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Important Safety Recall

HP Notebook PC Battery Pack Replacement Program

May 14, 2009

September 25, 2009 (Revised)

This program addresses an issue with specific battery packs used in certain HP, HP Pavilion, HP Compaq and Compaq 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.

Dear Valued HP Customer,

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, HP Pavilion, HP Compaq and Compaq 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.

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 battery packs.

Note: This recall is unrelated to any previous battery pack recalls.

This recall has been expanded. Additional products have been added to the list of products that may contain an affected battery. There is no increase in the number of batteries affected by the recall.

If you have already validated or replaced your battery pack, please disregard this notice. If you have not yet validated your battery pack, we strongly recommend that you do so immediately by visiting the website mentioned above.

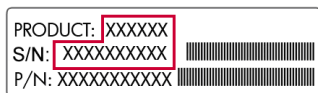
HP and the battery cell manufacturer believe that certain battery packs shipped in HP notebook PC products manufactured between August 2007 and January 2008 may pose a potential safety hazard to customers. The batteries can overheat, posing a fire and burn hazard.

To reduce the likelihood that a battery pack failure will cause damage, stop using your battery pack immediately until you have determined whether your battery pack is affected by following the steps below:

WHAT TO 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:



2. DETERMINE whether your notebook is potentially affected.

The affected battery packs were distributed worldwide in certain notebook PCs within the following model/series. Determine whether your notebook's product number matches any of the product numbers listed below:

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

Bold products were added September 25, 2009.

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

If your notebook is potentially affected, **stop using it immediately** and

3. CONTACT HP for further instructions by visiting the HP Notebook PC Battery Pack Replacement Program Web site at <http://www.hp.com/support/BatteryReplacement> OR call HP at the contact phone numbers listed below:

Customer Support Telephone Numbers

North America	Telephone Number
Canada (7 am – 7 pm, CST Monday–Friday)	1-800-889-2031
Saturday–Sunday (7 am – 7 pm, CST)	Pavilion: 800-474-6836 or 1-800-HP invent Presario: 800-652-6672 or 1-800-OK Compaq
USA (7 am – 7 pm, CST Monday–Friday)	1-800-889-2031
Saturday–Sunday (24 hours/day)	Pavilion: 800-474-6836 or 1-800-HP invent Presario: 800-652-6672 or 1-800-OK Compaq
World wide	http://welcome.hp.com/country/us/en/wwcontact_us.html

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

HP's major concern is for your safety. To minimize the possibility of a battery pack failure, stop using each recalled battery pack by removing it from the notebook and validating the battery on the program web site or by calling HP.

Note: The notebook will function using AC Power without a battery pack installed in the notebook.

Upon receipt of your order, HP will ship a replacement battery pack at no charge. You should receive the battery pack in 3 to 5 business days for U.S./Canadian shipments and in 7 to 10 business days for international shipments. Use the replacement battery pack package material to return the recalled battery pack to HP. Refer to the instruction included with your battery pack for information on returning the recalled battery pack.

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