



WSCA/NASPO Contract Administration

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WSCA-NASPO COMPUTER CONTRACTS

BULLETIN NO. 18

Gateway Battery Recall

Gateway, Inc. announced a voluntary recall of approximately 35,000 lithium ion batteries containing battery cells manufactured by Sony Energy Devices Corp. While Gateway has not identified any failures due to overheating in Gateway systems, the company is cooperating with the U.S. Consumer Product Safety Commission and Sony to act in the interest of customer safety.

Gateway notebook PCs with these batteries began shipping in September, 200. They were primarily sold through Gateway's Direct and Professional channels, and to a lesser degree in Retail. The affected batteries were offered as the primary or spare battery with the following Gateway notebook PC models: Gateway CX200, CX210, E100M, M250, M255, M280, M285, M465, M685, MP8708, NX260, NX510, NX560, NX860, NX100, MX1025, MX6918b and MX1020j.

Customers should contact Gateway to determine whether their notebook battery is a part of this recall. Customers can find detailed information and instructions by visiting www.gateway.com/battery. You may also contact Gateway by phone at 800-292-6813 from 7 a.m. to 10 p.m. central time, seven days a week.

Gateway will replace affected batteries at no cost to the customer. In the meantime, customers may continue to use their notebook PCs by turning off the system removing the battery, and powering the system via AC adapter and power cord.

If you have any questions, please e-mail them to one of us:

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