



Hewlett-Packard Company
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Important Safety Recall

HP Notebook PC Battery Pack Replacement Program

May 19, 2010 Expansion

Dear HP Partner,

On May 19, 2010, HP expanded a worldwide voluntary recall and replacement program in cooperation with various government agencies, adding battery packs to the replacement program announced on May 14, 2009 and revised on October 15, 2009. Product model series were also added to the list of products that may have been sold with affected batteries. HP's primary concern is for the customer's safety. The battery packs have the potential to overheat, posing a fire and burn hazard to consumers.

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

- This HP recall is worldwide.
 - 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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HP and the battery manufacturers believe that certain battery packs shipped in HP notebook PC products manufactured between August 2007 and May 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 strongly encourages all customers to immediately cease use of the affected battery packs.

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

NOTE: The validation process may show that a battery pack is not affected by this recall. Less than 3% of the notebook PC products manufactured from August 2007 to May 2008 and included in the program, contained battery packs that are affected. HP encourages the customer to validate all battery packs shipped with the notebook PC or purchased as options or spares.

Program expanded on May 19, 2010

HP Pavilion		Compaq Presario		HP	HP Compaq
dv2000	dv9500	A900	V6000	G6000	6510b
dv2500	dv9700	C700	V6500	G7000	6515b
dv2700	dx6000	F500	V6700		6710b
dv6000	dx6500	F700			6710s
dv6500	dx6700	V3000			6715b
dv6700		V3500			6715s
dv9000		V3700			6720s

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

If you have a customer who may have one of the recalled battery packs, HP strongly urges you to contact the customer and instruct them to visit the program web site to validate their battery pack. 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^	65000^B5V^	65033^B7U^	65035^B7U^	67059^V8U^
		65033^B7V^	65035^B7V^	67059^V8V^
		65033^BGU^	65035^BGU^	
			65035^BGV^	

What HP is Doing

- HP is expanding 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.pdf

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.



Poster.pdf

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