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October 6, 2009

HP CONFIDENTIAL
Ink Cartridge Fill Issue Drawer Statement and Q&A

**** Media Statement ****
FINAL - October 2, 2009

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Statement – for External use

Worldwide Statement:

As a worldwide leader in imaging and printing, HP is committed to delivering outstanding quality and reliability to our customers. Recently, we discovered that the color mix in a small portion of select HP tri-color inkjet cartridges was incorrect with some color chambers being over filled and the balance under filled. Despite this, print quality is not affected and customers who have purchased or may purchase an affected cartridge should receive the same vibrant, long-lasting prints as usual. Depending upon individual use, however, a small number of purchasers may receive fewer pages than HP intended.

Region/Country Level Specifics: U.S.

While only a small amount of cartridges was impacted, HP is offering a rebate to all customers who purchased a potentially affected cartridge in the U.S. or Canada during the relevant time period. Potentially impacted cartridges include the HP 75 and HP 93 – in both their regular and promotional versions – with the “Warranty End” date that falls between May 1, 2011 and August 31, 2011, which can be found printed on the HP print cartridge. Additionally, a small number of cartridges that shipped with Deskjet D4360 Printers and Photosmart C4580 and C4480 All-in-One Printers in this timeframe were potentially impacted.

Customers who purchased HP 75 and HP 93 cartridges meeting the criteria above can contact HP directly to obtain a 10 percent rebate off the Manufacturer’s Suggested Retail Price (MSRP) of the ink pack. Customers that received these cartridges in the printer box can contact HP to obtain a \$2 rebate. To obtain the rebate or for more information on rebate options in North America, customers can visit www.hp.com/go/inkrebate.

Q&A

Q: Which HP cartridges are potentially impacted?

A: Original HP 75, HP 351, HP 141, HP 861, HP 93, HP 342, HP 136, and HP 854 with the “Warranty End” date that falls between May 1, 2011 and August 31, 2011, which can be found on the HP print cartridge. Additionally, a small number of cartridges that shipped with HP Deskjet D4360 Printers and HP Photosmart C4580 and C4480 All-in-One Printers in this timeframe were potentially impacted.

See diagram for location of warranty date:

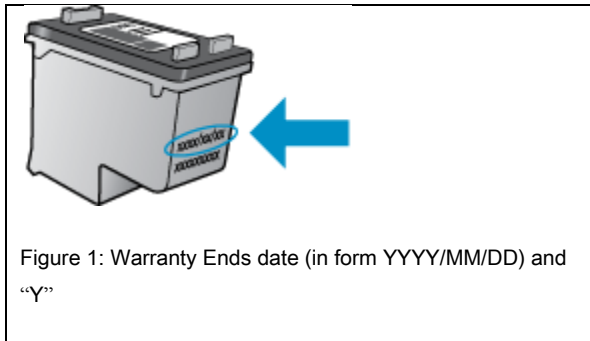


Figure 1: Warranty Ends date (in form YYYY/MM/DD) and “Y”

Note: Please reference cartridge characteristics only, do not use packaging information or warranty dates to validate issue.

Q: Are some of these cartridges shipped with new printers as well? Which printer models are affected?

A: A small number of cartridges that shipped with HP Deskjet D4360 Printers and HP Photosmart C4580 and C4480 All-in-One Printers in this timeframe were potentially impacted.

Q: Can I continue to use these cartridges in my printer?

A: Yes, customers can continue to use their cartridges as they will produce the same superior print quality expected from Original HP supplies.

Q: What was wrong with these cartridges?

A: A manufacturing process error resulted in these cartridges receiving a different ink fill mix of the three colors than intended.

Q: How did HP discover the issue?

A: HP conducts rigorous testing of its products, including Original HP supplies, to ensure consistently reliable performance and a hassle-free printing experience. We discovered this issue during one of our normal quality assurance processes and worked to immediately resolve the issue and communicate with our customers.

Q: What is your normal quality assurance process? Wouldn't you find the error before the cartridges shipped?

A: Not always. As part of our quality assurance process, some testing does occur for the cartridges on the production line. In addition, other tests are performed. If a discrepancy is found, HP investigates the extent of the discrepancy, including which SKUs are affected and where they have shipped. In this case, HP followed process and determined the affected SKUs, which included some that had already been placed in the channel and sold to end users.

Q: Is HP going to stop selling these impacted cartridges?

A: Yes, HP has stopped shipping the potentially impacted cartridges. However, it is likely that some of these cartridges may still be available on store shelves. For those that purchase one of these cartridges, HP is offering a rebate (NA only) and/or warranty replacements (ROW). The error has since been corrected to avoid this issue moving forward.

Q: How will HP ensure that this problem doesn't occur in the future?

A: HP has made corrections to its manufacturing ink fill processes to ensure this issue does not reoccur.

Q: Was this a region-specific issue?

A: No. This issue was linked to specific, identified cartridges but was not region-specific.

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Appendix

Affected Product Breakdown by Region

NA	HP75 HP93
EMEA	HP351 HP342 HP141 HP136
APJ	HP75 HP93 HP141 HP136 HP854 HP861
LAR	HP75 HP93

U.S.:

Product	Description
<i>Promotional Products</i>	
SD420AN#140	HP 92/93 combo-pack – 10% More
SD431AN#140	HP 93 twin-pack – 10% More
SD441BN#140	HP 92/92/93 club combo-pack – 10% More
SD419AN#140	HP 74/75 combo-pack – 10% More
SD422AN#140	HP 74/74/75 tri-pack – 10% More
<i>Regular Products</i>	
C9513FN#140	HP 92/93 combo-pack
CC581FN#140	HP 93 twin-pack

CB310BN#140	HP 92/92/93 club combo-pack
C9361WN & C9361WN#140	HP 93 single cartridge
CC659FN#140	HP 74/75 combo-pack
CD976FN#140	HP 74/74/75 tri-pack
CB337WN#140	HP 75 single cartridge

Canada:

HP 93 Tri-color Inkjet Print Cartridge	C9361WC#140
HP 92/92/93 Club Combo Pack	CB310BC
HP 75 Tri-color Inkjet Print Cartridge	CB337WC#140
HP 92/93 Combo-pack Inkjet Print Cartridges,	C9513FC#140

EMEA:

1. All **ink products** listed below as well all blister options '201, '231, '241 and '251

EU+

HP 342 Tri-colour Inkjet Print Cartridges (C9361EE)

HP 351 Tri-colour Inkjet Print Cartridges (CB337EE)

HP 350/351 2pack Inkjet Print Cartridges (SD421EE)

CISMEA:

HP 136 Tri-colour Inkjet Print Cartridges (C9361HE)

HP 141 Tri-colour Inkjet Print Cartridges (CB337HE)

2. **Printers** shipped in timeframe* using above HP Inkjet Print Cartridges which might be impacted:

EU+

HP Deskjet D4360 Printer (CB700B)

HP Photosmart C4580 All- in One Printer (Q8401B)

HP Photosmart C4480 All- in One Printer (Q8403B)

HP Photosmart C4472 All- in One Printer (Q8394B)

HP Photosmart C4485 All- in One Printer (Q8395B)

CISMEA

HP Deskjet D4363 Printer (CB703B)

HP Photosmart C4583 All- in One Printer (Q8401C)

HP Photosmart C4483 All- in One Printer (Q8403C)

HP Photosmart C4473 All- in One Printer (Q8393C)

*Manufacturing process between May 1, 2009 and August 31, 2009

LAR:

HP 93 Tri-color Ink Cartridge LAR (C9361WL)

HP 93 Tri-color Ink Cartridge Brazil (C9361WB)

HP 93 Tri-color Ink Cartridge Twin Pack LAR (CC581FL)

HP 93 Tri-color Ink Cartridge Two Pack Blister (CC593BL)

HP 75 Tri-color Ink Cartridge LAR (CB337WL)

HP 75 Tri-color Ink Cartridge Brazil (CB337WB)

HP 74/75 Retail Combo Pack LAR (CC659FL)