fixed



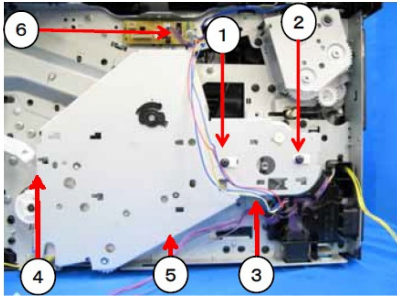
5. Assemble the main drive assembly.  
NOTE: Make sure that the spring is hooked correctly when the main drive assembly is assembled. Be sure to hook the spring into the concave (callout 1) on the metal plate.

Figure 18: (Step 5)



6. Screw up with two black screws and assemble the mold part.
7. Assemble four screws.  
NOTE: Be sure to follow the procedures below when fixing the main drive assembly.

Figure 19:



8. Assemble the drawer holder and the pressure roller gear.
9. Assemble the metal plate and the link gear.
10. Assemble the link arm.
11. Assemble two cable guide.
12. Assemble the link arm gear.

CAUTION: The phase might be shifted if the link arm gear is not assembled lastly. Be sure to follow the above procedures and assemble the link arm gear last.

Figure 20: (Step 12) Correct Assembly

