

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

Customers who bought a ThinkPad or optional or replacement battery between February 2005 and September 2006 may have a Sony battery subject to the recall.

Q2. How can I find out if my battery is being recalled?

Go to www.lenovo.com/batteryprogram to determine if your Sony battery is affected by the recall. If you prefer to call a Service Center, a worldwide phone list is also available at www.lenovo.com/batteryprogram.

Q3. If my battery is recalled, how much will the replacement cost?

Lenovo is replacing the recalled batteries free of charge. If you return your recalled battery, your replacement battery will have a one-year warranty.

Q4. Do I have to return my defective battery?

Yes. Lenovo will send a prepaid shipping container to facilitate the return. To ensure customer safety, it is very important that all recalled battery packs be returned.

Q5. If my battery is recalled, how long will I have to wait for it?

Early in the process when demand is heaviest, it could take 3 to 4 weeks to receive a new battery.

Q6. If my battery has been recalled, may I continue using my system while I'm waiting for my replacement battery?

If your battery has been recalled, to continue using your ThinkPad notebook PC safely:

1. Turn off the system
2. Remove the battery
3. Power your system with an AC adapter.

Directions for removing the battery are available at www.lenovo.com/batteryprogram.

Q7. Is it safe to use a third-party battery in my system?

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.

Q8. Is it safe to use a ThinkPad on a plane?

We will leave the issue of airline safety to the airlines. If your battery is affected by our recall, whether you are on an airplane or not, Lenovo recommends you remove the battery and power your ThinkPad notebook with an AC adapter.

Q9. Are these the same batteries recalled by Dell and Apple?

No. Battery packs, which are commonly referred to as "batteries," are composed of battery cells, and while we do use some of the same cells as our competitors, the technology behind the design and manufacture of the larger battery pack is unique to our systems.