



Important Safety Recall HP Notebook PC Battery Pack Replacement Program

October 30, 2008

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

- Potentially 74,000 battery packs are affected 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 website at <http://www.hp.com/support/BatteryReplacement> for additional information.
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Dear Valued HP Customer,

In cooperation with the U.S. Consumer Product Safety Commission, on October 30, 2008, HP announced a worldwide voluntary recall and replacement program for approximately 74,000 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.

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.

HP and the battery cell manufacturer believe that certain battery packs shipped in HP notebook PC products manufactured between December 2004 and June 2006 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.

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.

HP Pavilion	Compaq Presario	HP Compaq	
dv1000	V2000	nc6110	nx6110
dv8000	V2400	nc6120	nx6120
zd8000		nc6140	nx4800
		nc6220	nx4820
		nc6230	nx9600

Note: Locate your notebook product number and serial number on the service tag on the bottom of the notebook.



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

1. Shut down your notebook through Microsoft Windows.
2. Remove the battery pack from your notebook. Information on the battery pack is required to complete the verification process.

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

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 probability of battery pack failure, please discontinue the use of each recalled battery pack by removing it from the notebook and ordering a replacement battery pack.

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