

June 6, 2006

Dear HP Retailer,

On June 6, 2006 in cooperation with the U.S. Consumer Product Safety Commission HP announces a worldwide voluntary safety firmware update program for approximately 679,000 HP Photosmart R707 digital cameras. HP customers who own an HP Photosmart R707 digital camera should update the firmware in the camera either by downloading it from the web, or by calling HP Customer Care and Support at the number listed below to request a firmware update by mail. No other HP camera is affected by this recall.

Program Highlights:

- This firmware update addresses a safety issue that occurs when the camera is connected to the AC power adapter or HP R-series docking station when a single use, non-rechargeable battery, such as a Duracell CP-1, is installed in the camera. In this case the camera will attempt to charge the non-rechargeable battery which may cause overheating and possibly fire. HP is aware of only a single incident. Testing shows that an R707 camera will attempt to charge a non-rechargeable battery.
- The issue does not occur when using the HP supplied R07 Li Ion rechargeable battery, however all consumers are strongly encouraged to update their camera to prevent future issues if any non-rechargeable battery is used.
- All HP Photosmart R707 digital cameras are affected.

Customers need to be alerted that a firmware update is required to prevent a potential safety hazard. If you have a customer who has purchased an HP Photosmart R707 digital camera, HP strongly urges you to contact this customer and have them update their firmware.

What is Required of You

1. Update the firmware in any existing inventory of R707 cameras before selling the camera. Visit the program HP web site <http://www.hp.com/go/r707safetyupdate> on how to update the firmware in the camera. Only the R707 model is affected.
2. Please send the attached Customer Letter to all your customers who have purchased an HP Photosmart R707 digital camera from your store.
3. Make sure all your retail outlets display the attached in-store poster.
4. Direct all your customers inquiring about this program to the HP web site identified above or to the HP Customer Care and Support number below.

1-866-304-7117 hours of operation: 6AM - 6PM MST

Thank you,
Hewlett-Packard Company