

## Document type:

Emerging issue

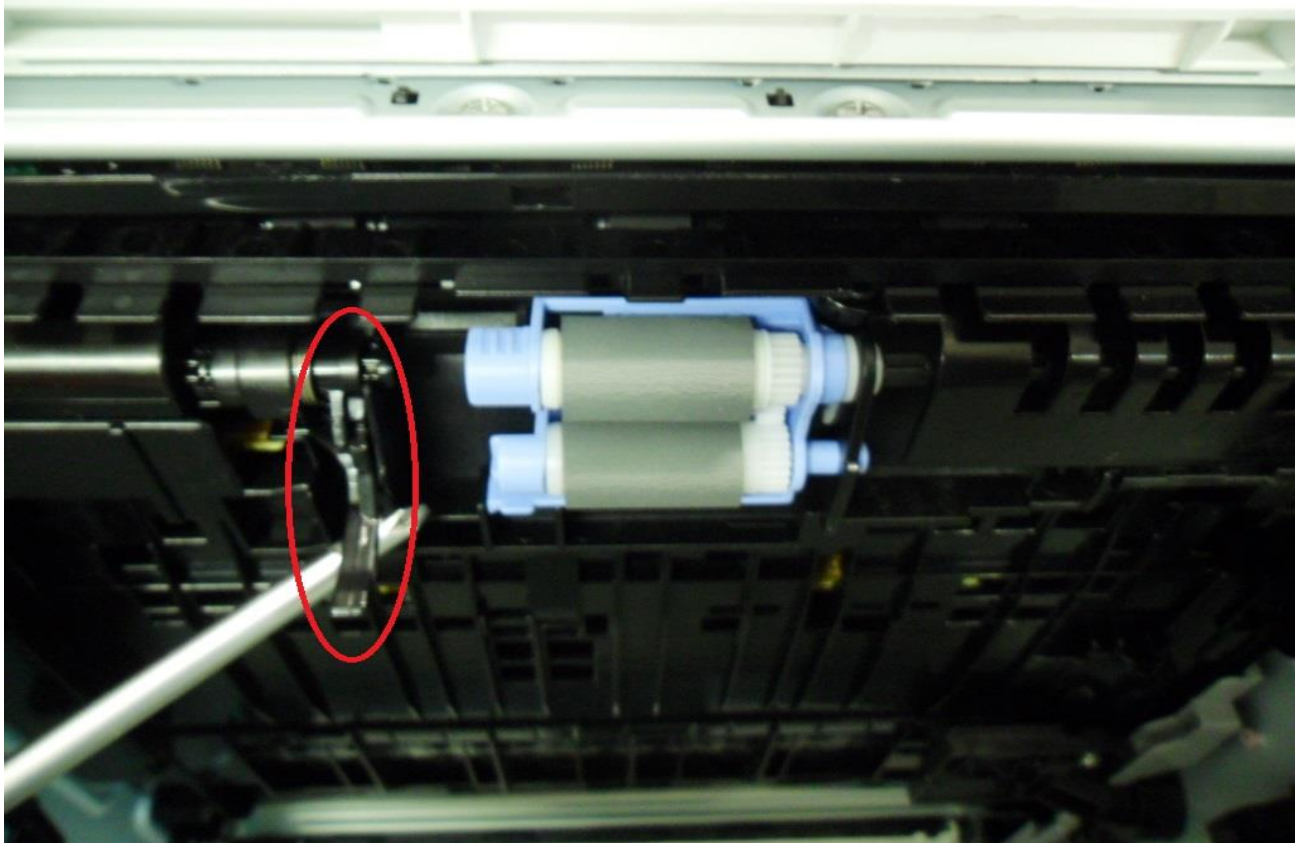
## Printers involved:

HP Laserjet Pro M402, M403, M426mfp, M427mfp

## Printer problem/issue

Continuous "LOAD PAPER" message on control panel with cassette loaded.

There has been an increase in occurrences where the actual paper out flag in the tray 2 cavity has broken – resulting in a continuous "LOAD PAPER" message on the control panel. (With paper in the tray) Flag below shown in proper form.



The original service manual does not list a part number for this but a service bulletin was released showing the repair procedure and part number for the flag RM2-5375.