

November 2004

## **CPSC, Other International Safety Authorities and Apple Announce Voluntary Recall of 15-inch PowerBook G4 Rechargeable Batteries**

In cooperation with the U.S. Consumer Product Safety Commission (CPSC) and other international safety authorities, Apple is voluntarily recalling certain lithium ion rechargeable batteries that were sold worldwide from January 2004 through August 2004 for use with 15-inch PowerBook G4 (Aluminum) notebook computers. These batteries were manufactured by LG Chem, Ltd. of South Korea.

The affected batteries could overheat, posing a fire hazard. Apple received four reports of these batteries overheating. No injuries have been reported. Apple urges you to stop using your battery and to order a replacement battery immediately. If you continue to use your battery, do not leave it unattended and check for signs of overheating.

Apple has initiated an exchange program and will provide eligible customers with a new replacement battery, free of charge.

**No other PowerBook or iBook batteries are part of this recall.**

### **Identifying your battery**

The recalled batteries have the Model Number: **A1045** and serial numbers that begin with: **HQ404, HQ405, HQ406, HQ407, or HQ408**. Batteries with the affected serial numbers contain cells that were manufactured by LG Chem, Ltd. of South Korea during the last week of December 2003 only.

The model and serial numbers are located on the label on the bottom of the battery, and can be viewed by removing the battery from the computer.

The serial number is printed in black lettering beneath a barcode. The battery is approximately 4.75-inches long by 3.25-inches wide by .75-inches high. Or, in metric measurements, the battery is approximately 12 cm long by 8 cm wide by 1.9 cm high. The label located on the bottom of the battery reads in part, 15-inch PowerBook G4 Rechargeable Battery and Model No: A1045.

**Note:** If your battery serial number does not match the requirements listed above, you do not have to exchange your battery.

## RECALL NOTICE

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National and regional resellers, catalogers, and Apple on-line and retail stores sold the computers with the batteries from January 2004 through August 2004 for between US\$2000 and US\$2600. These batteries were also sold separately for about US\$130.



### The Exchange Process

To begin the battery exchange process, you will be asked for the serial number of your 15-inch PowerBook G4, the serial number of your PowerBook battery and a ship to address.

After serial number verification, a new battery will be shipped to you free of charge. When you receive the replacement battery, please use the same shipping envelope and included prepaid shipping label to return the recalled battery to Apple.

If you need to exchange more than three batteries or have any other questions, please call Apple at 800-275-2273 in the U.S. between 8:00am and 8:00pm, central time, seven days a week, for further assistance. If you live outside the U.S., please contact Apple using [your local support phone number](#).

If your country is not listed in the pulldown below, please contact your local Apple service provider or distributor for assistance.

Thank you for your cooperation with this exchange program.

The phone numbers in Canada are: Apple Canada Corporate (905) 513-5800 or Customer Assistance Center (inside Canada) (800) 263-3394.