



HP M607/M608/M609/E60055/E60065/E60075

13.B2.D2 or Tray overfill error message when printing from tray 2

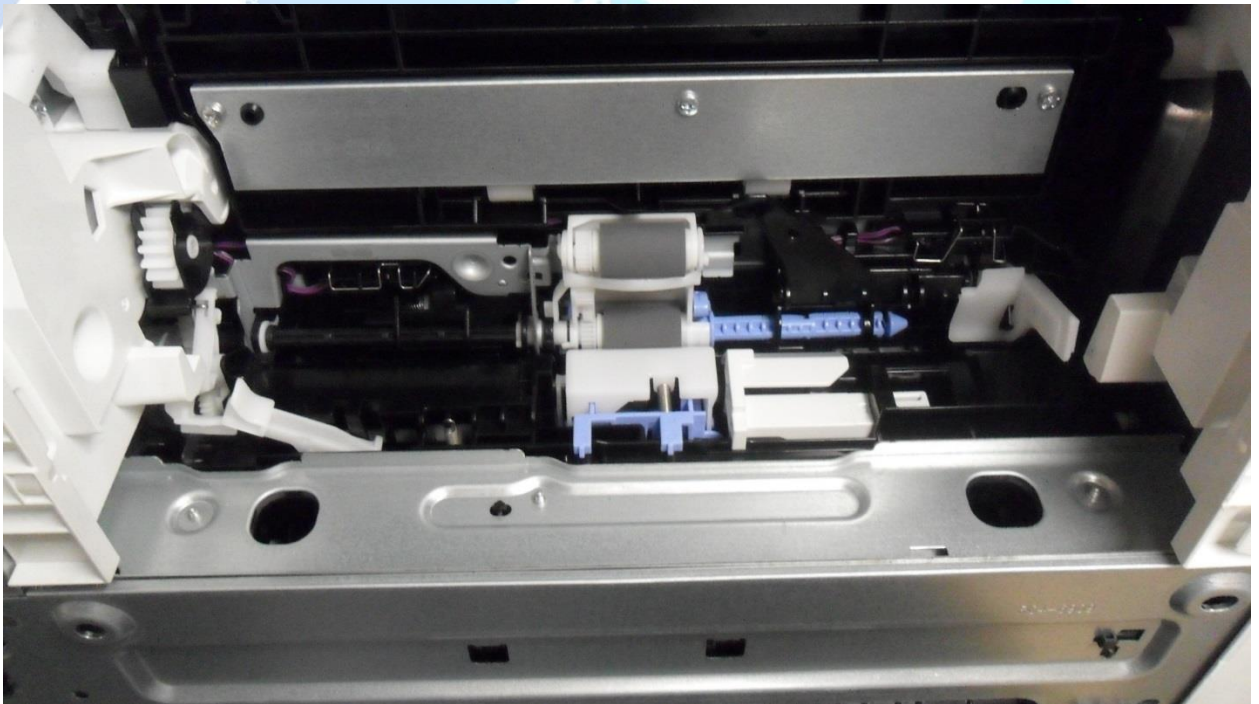
Issue

A "13.B2.D2" jam or "Tray overfill" error message displays frequently on the control panel when printing from Tray 2.

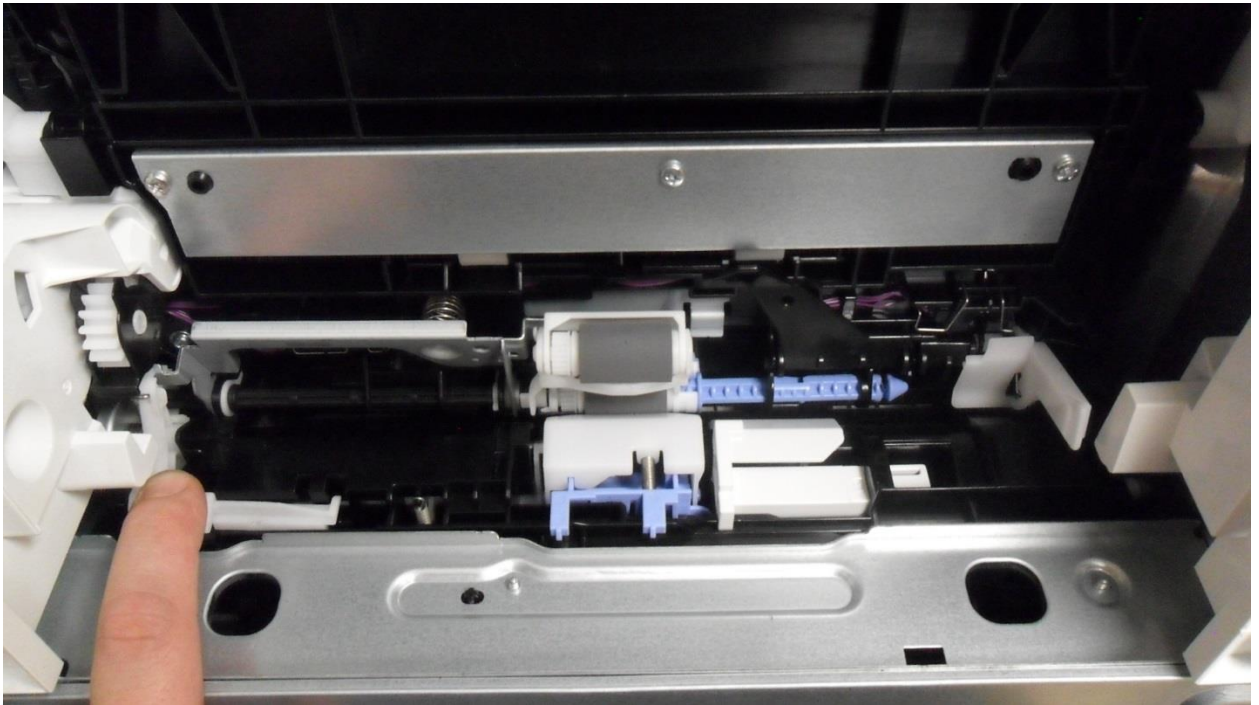
Recommended Action

Check if any of the following steps resolve the jam issue:

1. Check if the pickup rollers are installed correctly as shown:

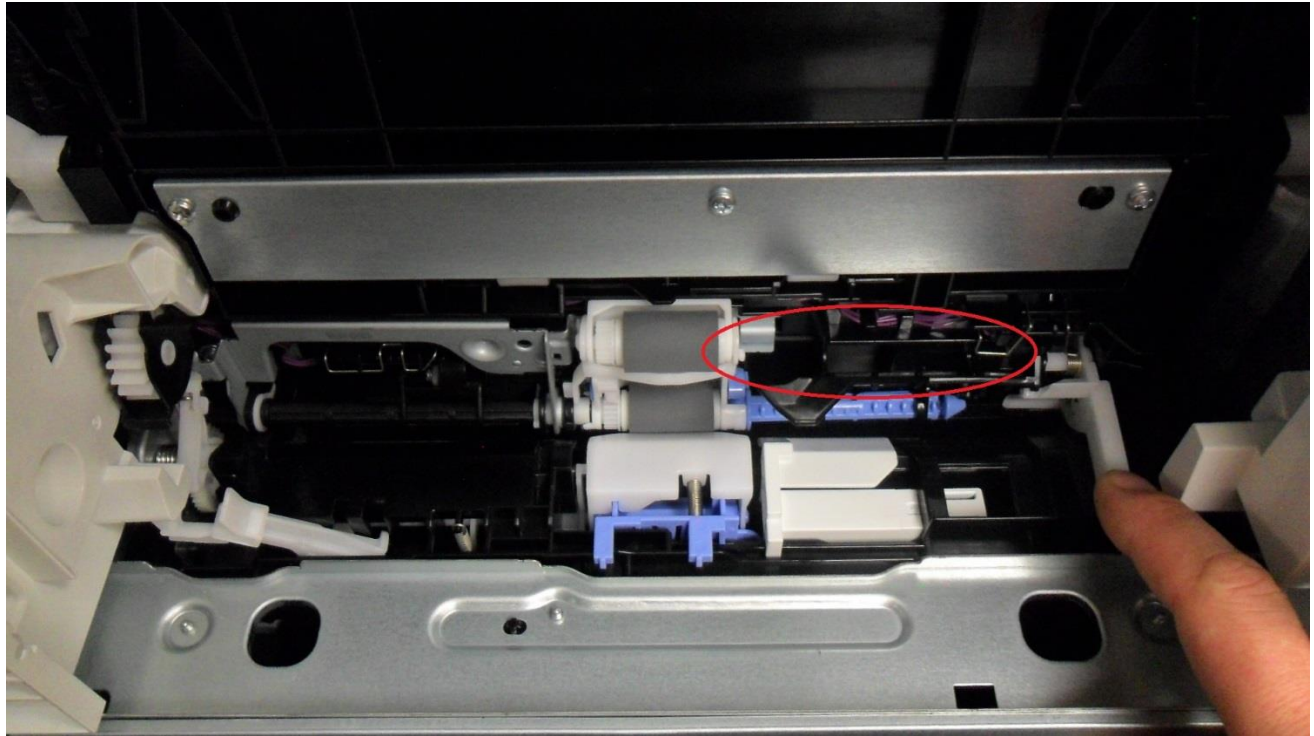


If white arm is pushed in, the roller bracket should drop down:



2. Check if the Pickup rollers are worn out.
3. If the pickup rollers are uneven or has increased wear, replace the pickup and separation rollers using the Tray 2-X rollers kit. Tray 2-X rollers kit (separation and pick up rollers)
Part Number: **J8J70-67904**
4. Check that the printers displays “tray 2 empty”, when the tray is empty.

Paper sensor flag shown in correct position – Rear side of tray cavity, right side. If the white arm is pushed in, the flag should drop down for correct operation.



If the paper sensor flag is missing, damaged, or dislodged replace the Paper Pickup Assembly **RM2-6771**.