



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

## Important Safety Recall HP Mobile Battery Pack Replacement Program

April 20, 2006

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### Program Highlights:

- This program addresses an issue with specific battery packs used in certain HP Notebook PCs.
  - Potentially 15,700 battery packs are affected worldwide.
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Dear Valued HP Customer,

In cooperation with the U.S. Consumer Product Safety Commission, on April 20, 2006, HP announced a worldwide voluntary recall and replacement program for approximately 15,700 batteries used in certain HP notebooks. HP customers affected by this program will be eligible to receive a replacement battery for each verified, affected, recalled battery at no cost.

We are taking this action as part of our commitment to provide the highest quality of service to our notebook customers. We are proactively notifying you of this issue and are prepared to replace all verified, affected batteries.

**Note:** The computer industry has recently experienced battery recalls by other computer manufacturers. However, HP believes that this current battery recall is unrelated to any of those recalls.

HP and the battery manufacturer identified a defect in batteries assembled between January 1, 2005, and January 10, 2005. HP considers the defect to pose a potential safety hazard to customers.

Affected batteries were sold for use with the notebook PCs listed below.

HP Pavilion Family	Compaq Presario Family	HP Compaq Family
dv1xxx	V2xxx	nx48xx
ze2xxx	M2xxx	

If your notebook product number is NOT listed above, your battery is not affected by this program, and no further action is required.



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If your notebook product number is listed above, determine whether the battery in your notebook is subject to recall by following the steps below:

1. Locate the notebook product number on either the display bezel or on the bottom of the notebook.
2. Shut down the notebook through Microsoft Windows.
3. Remove any external power source.
4. Remove the battery from the notebook. For assistance, the customer may refer to the user guide supplied with the notebook.

Visit the HP Battery Replacement Web site at <http://www.hp.com/support/BatteryReplacement> for further instructions.

In the event that you do not have access to the HP Mobile Battery Replacement Program Web site, call the appropriate in-country phone number listed below.

### Customer support telephone numbers

North America	Telephone number
Canada (7 A.M. – 7 P.M., CST Monday–Friday)	<b>1-888-202-4320</b> <b>Note:</b> This telephone number is strictly for the battery replacement program. Pavilion: 800-474-6836 or 1-800-HP invent 905-206-4663 (local calls) Presario: 800-652-6672 or 1-800-OK Compaq 905-206-4357 (local calls)
Saturday–Sunday (24 hours/day)	
United States (7 A.M. – 7 P.M., CST Monday–Friday)	<b>1-888-202-4320</b> <b>Note:</b> This telephone number is strictly for the battery replacement program. Pavilion: 800-474-6836 or 1-800-HP invent Presario: 800-652-6672 or 1-800-OK Compaq
Saturday–Sunday (24 hours/day)	
Latin America	Telephone number
Anguila	1-800-711-2884
Antigua	1-800-711-2884
Argentina	0-800-555-5000
Aruba	800-8000 ♦ 1-800-711-2884
Bahamas	1-800-711-2884
Barbados	1-800-711-2884
Belize	1 800 711 2884
Bermuda	1-800-711 2884
Bolivia	800 100 193
Brazil	0-800-709-7751
British Virgin Islands	1 800-711-2884



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### Customer support telephone numbers

Cayman Island	1 800-711-2884
Curacao	001 800 872-2881 ♦ 800-711-2884
Chile	800-360-999
Colombia	01-8000-51-4746-8368 (01-8000-51 - HP invent)
Costa Rica	0-800-011-0524
Dominica	1-800-711-2884
Dominican Republic	1-800-711-2884
Ecuador	1-999-119 ♦ 800-711-2884 (Andinatel) 1-800-225-528 ♦ 800-711-2884 (Pacifitel)
El Salvador	800-6160
French Antilles	0-800-990-011 ♦ 800-711-2884
French Guiana	0-800-990-011 ♦ 800-711-2884
Grenada	1-800-711-2884
Guadelupe	0-800-990-011 ♦ 800-711-2884
Guatemala	1-800-999-5105
Guyana	159 ♦ 800-711-2884
Haiti	183 ♦ 800-711-2884
Honduras	800-0-123 ♦ 800-711-2884
Jamaica	1-800-711-2884
Martinica	0-800-990-011 ♦ 877-219-8671
Mexico	01-800-474-68368 (800 HP invent)
Montserrat	1-800-711-2884
Netherland Antilles	001-800-872-2881 ♦ 800-711-2884
Nicaragua	1-800-0164 ♦ 800-711-2884
Panama	001-800-711-2884
Paraguay	(009) 800-541-0006
Peru	0-800-10111
Puerto Rico	1-877-232-0589
St. Vincent	01-800-711-2884
St. Kitts & Nevis	1-800-711-2884
St. Marteen	1-800-711-2884
Suriname	156 ♦ 800-711-2884
Trinidad & Tobago	1-800-711-2884
Turks & Caicos	01-800-711-2884
US Virgin Islands	1-800-711-2884
Uruguay	0004-054-177
Venezuela	0-800-474-68368 (0-800 HP invent)
<b>Asia Pacific</b>	<b>Telephone number</b>
Australia	13-10-47
India	1800-112267
Indonesia	62-21-350-3408
Korea	82-1588-3003
Malaysia	1-800-888-588



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### Customer support telephone numbers

New Zealand	0800 113 694 (for Presario notebook) 0800 441 147 (for Pavilion notebook)
Philippines	632-867-3551
Singapore	6272-5300
Thailand	662-353-9000
Vietnam	Ho Chih Minh – 848-932-5485 Hanoi – 844-935-0565
People's Republic of China	800-810-3888
Hong Kong	3002-8555
Taiwan	886-2-8722-8000
<b>Japan</b>	<b>Telephone number</b>
Japan	0120-589455
<b>Europe, Middle East, and Africa</b>	<b>Telephone number</b>
Algeria	021 67 22 80 (in-country)
Austria	+43 (0) 820 87 4417
Bahrain	+973 800 728
Belgium	Dutch 070 300 005 (in-country number) French 070 300 004 (in-country number)
Cyprus	800 9 2649 (toll free from Cyprus to Athens)
Czech Republic	+420 810 222 222
Denmark	+45 70202845
Finland	+358 0 203 66 767
France	+33 0892 69 60 22
Germany	+49 (0) 1805 652 180
Greece	+30 801 11 75400 +30 800 9 2654 (Cyprus)
Hungary	06 40 200 629
Iraq	+971 4 224 9189
Ireland	1890 923 902 (in-country number)
Israel	+972 1-700-503-048
Italy	848 800 871 (in-country number)
Jordan	0800 222 47
Kuwait	+971 4 224 9189
Lebanon	+971 4 224 9189
Luxembourg	French 900 40 006 (in-country number) German 900 40 007 (in-country number)
Madagascar	(262) 262 51 21 21
Mauritius	(262) 262 210 404
Morocco	81 005 010 (in-country number)
Netherlands	0900 2020 165 (in-country number)
Nigeria	+234 (01) 271 2320
Norway	(0) 815 62 070 (in-country number)
Oman	24791773
Poland	+48 801 800 235



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### Customer support telephone numbers

Portugal	808 201 492 (in-country number)
Qatar	+971 4 224 9189
Reunion	0820 890 323
Romania	+40 0801 033 390
Russian Federation	+7 095 777 3284 (Moscow) +7 812 332 4240 (St. Petersburg)
Saudi Arabia	800 897 1415
Slovakia	+421 0850 111 256
South Africa	0860 104 771 (Republic of South Africa) +27 11 2589301 (Int'l number)
Spain	902 010 059 (in-country number)
Sweden	+46 (0) 77 120 4765
Switzerland	0848 672 672 (in-country number)
Tunesia	071 891 391
Turkey	+90 216 444 7171
Ukraine	(044) 230 51 06 (in-country number)
United Kingdom	+44 (0) 870 010 4320
United Arab Emirates	600 54 47 47
Yemen	+971 4 224 9189



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HP's major concern is for your safety. The recalled battery must be discharged immediately and no longer used.

**Caution:** All information must be saved and all active programs closed before discharging the battery. When the battery is discharged, any unsaved information may be lost when the notebook shuts down.

To discharge the battery:

1. Disconnect the notebook from its external power source, but do not turn off the notebook.
2. Run the notebook on battery power until the battery is fully discharged. When the battery is fully discharged, the battery light is turned off and the notebook shuts down.
3. Remove the battery from the notebook.

Upon receipt of your order, HP will ship a replacement battery, at no charge to you. You will receive the battery within 3 to 5 business days for U.S./Canadian shipments and 7 to 10 business days for international shipments.

Use the replacement battery package material to return the recalled battery to HP. Refer to the instructions included with your battery for information on returning the recalled battery.

HP apologizes for any inconvenience this may have caused you. Product quality and customer satisfaction remain paramount to HP's mission.

Sincerely,

**Hewlett-Packard Company**



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## Frequently Asked Questions

### 1. Is HP recalling its notebooks? Why?

No. HP is not recalling its notebooks. HP is only recalling the battery used with certain notebook products. The issue has been identified as being contained within the removable battery. The notebook will still function under A/C power, as designed, until you receive your replacement battery.

### 2. If my battery has been identified as eligible for replacement, and I have had no issues with it, could the battery have caused any damage to my notebook?

No. The issue identified is with the battery only and not with the notebook.

### 3. What notebooks are affected by the battery replacement program?

Please refer to the list of notebooks at the beginning of this letter.

### 4. Is there any way to determine if the battery is part of the recall program prior to going to the Web site?

Yes. All affected batteries have a bar code label which is **17 characters** in length. The following two steps will assist in determining whether there is a need to go to the Web site for complete validation.

Step 1: If the battery bar code label does **not** begin with the first two characters **L3**, the battery is not part of this recall.

Step 2: If the battery bar code label **does** begin with **L3**, please visit the program Web site at <http://www.hp.com/support/BatteryReplacement>.

### 5. Is it safe to buy HP notebooks?

Absolutely. HP fully stands behind the products it makes. HP has taken a proactive approach to this situation to ensure the safety of our customers and the integrity and quality of our products.

### 6. I own an HP notebook that is affected by the replacement program. I recently bought a replacement battery for it. Could I have one of the recalled batteries?

HP recommends that you visit the program Web site at <http://www.hp.com/support/BatteryReplacement> to determine whether the battery you purchased is part of this program. If so, follow the guidelines to determine if the battery qualifies for a FREE replacement.

### 7. I have more than one of the recalled batteries. Will HP replace all of my recalled batteries?

Yes. For each battery validated as part of the replacement program, HP will provide you with a FREE replacement battery.

### 8. How do I order my replacement battery?

If you qualify for a FREE replacement battery, you can order your battery through the following Web site: <http://www.hp.com/support/BatteryReplacement>.



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**9. What if I do not have access to the Web site?**

Please call one of the in-country telephone numbers provided in the list to assist you in determining whether your battery requires a replacement.

**10. Can I continue to use my current battery as a backup?**

No. To reduce the likelihood that a battery failure will cause damage, HP strongly encourages all customers to immediately cease use of the affected batteries. You must return the affected battery to HP as outlined in the return shipping instructions accompanying your replacement battery.

**11. Can I use my HP notebook without the battery in it?**

Yes. After you remove the affected battery, just plug the AC adapter into an outlet and then into the notebook.

**12. Where do I find the product number of my HP notebook?**

The product number is located on either the display bezel or the bottom of the notebook.

**13. What should I do if I have a battery that shows signs of overheating?**

If your battery shows signs of overheating, such as discoloration or deformity, stop using the battery immediately and contact HP at the in-country telephone numbers listed in this document.

**14. Can I take my recalled battery to an HP service partner and exchange it for a new battery?**

No. The HP Mobile Battery Replacement Program is available only through the battery replacement program Web site at <http://www.hp.com/support/BatteryReplacement>.

**15. Do I have to return my recalled battery before I can receive a replacement battery?**

No. HP will send you the replacement battery first, and then you must return the recalled battery to HP as outlined in the return shipping instructions accompanying your replacement battery.

**16. I've never had any problems with my battery. Should I have it replaced?**

If your battery has been identified as part of the replacement program, in the interest of safety, it should be replaced. Please visit the designated program Web site at <http://www.hp.com/support/BatteryReplacement> to determine whether your battery qualifies for FREE replacement.

**17. How long will it be before I receive my FREE replacement battery?**

Upon receipt of your order, HP will ship a replacement battery, at no charge to you. You will receive the battery within 3 to 5 business days for orders within the U.S. and Canada, and within 7 to 10 business days for international orders.

**18. Will HP provide a container to ship back the recalled battery?**

Yes. Return the affected battery to HP as outlined using the packaging material from the replacement battery shipment.



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**19. What is HP doing with the returned batteries? What is the environmental impact?**

The batteries will be responsibly disposed of in accordance with applicable in-country laws and regulations.

**20. It is safe to handle the recalled battery outside of the notebook?**

Yes. However, HP recommends discharging the battery before removing it from the notebook.

**Caution:** All information must be saved and all active programs closed before discharging the battery. When the battery is discharged, any unsaved information may be lost when the notebook shuts down.

To discharge the battery:

1. Disconnect the notebook from its external power source, but do not turn off the notebook.
2. Run the notebook on battery power until the battery is fully discharged. When the battery is fully discharged, the battery light is turned off and the notebook shuts down.
3. Remove the battery from the notebook.

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