Important Safety Recall - HP Notebook PC AC Power Cord Safety Recall and Replacement Program

Department: Procurement/ Payables

Dear Valued HP Customer,

In cooperation with various government regulatory agencies, HP has announced a voluntary recall and replacement program for certain AC power cords used with AC adapters shipped with HP and Compaq notebook and mini notebook computers, as well as with AC adapters provided with accessories such as docking stations. These AC power cords were shipped with products and accessories sold from September 2010 through June 2012. The AC power cords have the potential to overheat, posing a fire and burn hazard. Because these power cords pose a fire and burn hazard to customers, it is extremely
important that they are validated on the program website. HP strongly encourages all customers to immediately cease use of the affected AC power cords.

Note: Not all HP and Compaq notebook and mini notebook PCs were sold with an affected power cord. Please validate the power cord shipped with your notebook PC or purchased with an accessory, or as a spare.

Your action required:
Please go to the HP Notebook PC AC Power Cord Replacement Program website at:http://www.hp.com/support/PowerCordReplacement [1] to see if your notebook AC power cord is affected.
• The notebooks, AC adapters, and AC adapter accessories are not affected. Only the power cords are affected.
• The AC power cords can be identified by an “LS-15” molded mark on the adapter end of the cord. Not all of the AC power cords with the “LS-15” mark are affected.
• It is important that you validate that you have a potentially impacted power cord by following the steps in the HP power cord replacement website. Verified, eligible, power cords will be replaced at no cost to you.

Note: The validation process may show that your power cord is not affected by this recall.

Contact HP:
Visit the program website at: http://www.hp.com/support/PowerCordReplacement [1] to see if your notebook AC power cord is affected, and to request a replacement power cord if yours is affected.

Customer Support Telephone Numbers
Canada (8 am – 5 pm, MST Monday–Friday): 1- 877-219-6676
USA (8 am – 5 pm, MST Monday–Friday) : 1- 877-219-6676

If additional support is needed, contact your HP in country support center. In-country support numbers are located at http://www8.hp.com/us/en/contact-hp/phone-assist.html [2]. Select your country/language and click “Technical support after you buy”.

HP apologizes for any inconvenience this may have caused you. If additional support is needed, contact your HP in country support center. In-country support numbers are located at the worldwide link in the table above. Select your country/language and click “Technical support after you buy”.

Sincerely,
Hewlett-Packard Company

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Links
[1] http://www.hp.com/support/PowerCordReplacement [2] http://www8.hp.com/us/en/contact-hp/phone-assist.html