



Safety Recall Notice

Batteries for HP, HP Pavilion, HP Compaq, and Compaq Presario Notebook Computers

HP is conducting a worldwide voluntary recall of certain battery packs shipped in HP, HP Pavilion, HP Compaq and Compaq notebook PCs manufactured between August 2007 and January 2008. The batteries can overheat, posing a fire and burn hazard to consumers. Battery packs that may be part of this recall have a bar-code label that starts with CT: and is followed by one of the codes below.

Note: Affected batteries will match the pattern below. The ^ can be a number or a letter.

Battery Bar Codes following CT:			
62940^^AXV^^^	65033^^B7U^^^	65035^^B7U^^^	67059^^V8U^^^
	65033^^B7V^^^	65035^^B7V^^^	67059^^V8V^^^
	65033^^BGU^^^	65035^^BGU^^^	
		65035^^BGV^^^	



What to do:

1. Immediately stop using your battery pack.
2. Visit the HP Notebook PC Battery Recall website to verify if your battery pack is part of this program or call the number below (U.S. & Canada only).

<http://www.hp.com/support/BatteryReplacement>

1-800-889-2031 (U.S. & Canada) 7 am–7 pm CST, Monday–Friday

3. World wide should visit the HP Notebook PC Battery Recall website above or call the specific in-country telephone number at http://welcome.hp.com/country/us/en/wwcontact_us.html.

Note: For world wide support, select the world wide link; select the country/language and the click Technical support after you buy.



Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304-1185 USA
www.hp.com

Important Safety Recall

HP Notebook PC Battery Pack Replacement Program

May 14, 2009

Dear HP Partner,

In cooperation with the U.S. Consumer Product Safety Commission and other safety regulatory authorities, on May 14, 2009, HP announced a worldwide voluntary recall and replacement program for some of the battery packs used in certain HP notebooks. HP customers affected by this program will be eligible to receive a replacement battery pack for each verified, recalled battery pack at no cost.

This program addresses an issue with specific battery packs used in certain HP Notebook PCs.

- This HP recall is world wide.
 - HP customers will be eligible to receive a replacement battery pack for each qualified battery pack at no cost.
 - Visit the HP Notebook PC Battery Pack Replacement Program Web site at <http://www.hp.com/support/BatteryReplacement> for additional information.
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Note: This recall is unrelated to any previous battery pack recalls.

HP and the battery cell manufacturer believe that certain battery packs shipped in HP notebook PC products manufactured between August 2007 and January 2008 may pose a potential safety hazard to customers. The batteries can overheat, posing a fire and burn hazard.

To reduce the likelihood that a battery pack failure will cause damage, HP is instructing consumers to immediately stop using the affected battery packs and to contact HP for a free replacement.

The affected battery packs were distributed worldwide in certain notebook PCs within the following models/series.

Note: Not all HP notebook PCs listed below have an affected battery pack. HP encourages the customer to validate all battery packs shipped with the notebook PC or purchased as options or spares.

Program announce date May 14th, 2009

HP Pavilion		Compaq Presario		HP	HP Compaq
dv2000	dv6700	A900	V3700	G6000	6720s
dv2500	dv9000	C700	V6000	G7000	
dv2700	dv9500	F700	V6500		
dv6000	dv9700	V3000	V6700		
dv6500		V3500			

Note: If the customer’s notebook is NOT listed above, the customer is not affected by this program.

If you have a customer who has one of the recalled battery packs, please contact the customer and instruct them to immediately stop using the battery pack and order a replacement. The recalled battery packs are a potential safety hazard to customers if they continue to use them.

If you have a customer who has one of the recalled battery packs, HP strongly urges you to contact this customer and have them order a replacement. The recalled battery packs are a potential safety hazard to customers if they continue to use them.

To determine whether this recall program affects a customer’s battery pack, the customer should follow these steps:

1. Locate the notebook product number and serial number on the service tag on the bottom of the notebook.



2. Shut down the notebook using Microsoft Windows.
3. Remove any external power source.
4. Remove the battery pack from the notebook and then view the HP Notebook PC Battery Pack Replacement Program Web site (<http://www.hp.com/support/BatteryReplacement>).

The affected battery packs can be identified by a bar-code label attached to the battery. If the bar-code number starts with CT: followed by one of the codes listed in the table below, and the battery pack is identified through the program Web site at <http://www.hp.com/support/BatteryReplacement> as being part of the replacement program, the customer should replace it immediately through the process identified on the Web site.

Note: Affected batteries will match the pattern below. The ^ can be a number or a letter.

Battery Bar Codes following CT:			
62940^^AXV^^^	65033^^B7U^^^	65035^^B7U^^^	67059^^V8U^^^
	65033^^B7V^^^	65035^^B7V^^^	67059^^V8V^^^
	65033^^BGU^^^	65035^^BGU^^^	
		65035^^BGV^^^	

What HP is Doing

- Introduction of the HP Notebook PC Battery Pack Replacement Program at (<http://www.hp.com/support/BatteryReplacement>).
- Notify registered customers without an email address via mail of the HP Notebook PC Battery Pack Replacement Program.
- Notify registered customers via email of the HP Notebook PC Battery Pack Replacement Program.

What is Required of You

If you have existing inventory of the recalled battery packs, please visit the HP Notebook PC Battery Pack Replacement Program Web site <http://www.hp.com/support/BatteryReplacement> to order your replacements.

1. Please send the attached Customer Letter, via e-mail only, to all your customers who have purchased notebooks identified in the product table above.



Customer Letter

2. Make sure all your retail outlets display the attached in-store poster. Also, please link the HP Notebook PC Battery Pack Replacement Program Web site (<http://www.hp.com/support/BatteryReplacement>) to the recall section for your retail Web site. This is a requirement of the Consumer Product Safety Commission (CPSC) for the U.S and Electrical Safety Authority for Canada only. The Consumer Product Safety Commission staff has asked that you report back to HP the number of posters displayed. CPSC field investigators will be conducting recall effectiveness checks to ensure that posters are being utilized in accordance with the agreed-upon Corrective Action Plan (CAP).



Poster

3. Direct all your customers inquiring about this program to the HP Notebook PC Battery Pack Replacement Program Web site identified above.

Thank you,

Hewlett-Packard Company

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