



Important Safety Recall HP Notebook PC Battery Pack Replacement Program

May 14, 2009

This program addresses an issue with specific battery packs used in certain HP 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.
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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 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 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, 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 model/series.

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.

Program announce date May 14th, 2009

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

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, visit the HP Notebook PC Battery Pack Replacement Program Web site 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 possibility of a 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

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