



PRODUCT RECALLS

Hewlett-Packard recalls notebook batteries

📅 JUNE 7, 2011

Hewlett Packard is expanding a 2010 worldwide voluntary recall of certain battery packs shipped in notebook computers sold between July 2007 and July 2008.

The batteries can overheat, posing a fire and burn hazard to consumers. The affected battery packs were distributed in certain notebook computers within the following model/series:

HP Pavilion:

dv2000, dv2500, dv2700, dv6000, dv6500, dv6700, dv9000, dv9500, dv9700, dx6000, dx6500, dx6700

Compaq Presario:

A900, C700, F500, F700, V3000, V3500, V3700, V6000, V6500, V6700

HP:

G6000, G7000

HP Compaq:

6510b, 6515b, 6520s, 6710b, 6710s, 6715b, 6715s, 6720s

What to do:

If you have one of these notebooks stop using your battery pack immediately. If your original battery has not been replaced, recheck and validate the battery by visiting the [🔗 Hewlett-Packard website](#).

You should check and validate your battery again even if you have validated it previously, as this recall now includes more batteries, which were previously excluded.

If you have an affected battery, Hewlett-Packard will provide a free replacement battery pack. To arrange for a replacement battery or to get more information, contact Hewlett-Packard on the numbers below:

Business notebooks: 1890 946 500

Consumer notebooks: 1890 923 902

Note that the rates charged for the use of 1890 (LoCall) numbers may vary among different service providers.

You can also chat live with a HP representative by visiting [🔗 www.hp.com/go/hpchat](https://www.hp.com/go/hpchat).