



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

Important Safety Recall HP Mobile Battery Pack Replacement Program

October 14, 2005

Program Highlights:

- This program addresses an issue with specific battery packs used in certain HP Notebook PCs.
 - Potentially 135,000 battery packs are affected worldwide.
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Dear Valued HP Customer,

In cooperation with the U.S. Consumer Product Safety Commission, on October 14, 2005, HP announced a worldwide voluntary recall and replacement program for approximately 135,000 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, affected, 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: The computer industry has recently experienced battery pack recalls by other computer manufacturers. However, HP believes that this current battery pack recall is unrelated to any of those recalls.

HP and the battery pack cell manufacturer identified a defect in assembled battery packs manufactured between March 2004 and September 2004. HP considers the defect to pose a potential safety hazard to end users.

Affected battery packs were sold for use with the notebooks listed below.

HP Pavilion			Compaq Presario	
dv7000	ze4300	ze5300	1100	V1000
dx4000	ze4400	ze5400	2100	X4000
dx5000	ze4500	ze5500	2500	X5000
dx7000	ze4600	ze5600	R3000	X6100
zd8100	ze4700	zv5000	R3200	
ze4100	ze4800	zv5200		
ze4100/xt1xx	ze5155	zx5000		
4200	ze5200	zx5200		
ze4200				



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HP Compaq		Compaq Evo
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nc6000	nx9100	N1010v
nc8000	nx9105	N1050v
nw8000	nx9010	
nx5000	9000	
nx9005	9005	
nx9008		

Note: Locate your notebook product number on either the display bezel or the bottom of the notebook.

Note: If your notebook is NOT listed above, your battery pack is not affected by this program. No further action is required.

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.
3. Write down the product number of the notebook for reference.

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

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

Home and Home User Customer Support Telephone Numbers

North America	Telephone Number
Canada (7 am – 7 pm, CST Monday–Friday)	1-888-404-7398
Saturday–Sunday (24 hours/day)	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)
USA (7 am – 7 pm, CST Monday–Friday)	1-888-404-7398
Saturday–Sunday (24 hours/day)	Pavilion: 800-474-6836 or 1-800-HP invent Presario: 800-652-6672 or 1-800-OK Compaq



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Home and Home User Customer Support Telephone Numbers

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
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



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Home and Home User Customer Support Telephone Numbers

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)
Asia Pacific	Telephone Number
Australia	13-10-47
India	1600-112-267 + 30306363
Indonesia	62-21-350-3408
Korea	82-1588-3003
Malaysia	1-800-888-588
New Zealand	0800 113 694 (for Presario notebook) 0800 441 147 (for Pavilion notebook)
Philippines	1-800-1441-0094
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
Japan	Telephone Number
Japan	0120-589455
Europe, Middle East, and Africa	Telephone Number
Austria	+43 (0) 820 – 87 – 4417
Belgium	Dutch 070-300-005 French 070-300-004
Denmark	+45 70202845
Finland	0203-66-767
France	0892-69-60-22
Germany	+49 (0) 180 – 5652 – 180
Greece	+30 – 10 – 60 – 73 – 603
Ireland	1890 92 39 02
Israel	+972 – (0) – 9 – 8304848
Italy	+39 (0) 848 – 800 – 871
Luxembourg	French 900 40 006 German 900 40 007
Netherlands	0900 2020 165
Norway	+47 – 810 – 62070 ♦ +47 – 815 – 62070
Portugal	+351 (0) 808 201 492
Spain	+34 (0) 902 – 010 – 059
Saudi Arabia	80 – 089 – 714 – 440
Sweden	+46 (0) 77 – 120 – 4765
Switzerland	+41 848 672 672



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Home and Home User Customer Support Telephone Numbers

United Kingdom	+44 (0) 870 – 010 – 4320
United Arab Emirates	971 – 4 – 883 – 8454

Business Customer Support Telephone Numbers

North America	Telephone Number
Canada	888-263-0190
USA	888-263-0190
Latin America	Telephone Number
Antigua	1-800-196-9602
Argentina	0-810-555-5520
Aruba	1-800-711-2884
Bahamas	1-800-711-2884
Barbados	001-800-872-2881 ♦ 1-800-77-2884
Belize	811+1-800-711-2884
Bermuda	1-800-711-2884
Bolivia	+54-11-4708-1201
Brazil	0-800-157-751 ♦ +55 11 4004-7751
British Virgin Islands	154+1-800-711-2884
Cayman Island	1-800-711-2884
Chile	+123-800-360-999 ♦ 600-600-1122
Colombia	01-8000-114-726
Costa Rica	0-800-011-0524
Curacao	1-800-711-2884
Dominica	1800-711-2884
Dominican Republic	1-800-711-2884
Ecuador	999-119+1-800-711-2884
El Salvador	800-1785+1-800-711-2884
Guatemala	1800-999-5105
Haiti	183: 1-800-711-2884
Honduras	800-0-123+1-800-711-2884
Jamaica	0-800-711-2884
Mexico	01-800-472-6684
Nicaragua	164+1-800-711-2884
Panama	001-800-711-2884
Paraguay	+54-11-4708-1201
Puerto Rico	1-877-232-0589
Suriname	156 +1-800-711-2884
Trinidad & Tobago	1-800-711-2884
Venezuela	01-800-4746-8368
Asia Pacific	Telephone Number
Australia	13-10-47
Hong Kong	852 3002-8555



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Business Customer Support Telephone Numbers

India	1600-112-267
Indonesia	62-21-350-3408
Korea	82-1588-3003
Malaysia	1800-805 405
New Zealand	0800 449 553
People's Republic of China	800-810-3888
Philippines	+63-2-867-3551
Singapore	6272-5300
Taiwan	+886-2-8722 8000
Thailand	+66 2-353-9000
Vietnam	Ho Chi Minh – (84-8) 9 325485 Hanoi – (84-4) 9 3350565
Japan	Telephone Number
Japan	0120-589455
Europe, Middle East, and Africa	Telephone Number
Algeria	+351 213 17 63 80
Armenia	+7 095 7973520
Austria	08 1000 1000
Azerbaijan	+7 095 7973520
Belarus	+7-095-797-3520
Belgium	078 600 600
Bulgaria	+359 (2) 976 95 62
Croatia	+385 (1) 6060-200
Czech Republic	+420 2 61 307 310
Denmark	+45 70 11 77 00
Egypt	+20 2 532 5222
Finland	0203 53232
France	0826 10 4949
Germany	01805 25 81 43
Georgia	+7 095 7973520
Greece	801 11 22 55 47
Hungary	+36 (1) 382 1111
Ireland	1890 946 500
Israel	09 830 4848
Italy	+39 02 3859 1212
Kazakhstan	+7 095 7973520
Kyrgyzstan	+7 095 7973520
Luxembourg	+352 27 303 303
Middle East International Number	+971 4 366 2020
Moldova	+7 095 7973520
Morocco	+212 22 40 47 47
Netherlands	0900 117 0000
Norway	800 62 800
Poland	+48 22 5666 000



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Business Customer Support Telephone Numbers

Portugal	+351 213 164 164
Romania	+40 (21) 315 4442
Russia – Moscow	+7 095 7973520
Russia – St. Petersburg	+7 812 3467997
Saudi Arabia	800 897 1444
Serbia and Montenegro	+359 (2) 960-1963
Slovakia	+421 2 6820 8080
Slovenia	+386 (1) 2307 420
South Africa	086 000 1030
Spain	902 010 333
Sweden	077 130 30 00
Switzerland	+41 0 848 80 20 20
Tunisia	+216 71 89 12 22
Turkey	+90 212 444 71 71
Turkmenistan	+7 095 7973520
Ukraine – Kiev	+380 44 4903520
United Arab Emirates (UAE)	+971 04 366 2020
United Kingdom	0870 842 2339
Uzbekistan	+7 095 7973520



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HP's major concern is for your safety. To minimize the probability of battery pack failure, the recalled battery pack must be discharged immediately and no longer used.

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

To discharge the battery pack:

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 pack is fully discharged. When the battery pack is fully discharged, the battery light is turned off and the notebook shuts down.
3. Remove the battery pack from the notebook.

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

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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 packs, used with these products. The issue has been identified as being contained within the removable battery pack. The notebook will still function under A/C power, as designed, until you receive your replacement battery pack.

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

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

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

Please refer to the list of notebooks.

4. 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.

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

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

6. I have both a 6-cell and an 8-cell spare battery for my affected notebook. Which one is affected?

Only *specific* 8-cell battery packs are affected by this program. There are no 6-cell or 12-cell batteries affected by this program.

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

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

8. How do I order my replacement battery pack?

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

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 determine whether your battery requires a replacement.

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

No. 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. You must return the affected battery pack to HP as outlined in the return shipping instructions accompanying your replacement battery pack.



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

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

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 pack that shows signs of overheating?

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

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

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

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

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

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

If your battery pack 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 pack qualifies for FREE replacement.

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

Upon receipt of your order, HP will ship a replacement battery pack, at no charge to you. You will receive the battery pack 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 pack?

Yes. Return the affected battery pack to HP as outlined in the return shipping instructions accompanying your replacement battery pack.

19. What is HP doing with the returned battery packs? What is the environmental impact?

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



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

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

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

To discharge the battery pack:

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 pack is fully discharged. When the battery pack is fully discharged, the battery light is turned off and the notebook shuts down.
3. Remove the battery pack from the notebook.

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