



HP LaserJet CP2025, CM2320, M351, M451, M375, M475, M476

Paper Jam in Rear Door

The symptom is that the printer will reach the ready state, start to process the print job, initiate pick up & pull the page about 3 inches into the paper path up to the transfer belt and then display “jam in rear door”.
(Shown in image below with rear door open)



The cause for this paper jam is that the transfer belt is *not* rotating within the printer.

The cause for the belt not rotating is a broken gear on the Main Drive Assembly. The circled gear is supposed to have 6 teeth (shown below with belt removed) that extend out to drive the transfer belt but in these cases the teeth shear off to a smooth surface and at that point require the Main Drive Assembly (MDA) to be replaced.



The service manuals for these models do not list a part # for the MDA as the value of the printer is not worth the 2-3 hour repair time to change it and for most cases the printer is replaced. However it is available through Laser Pros International via part #:

CM2320-GT-R for models CP2025 and CM2320

M475-GT-R for models M351, M451, M375, M475, M476.