

Dealer/Reseller Notification Letter

Lenovo and IBM are voluntarily recalling certain batteries made for use with ThinkPad notebook computers shipped worldwide from February 2005 to September 2006. This action is being taken as a result of our investigation of a recent report of a Lenovo system battery failing in a potentially harmful manner. No incident has resulted in reports of personal injury. This report resulted in minor property damage.

These batteries were shipped with ThinkPad machine types:

R Series (R51e, R52, R60, R60e):

-1834, 1843, 1845, 1846, 1847, 1848, 1849, 1850, 1858, 1859, 1860, 1861, 1862, 1863, 1870, -1958, 0656, 0657, 0658, 0659, 9444, 9445, 9446, 9447, 9455, 9456, 9457, 9458, 9459, 9460, -9461, 9462, 9463, 9464

T Series (T43, T43p, T60, T60p):

- 1871, 1872, 1873, 1874, 1875, 1876, 2668, 2669, 2678, 2679, 2686, 2687
- 1951, 1952, 1953, 1954, 1955, 1956, 2007, 2008, 2009, 2613, 2623, 2637

X Series (X60, X60s):

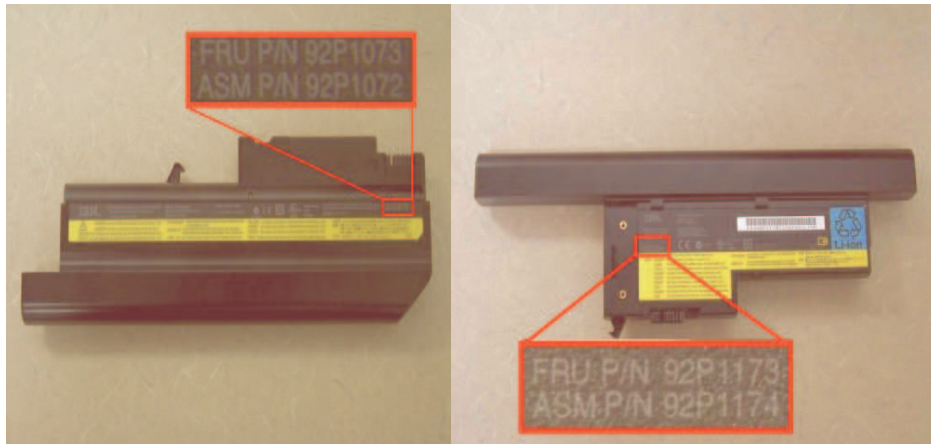
- 1702, 1703, 1704, 1705, 1706, 1707, 1708, 1709, 2510, 2533, 2507, 2508, 2509,

These batteries were also sold separately as an option/accessory in limited quantities. They were all manufactured by Sony so no other batteries suppliers by other providers were affected by this action.

There are 5 P/N affected, but a subsequent validation is necessary to determine if the specific part barcode (prefix "11S") or the battery being examined is eligible for recall.

ASM P/N	FRU P/N	OPT P/N
92P1072	92P1073	92P1102
92P1088	92P1089	92P1101
92P1142	92P1141	40Y6799
92P1170	92P1169/93P5028	40Y7001
92P1174	92P1173/93P5030	40Y7003

A few photographs of the recalled batteries are enclosed.



If you or any of your customers has one or more of these batteries, or are unsure if you have an affected battery, please visit the recall web site at www.lenovo.com/batteryprogram or call Lenovo for assistance.

An ECA has been published about the recall. You may find detail information about the ECA in the SPM web page (section ECA's and Dealer Tips). Batteries affected by this recall should not be used.

Lenovo is notifying the public about this recall program via a press release, notice on Lenovo's Web site, and letters to customers that we have been able to identify. You may be contacted by your customers with questions about this recall.

Lenovo apologizes for any inconvenience that this battery recall might cause.

Sincerely,

Lenovo Support

Most Frequent Q&As

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: 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 with fewer than 100 machines can 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 100 units, you should open a Crit Sit/CMT case. Lenovo will need the S/N lists to determine the recalled batteries.

Q3: 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 an S/N list. Lenovo will let you know which batteries have been recalled. An ECA will be released that will enable you to handle battery replacements for your customers.

Q4: What should I do about inventory that might include affected systems?

A: Contact your Lenovo Sales rep and provide them with an 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. If you have inventory that is potentially affected by the recall, you may choose any of the three options above to check your inventory. The ECA will allow you to replace the defective batteries.

Q5: 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.

Q6: 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. The ECA will allow you to process the battery replacements.

Q7: 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.

Q8: I have Battery Options in my current inventory, ready for distribution. Is it okay to ship them to my customers?

No. Lenovo has announced a recall of batteries that contain certain Sony battery cells. If any of your Battery Options have one of the Option part numbers, Assembly part numbers, or FRU part numbers below, further action is required on your part to determine whether or not a particular battery is being recalled. Directions follow later in this document.

Q9: I received new Battery Options recently. Might they be affected by the recall?

The option label includes the manufacturing date. Batteries with manufacturing date codes with 2006-09-01 (September 1st, 2006) or later are not affected by the recall.

Q10: Which Battery Options are affected?

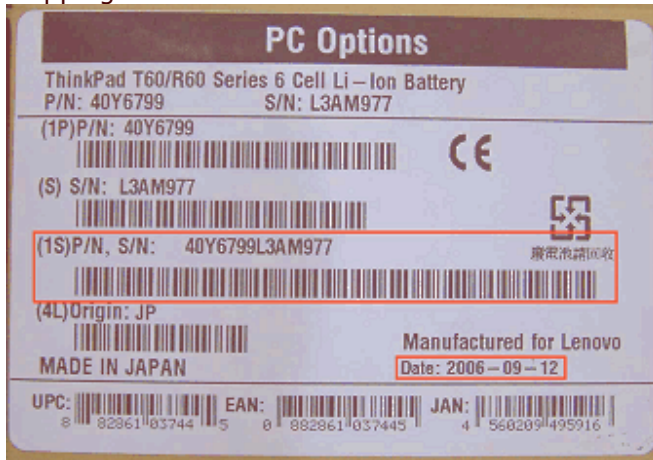
Five battery pack Option PN are affected. Lenovo Battery Options are manufactured by three different suppliers; only certain Sony cells are affected by this recall. The table below contains the assembly and FRU numbers of the Sony cells affected by the recall, as well as the Option PN printed on the shipping label. Note: Only some of the Sony cells with the numbers below are being recalled: not all. See Question 4 for directions on determining specifically which batteries are being recalled.

Product	Option PN On exterior of shipping box	Assembly PN On battery label	FRU PN On battery label
R5X, T4X, 2.4Ah, 9 cell	92P1102	92P1072	92P1073
R5X, T4X, 2.4Ah, 6 cell	92P1101	92P1088	92P1089
R60, R60e, T60, T60p, 2.6Ah, 6 cell	40Y6799	92P1142	92P1141
X60, X60s, 2.6Ah, 4 cell	40Y7001	92P1170	92P1169 or 93P5028
X60, X60s, 2.6Ah, 8 cell	40Y7003	92P1174	92P1173 or 93P5030

Q11. What should I do with my inventory that may be affected by the recall?

1. Business Partners can send the Option serial numbers listed on the outside of the sealed option box to Lenovo for analysis. Lenovo will run a cross reference and advise which serial numbers contain batteries manufactured with Sony cells that are affected by the recall. Please create a spreadsheet of the option serial numbers 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.



- Option boxes may also be opened to view the part number and barcode. If the label on the battery displays one of the Assembly or FRU part numbers listed in the table above, you must use the 22-character 11S bar code number to determine whether or not the battery has been recalled. Lenovo has developed a Web tool to analyze whether or not a given battery has been recalled. Go to: www.lenovo.com/batteryprogram and follow the directions on the page.

Q12. If I have recalled Battery Options, what do I do with them?

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.

Q13. Can I return my entire Battery Option inventory and get replacements?

No, only the recalled Sony batteries in the affected bar code range are eligible for return.

Q14. I have Battery Options in my inventory that match one of the five Option PNs in the chart above, but I have checked the 11S bar code numbers on these Options and they are not being recalled. May I ship them to customers?

Yes. If you determine that a battery is not being recalled, you may ship it to a customer, even if it has one of the numbers listed in the table above.

Q15: 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: Yes, recalled batteries will be replaced even in systems that are out of warranty. Recalled batteries purchased as accessories will be handled in the same manner as batteries shipped with systems. Because of the recall, if you return your battery, the replacement batteries will be warranted by Lenovo for a year.

Q16: 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. If you are concerned because you have a Sony battery, please know that the Sony

batteries we are installing in our machines today have been manufactured differently than the ones being recalled. Improved production processes and design changes have been made to the more recently manufactured batteries.

Q17: 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