

Lenovo issued a recall of approximately 208,000 9-cell lithium-ion batteries effective March 1, 2007. The following Statement and Q&A will help you in your initial discussions with your customers.

Statement

Lenovo, in cooperation with the U.S. Consumer Product Safety Commission, is recalling approximately 208,000 9-cell lithium-ion batteries. In the interests of public safety, Lenovo will offer customers free-of-charge replacement batteries for all recalled batteries.

Lenovo sold the batteries with new notebook computers or as optional or replacement batteries on the models listed below between November 2005 and February 2007. If a recalled ThinkPad battery pack receives a strong external impact, the battery pack may overheat, posing a potential safety hazard to users.

- R60 and R60e Series
- T60 and T60p Series
- Z60m, Z61e, Z61m, and Z61p Series

These models may have shipped with either 6-cell or 9-cell batteries; only the 9-cell batteries with the part number **FRU P/N 92P1131** are being recalled.

Until a replacement battery arrives, consumers who intend to transport their ThinkPad or use it in a manner that may subject it to a strong external impact should turn off the system, remove the battery, and only power the ThinkPad by plugging in the AC adapter and power cord.

Following are three sets of Q&As:

- 1) Q&A with special information pertaining only to Business Partners
- 2) Q&A for you to use with your customers
- 3) Q&A for your information only

Q&A for Business Partners

Q1. As a Lenovo Business Partner, what do I need to do?

A. You need to ensure that your customers take action to determine if the batteries in any of their systems have been recalled. Let them know they should stop using any recalled batteries. However, customers may continue to use their systems via the AC adapter after the battery has been removed.

Q2. Specifically, which MTMs might have received the recalled batteries?

A. For your reference, a chart of the MTMs is below.

R60 and R60e	T60 and T60p	Z60m, Z61e, Z61m, Z61p
0656, 0657, 0658, 0659	1951, 1952, 1953, 1954, 1955, 1956	0660, 0672, 0673, 0674, 0675
9444, 9445, 9446, 9447, 9455, 9456, 9457, 9458, 9459, 9460, 9461, 9462, 9463, 9464	2007, 2008, 2009, 2613, 2623, 2637	2529, 2530, 2531, 2532
	6369, 6370, 6371, 6372, 6373, 6374, 6457, 6458, 6459, 6460, 6461, 6462, 6463, 6465, 6466, 6467, 6468, 6469, 6470, 6471	9450, 9451, 9452, 9453
	8741, 8742, 8743, 8744, 8745, 8746	

Q3. Is Lenovo going to release an ECA for this recall?

A. Yes, we are releasing Safety ECA TP-114. This is our method of notifying our service community of engineering change announcements. Safety ECAs never expire, so there will always be a method for replacing the recalled battery at no charge to the customer. This ECA is for information purposes only. Delivery of this battery is to be done only via the Web delivery tool.

Q4. I just replaced defective Sony batteries in some of my systems. Are any of those replacement batteries being recalled?

A. No, none of the batteries we shipped as replacements in the Sony recall are affected by this recall.

Q5. Why are we doing an "Informational" ECA? In order to drive replacement batteries through one source, the battery recall website, we are releasing an Informational ECA only. Customers will use the website to verify the affected battery and then proceed to order and track the replacement battery on the same website. Service Providers should not be filing claims for the Battery Recall since the ECA is informational only.

Q6. How can I or my customers tell if they are affected?

A. There are several ways to determine if a battery has been recalled:

- Customers should use the automated tool at www.lenovo.com/batteryprogram. The user must be connected to the Internet via the PC on which they wish to check the battery.
- There is a manual entry option on www.lenovo.com/batteryprogram for customers who prefer not to use the automated tool. These users can type the 11S barcode number from their batteries into an entry field. If a battery has been recalled, the replacement options will display.

- For large accounts with more than 250 units, you may open a Crit Sit/CMT case if you choose. Lenovo will need your MTM and S/N list to determine the recalled batteries.
- Lenovo sellers may submit a Crit Sit via the Complaint Management Tool (CMT) or via the URL below. The Crit Sit team will then set up a call with you and your customer to work through the process. The sales rep will need to collect the Machine Type/Model (MTMs) and Serial Numbers (S/Ns) of the ThinkPads and report them to the Crit Sit team. Either the customer, the Business Partner or Lenovo (if Direct) should have a list of MTMs and S/Ns.
- A tool has been designed for IT departments of large accounts that will assist in the interrogation of their install base. The tool will look at all the ThinkPads on the network and pull the 11S information automatically. The Crit Sit team will work with your customer to roll out battery replacements.

Please use the following CMT URL: <http://imrnts02.raleigh.ibm.com/cmtweb/>

Please ensure that you have all the necessary customer information as follows:

1. Machine Type and Serial Number
2. Client name and address
3. Telephone Number and email address
4. Brief Summary of Issue (e.g Battery Exchange)
5. The CMT record's Problem Source should be Product Quality ==> Batteries
6. Send the following (completed) spreadsheet to the Project Office RTL once the case is assigned.



ThinkPad Battery Inventory Sheet.xls

If you have questions regarding this process, please contact Lee Gillepsie 919-254-2658.

Q7. I want to handle the recall on behalf of my customers - how do I do that?

A. Contact your Lenovo Sales rep and request that a CMT record (critical situation) be opened on your behalf. Once the Crit Sit is opened, you will need to provide a list of MTMs and S/Ns. Lenovo will let you know which batteries have been recalled.

Q8. What should I do about ThinkPad inventory that might include affected batteries?

A. Contact your Lenovo Sales rep and provide them with an MTM and S/N list of possibly affected systems that are currently in your inventory. Lenovo will analyze the list and provide you with the list of affected machines.

Q9. Are you providing materials for me to send my customers?

A. Not at this time. We want all customers to visit www.lenovo.com/batteryprogram to obtain the latest information on our battery replacement program.

Q10. I am an Authorized Warranty Service Provider. What is my role?

A. You may use the automated tool at www.lenovo.com/batteryprogram to identify affected machines for your customers.

Q11. Can I get replacement batteries from my Distributor?

A. No, initial supply of replacement batteries will be very tight and the allocation will be managed through Lenovo/IBM centralized parts hubs.

Q12: I have Battery Options in my current inventory, ready for distribution. Is it okay to ship them to my customers?

A. No. Lenovo has announced a recall of certain batteries. Further action is required on your part to determine whether or not a particular battery is being recalled. Directions follow.

Q13: Which Battery Options are affected?

A. There are multiple battery suppliers used for Option 40Y6797; only FRU number 92P1131 is being recalled.

ASM P/N (on the battery label)	FRU P/N (on the battery label)	OPTION P/N (on the Option box)
92P1132	92P1131	40Y6797

Q14: What should I do with my battery option inventory that may be affected by the recall?

- If the “Manufactured for Lenovo” date is between November 2005 and February 16, 2007:
A. You may send the Option serial numbers listed on the outside of the sealed option box to your Lenovo Business Partner rep for analysis. Lenovo will determine which serial numbers contain batteries that have been recalled. Please create a spreadsheet of the option serial numbers (which is the 14-character 1S P/N, S/N barcode in the photo below) and send it to your Lenovo Business Partner representative. The rep will submit for processing. For your reference, a sample photograph of the outside of an option shipping box is below.
- If the “Manufactured for Lenovo” date is after February 16, 2007:
A. Your Option stock is not affected.



Q15: If I have recalled Battery Options, what do I do with them?

A. Affected batteries must be returned to Lenovo using the normal returns process. Lenovo will accept RMAs regardless of purchase date for batteries in the affected range.

Q16. May I return my entire Battery Option inventory and get replacements?

A. No, only the recalled batteries with FRU P/N 92P1131 are being recalled.

Q&A to use with your customers

Q1. Which ThinkPad notebook PC models are affected by the recall?

A. The recall affects the following models and part number. Customers who bought these systems or an optional or replacement battery for these systems may have a battery subject to this recall.

- R60 and R60e Series
- T60 and T60p Series
- Z60m, Z61e, Z61m, and Z61p Series

These models may have shipped with either 6-cell or 9-cell batteries; only the 9-cell batteries with the part number **FRU P/N 92P1131** are being recalled (see photo).



Q2. Who was the manufacturer of the recalled batteries?

A. Sanyo.

Q3. Is this recall related to the Sony battery recall?

A. No. The two recalls are unrelated.

Q4. What led you to do a recall?

A. There have been five incidents that came to our attention. Our number one priority is public safety and we concluded that a recall was appropriate in this case.

Q5. How can I find out if my battery is being recalled?

A. Customers who bought a ThinkPad or optional or replacement battery between November 2005 and February 2007 may have a battery affected by the recall. These customers should go to www.lenovo.com/batteryprogram to determine if their battery is affected by the recall. If the customers prefer to call a Service Center, a worldwide list is available at www.lenovo.com/thinkpad/wwphonest.

Q6. Is it safe to continue using a system with a recalled battery until the replacement battery arrives?

A. If your battery has been recalled and you intend to transport your ThinkPad or use it in a manner that may subject it to external impact, you should turn off the PC, remove the battery, and only power your ThinkPad via an AC adapter.

Q7. I purchased my systems from a Business Partner; can you still identify the affected systems? Should I contact my Business Partner?

A. For individual systems, we suggest you use the Web site. For larger numbers, we can identify your affected systems as long as we can obtain a list of the Machine Type/Models (MTMs) and their corresponding Serial Numbers (S/Ns) for machines installed in your enterprise. Lenovo, working with your Business Partner, may also be able to assist you in developing the list if you do not have it.

A tool has been designed for IT departments of large accounts that will assist in the interrogation of their install base. The tool will query all the ThinkPads on the network and pull the IIS information automatically. For large accounts with more than 250 systems, the Business Partner may initiate the Complaint Management process (see Question 4 in the Business Partner section below).

Q8. Will a battery be replaced at no charge even if the machine is out of warranty? How about if the battery was purchased as an accessory?

A. Lenovo is replacing the recalled batteries free of charge. If you return your recalled battery, the replacement battery will come with a one-year limited warranty from Lenovo.

Q9. My battery is not being recalled, but may I obtain a replacement battery anyway?

A. We're sorry, but unless your battery is being recalled, we cannot accommodate your request.

Q10. Is it safe to use an after-market battery in a ThinkPad notebook?

A. The safety of so-called "gray market" batteries is unknown, and we've had incidents involving these types of batteries. We encourage customers to use only batteries from either Lenovo, or authorized resellers, in our products.

Additional Q&A for sellers only

Q1. Will IBM or IBM sellers play any role in this recall?

A. Lenovo and its business partners sold the systems with the recalled batteries; IBM was not involved at all. Because the IBM logo appears on some of the machines with the defective batteries, we are keeping IBM informed about this situation, and recall information appears on the IBM.com Website. However, IBM will not play any direct role in this recall.

Q2. Does Lenovo have enough batteries on hand to replace the defective batteries?

A. We are working with our suppliers to ensure that we have an adequate supply of batteries to fulfill all requests. However, it could take up to 4 weeks to receive a new battery.

Q3. How long will it take to receive replacement batteries for my large enterprise customers?

A. Lenovo is securing sufficient supply of replacement batteries to handle all requests. As you can imagine, it will take some time to secure approximately 208,000 replacement batteries. The Senior Sales Team will be prioritizing customers.

Q4. Are there any tools available that my IT team can use to check my companies' systems?

A. For individual systems, we suggest you use the Website. Lenovo will be providing tools which allow large enterprise customers to interrogate their systems and determine if recalled batteries are present (see Question 4 in the Business Partner section below).

Q5. Some of my accounts are with the US military. Is there a way to expedite those replacements?

A. Yes, any accounts with the US military will be expedited immediately.