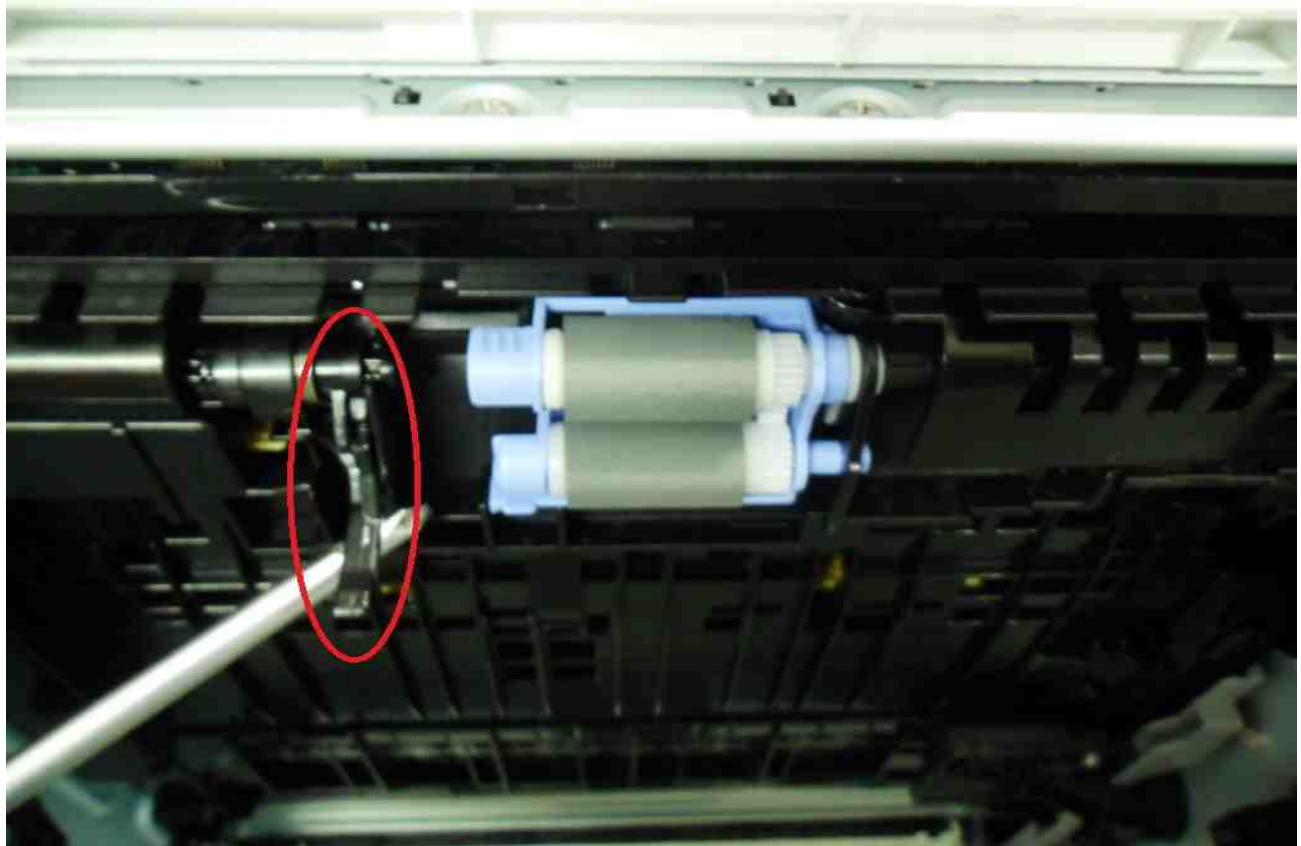# Continuous load paper message

HP Pro M402, M403, M426MFP, M27MFP

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.