



IMPORTANT SAFETY RECALL

Name
Company
Address1
Address2
City State Zip

Subject: **IMMEDIATE ACTION REQUIRED - Important Recall Notice** regarding HP L2035 flat panel monitors manufactured by Philips Electronics

Dear HP Channel Partner,

In cooperation with the U.S. Consumer Product Safety Commission (CPSC) and Canadian Standards Association International (CSA International), Philips Electronics, of New York, N.Y., is voluntarily recalling 16,172 HP L2035 flat panel monitors sold in North America. A ground clip may be incorrectly installed within the inside back plastics panel of the monitor, posing a potential for an electric shock hazard to end users.

Immediate Action Required:

We request your company to **act immediately to prevent any further sales of HP L2035 flat panel monitors produced before June 3, 2004**. The affected HP L2035 flat panel monitors have serial numbers in the range **CNP352xxxx to CNP423xxxx**.

If you still have any **affected HP L2035 flat panel monitors** within your inventory, we request that you quarantine these units and refer to the www.L2035recall.com website for further actions.

Because this situation has product safety implications for your customers, it is your responsibility as an HP Channel Partner to cooperate fully in communicating this message to your customers who obtained affected products from you. The sections below provide you with more details concerning the content of the communication, and the actions required of you.

The affected product numbers include: P9614A, P9614W, P9614X.

a. Message to Customers:

Only monitors within the following serial number range may be affected: **CNP352xxxx through CNP423xxxx**. The serial number consists of the letters "CNP" followed by a 3 digit number, followed by 4 characters that may be any mix of letters or numerals. Thus, if the three digit number immediately after the initial letters "CNP" is any number from 352 up to 423 inclusive, the monitor may be affected. Check the serial number of the unit either by using the On Screen Display (OSD) or by viewing the label on the back of the monitor. Before using either method of serial number identification, please read and follow the instructions below. **Until you determine that your monitor is unaffected, do not touch exposed metal surfaces (i.e. stand mounting bracket or the base). There is a possibility for electrical shock hazard.**

First method – Use the "On Screen Display" (OSD):

1. Press the Menu button (Located to the immediate left of the Power LED indicator)
2. Select "Advanced Menu" from the Main Menu.
3. Select the "Management" option on the Advanced OSD menu.
4. Select the "Serial Number" option.
5. Check the serial number to see if it is in the affected range.



Second method – Examine the Rear Panel:

1. **UNPLUG THE POWER CORD FROM THE WALL** before proceeding.
2. Check the serial number on the back of the monitor to see if it is in the affected range.

If your monitor's serial number falls within the affected serial number range, check for a green dot sticker on the back of the monitor, near the HI-POT label located next to the serial number. Be sure to **UNPLUG THE POWER CORD FROM THE WALL**, before checking the rear of the monitor. A green dot indicates that the monitor is not affected.

If you determine that your monitor may be affected, leave it unplugged, and contact the HP L2035 Recall Helpdesk at 1-800-254-2280 or visit the Philips Recall website at www.L2035recall.com for further actions. A technician may be dispatched to your location for onsite testing or a replacement L2035 monitor may be provided.

We strongly recommend you keep the monitor unplugged. However, if you choose to continue to use the monitor, please review the hazard described in the Problem Details section above. If your monitor serial number is NOT in the affected serial number range, or if a green dot is present on the back of the monitor, no action is required.

If your monitor serial number is NOT in the affected serial number range, or if a green dot is present on the back of the monitor, no action is required.

b. Cooperation in Communication by Channel Partners:

HP requires and expects you to urgently send out the enclosed HP Customer Letter to all of your customers who have received the product numbers listed above. For those of your customers who are resellers, please send them this letter in addition to the customer letter. These letters are also available for you on the HP website listed above.

HP also requires that you report the number of letters sent to your customers, along with the number of units each customer has purchased within the affected serial number range. Please send these numbers to the following email address: L2035.reporting@hp.com. This email address will be used for the sole purpose of gathering these numbers. Therefore, there will be no replies coming from this email address.

We appreciate your understanding in this important matter and apologize for the inconvenience. Your continued satisfaction with HP and your customers' satisfaction are extremely important to us. If you have further questions or concerns, please contact your HP account manager or visit our web site at <http://www.hp.com/hpinfo/newsroom/recalls.html>.