



NEWS from CPSC



U.S. Consumer Product Safety Commission

Office of Information and Public Affairs

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Firm's Recall Hotline: (888) 202-4320

CPSC Recall Hotline: (800) 638-2772

CPSC Media Contact: (301) 504-7908

HP Media Contact: (281) 514-6552

HP Expands Recall of Notebook Computer Batteries Due to Fire Hazard

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product.

Name of Product: Lithium-Ion batteries used in Hewlett-Packard and Compaq notebook computers

Units: About 54,000 (70,000 units were previously [recalled](#) in May 2009)

Importer: Hewlett-Packard Co., of Palo Alto, Calif.

Hazard: The recalled lithium-ion batteries can overheat, posing a fire and burn hazard to consumers.

Incidents/Injuries: Since the May 2009 recall, HP has received 38 additional reports of batteries that overheated and ruptured resulting in 11 instances of minor personal injury and 31 instances of minor property damage.

Description: The recalled lithium-ion rechargeable batteries are used with various model series of HP and Compaq notebook computers. The chart below includes all notebook model numbers associated with batteries recalled to date. The computer model number is located at the top of the service label on the bottom of the notebook computer. Not all batteries matching the bar codes are being recalled.

Notebook Model Number	Battery Bar Codes (^ in the code can be any letter or number)	
HP Pavilion	dv2000, dv2500, dv2700 dv6000, dv6500, dv6700 dx6000, dx6500, dx6700	62940^AXV^, 65035^B7U^, 65035^B7V^, 65035^BGU^, 65035^BGV^
	dv9000, dv9500, dv9700	65033^B7U^, 65033^B7V^, 65033^BGU^
Compaq Presario	A900 C700 F500, F700 V3000, V3500, V3700 V6000, V6500, V6700	62940^AXV^, 65035^B7U^, 65035^B7V^, 65035^BGU^, 65035^BGV^
HP	G6000, G7000	62940^AXV^, 65035^B7U^, 65035^B7V^, 65035^BGU^, 65035^BGV^
HP Compaq	6510b, 6515b 6710b, 6710s 6715b, 6715s	65000^B5V^
	6720s	67059^V8U^, 67059^V8V^

Sold at: Computer and electronics stores nationwide, hp.com and hpshopping.com from August 2007 through July 2008 for between \$500 and \$3,000. The battery packs were also sold separately for between \$100 and \$160.

Manufactured in: China

Remedy: Consumers should immediately remove the batteries referenced above from their notebook computer and contact HP to determine if their battery is included in this recall (even if the battery was previously checked). Consumers with recalled batteries will receive a free replacement battery. After removing the recalled battery from their notebook computer, consumers may use the AC adapter to power the computer until a replacement battery arrives. HP recommends that only batteries obtained from HP or an HP authorized reseller be used with HP notebook PCs.

Consumer Contact: For additional information, visit the HP Battery Replacement Program website at <http://www.hp.com/support/BatteryReplacement> or call (888) 202-4320 between 7 a.m. and 7 p.m. CT Monday through Friday.

Photos of recalled batteries:






CT:65033^^B7U^^^


CT:65033^^B7V^^^


CT:65033^^BGU^^^




CT:65000^^B5V^^^



CPSC is still interested in receiving incident or injury reports that are either directly related to this product recall or involve a different hazard with the same product. Please tell us about it by visiting <https://www.cpsc.gov/cgibin/incident.aspx>

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of serious injury or death from thousands of types of consumer products under the agency's jurisdiction. The CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard. The CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals - contributed significantly to the decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

To report a dangerous product or a product-related injury, call CPSC's Hotline at (800) 638-2772 or CPSC's teletypewriter at (301) 595-7054. To join a CPSC e-mail subscription list, please go to <https://www.cpsc.gov/cpsclist.aspx>. Consumers can obtain recall and general safety information by logging on to CPSC's Web site at www.cpsc.gov.

