



# Important Safety Recall

## HP Notebook PC Battery Pack Replacement Program

### May 26, 2011 Expansion

Dear Valued HP Customer,

On May 26, 2011, HP expanded a worldwide voluntary recall and replacement program in cooperation with various government agencies. HP is sending you this notice because we have added battery packs to the recall program previously expanded on May 19, 2010. One additional commercial product model series was also included in this expansion. The battery packs have the potential to overheat, posing a fire and burn hazard to consumers.

HP records show that you have registered a product that may be affected. **If your original battery has not been replaced, it is important to validate your battery, even if validated previously.** HP's major concern is for your safety. To reduce the likelihood that a battery pack failure will cause damage, stop using your battery pack immediately until you have determined whether your battery pack is affected.

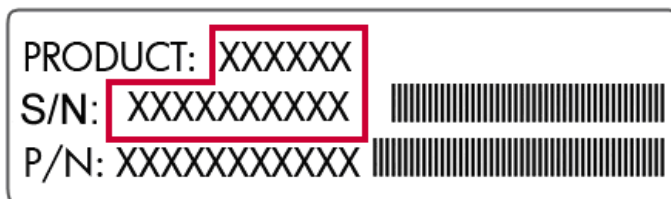
To validate your battery, visit the HP Notebook PC Battery Pack Replacement Program website at <http://www.hp.com/support/BatteryReplacement>. If the validation indicates that your battery is affected, HP will provide a free replacement battery pack.

**NOTE:** The validation process may show that your battery pack is not affected by this recall. Approximately 5% of the notebook PC products sold from July 2007 through July 2008 and included in the program contained battery packs that are affected.

#### **WHAT YOU SHOULD DO:**

**1. IDENTIFY** your notebook's product number.

**You can find** your notebook's product number and serial number on the service tag on the bottom of the notebook. The service tag looks like this:



The affected battery packs were distributed worldwide in certain notebook PCs within the model/series in the table below.

HP Pavilion		Compaq Presario		HP	HP Compaq
dv2000	dv9500	A900	V6000	G6000	6510b
dv2500	dv9700	C700	V6500	G7000	6515b
dv2700	dx6000	F500	V6700		<b>6520s*</b>
dv6000	dx6500	F700			6710b
dv6500	dx6700	V3000			6710s
dv6700		V3500			6715b
dv9000		V3700			6715s 6720s

\*Added May 26, 2011

## 2. CONTACT HP.

**NOTE:** Please do not ship your battery pack directly to HP. You may be violating government transportation regulations. For assistance with shipping affected battery packs, contact HP via the web link or in-country telephone number below.

Visit the HP Notebook PC Battery Pack Replacement Program website at <http://www.hp.com/support/BatteryReplacement>.

### Customer Support Telephone Numbers

<b>Worldwide</b>	<a href="http://welcome.hp.com/country/us/en/wwcontact_us.html">http://welcome.hp.com/country/us/en/wwcontact_us.html</a>
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For worldwide support, contact your HP in-country support center. In-country support numbers are located at the worldwide link in the table above. Select your country/language and click "Technical support after you buy".

HP apologizes for any inconvenience this may have caused you.

Sincerely,

**Hewlett-Packard Company**