
March 2005

Microsoft Announces Power Cord Replacement for Xbox

REDMOND, Wash. -- Feb. 17, 2005 -- As a precautionary measure and out of concern for consumer safety, Microsoft Corp. today announced that it will voluntarily replace the power cords on 14.1 million Xbox® consoles worldwide.

The replacement power cords are designed to protect consumers and their Xbox consoles from rare electrical component failures that can pose a fire hazard. Fewer than one in 10,000 consoles have experienced these component failures, and, in almost all instances, any damage caused by these failures was contained within the console itself or limited to the tip of the power cord at the back of the console.

However, in 30 consoles worldwide, these failures are reported to have caused minor injury or minor property damage. In seven instances, customers reported sustaining a minor burn to their hand. In 23 instances, customers reported smoke damage, or minor damage to a carpet or entertainment center.

In all regions except Continental Europe, Xbox consoles manufactured before Oct. 23, 2003, require a replacement power cord. In Continental Europe, consoles manufactured before Jan. 13, 2004, require a replacement power cord.

"This is a preventative step we're choosing to take despite the rarity of these incidents," said Robbie Bach, senior vice president of the Home & Entertainment Division at Microsoft. "We regret the inconvenience, but believe offering consumers a free replacement is the responsible thing to do."

To order a replacement cord, consumers should go to <http://www.xbox.com> and click on the Power Cord Replacement for Xbox link. Replacement cords will arrive two to four weeks after the order is placed. While waiting for the new cord to arrive, consumers should turn off their Xbox consoles when not in use.

RECALL NOTICE

RCL05-09

March 2005

Customers who cannot access the World Wide Web should contact Microsoft at the appropriate toll-free number listed here:

Australia:	1800 073 897	Korea:	0079885219551
Austria:	0800295177	Mexico:	18001238568
Belgium:	080080943	Netherlands:	0800 0200371
Canada:	(866) 271-0450	New Zealand:	0800 880 029
Colombia:	18009440724	Norway:	80040975
Denmark:	80885649	Portugal:	800844441
Finland:	0800112951	Singapore:	800 852 3567
France:	0 800 97 01 76	Spain:	900811914
Germany:	08000001521	Sweden:	0200810371
Greece:	0080044148905	Switzerland:	0800561421
Hong Kong:	800901727	Taiwan:	00800666073
Republic of Ireland:	1800923947	United Kingdom:	0800 028 9276
Italy:	800925244	United States:	(866) 271-0450
Japan:	0120558573		

Not all replacement cords that Microsoft supplies to program participants will look the same. The type of cord shipped will depend on the date the console was manufactured and the country in which it is used.