

## Dell AC Adapter Recall FAQ



### **What is the issue with the Dell C-Family AC Adapter?**



The adapters can overheat, which could pose a fire or electrical shock.



### **What are the symptoms of the issue?**



Customers could experience smoke emitting from the AC adapter. Customers could also experience the housing of the AC adapter melting or, in some cases, a flame.



### **What is Dell doing to correct the issues?**



Dell worked with the AC adapter supplier to address the issue. All service stock and customer kit stock was updated to contain only unaffected parts.

We will begin proactive AC adapter replacements in October 2004.



### **How is the AC Adapter being changed to address the issue?**



The adapter has been redesigned to prevent future occurrences of this problem.



### **What causes the issue?**



The issue is associated with mechanical wear, such as that caused by repeated winding and bending or violent pulling of the AC adapter cord, which can cause stress at the joint where the AC inlet pins connect to the adapter's circuit board.



### **Is it a safety issue?**



Yes. The adapters can overheat, which could pose risk of fire or electrical shock.



### **Is there a risk of data loss with the issue?**



No. The failure mode will result in the AC adapter being inoperable.



### **Have any incidents been reported from the field regarding this issue?**



Yes. A small number of Dell customers have reported overheating-related incidents with the affected adapter. One customer received a minor burn.



**With what Dell systems did the AC Adapter ship?**

- Latitude CP, CPi, CPiA, CPtC, CPiR, CPxH, CPtV, CS, CSx, CPxJ, CPtS, C500, C510, C600, C610, C800, C810, V700, C-Dock, C-Port
- Precision M40
- Inspiron 2500, 2600, 3700, 3800, 4000, 4100, 4150, 5000, 5000e, 7500, 7550, 8000, 8100, Advanced Port Replicator, Docking Station



**Are Latitude D-Family AC adapters affected?**

No.



**What is the timeframe in which the adapters shipped to customers?**

September 1998 through February 2002



**What part numbers are affected by the issue?**

Dell part numbers 9364U, 7832D and 4983D.



**What I do if I bought one of these systems in the affected timeframe?**

Customers should log onto [www.delladapterprogram.com](http://www.delladapterprogram.com) to determine if they have an adapter affected by this issue. If you cannot access the website, you may also call 800-418-8590, Monday – Friday, 9 a.m. to 6 p.m. CST, to determine if your adapter is affected. You should discontinue use of any adapter which you determine is affected.



**How does a customer contact Dell to find out more information about this issue?**

Customers should log onto [www.delladapterprogram.com](http://www.delladapterprogram.com) to determine if they have an adapter affected by this issue.

Customers will enter an identification number from the back of the AC adapter and enter this number on the web site.

Dell will compare the identification numbers to a list of known affected adapters. If it is affected the customer will automatically be connected to a replacement order entry request web page.

Customers may also call 800-418-8590, Monday – Friday, 9 a.m. to 6 p.m. CST. Please see Addendum A for an international phone list.



**What has been done to make sure Dell does not ship the affected parts?**

Shipment of affected parts ended in February 2002.



**Is Dell going to proactively take field action?**



Yes. Dell is participating with the U. S. Consumer Product Safety Commission (CPSC) and other regulatory agencies around the world to provide customers with notice of the issue and replacement adapters. Dell is also providing a means for customers to return the affected adapters to Dell for proper disposal.

We will begin proactive AC adapter replacements in October 2004.



**Is this a recall?**



Yes. Dell is participating with the U.S. Consumer Product Safety Commission and other regulatory agencies around the world to provide customers with notice of the issue and replacement adapters. Dell is also providing a means for customers to return the affected adapters to Dell for proper disposal.

We will begin proactive AC adapter replacements in October 2004.



**How is Dell going to contact customers?**



Dell will be directly contacting its customers for whom it has reliable customer contact information, via email, letters or phone calls. Dell will also work with the CPSC on its press release and will post a notice on its website.



**Why is Dell requesting the return of the customer's old AC adapters?**



To ensure that the affected adapters are no longer used and to properly dispose of them.



**Why are we only being notified now?**



This issue shows up over time and these adapters have extremely small failure rates. We are now working to procure additional service parts to deploy this proactive service campaign.

## ADDENDUM A - International Tech Support Phone List

### EMEA –

Country (City) International Access Code City Code	Department Name	Area Codes, Local Numbers, and Toll-Free Numbers
<b>Austria (Vienna)</b> International Access Code: <b>00</b> Country Code: 43 City Code: 1	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
<b>Belgium (Brussels)</b> International Access Code: <b>00</b> Country Code: 32 City Code: 2	Customer Care	02 481 91 19
<b>Czech Republic (Prague)</b> International Access Code: <b>00</b> Country Code: 420 City Code: 2	Customer Care	02 2186 27 11
<b>Denmark (Copenhagen)</b> International Access Code: <b>00</b> Country Code: <b>45</b>	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
<b>Finland (Helsinki)</b> International Access Code: 990 Country Code: 358 City Code: 9	Relational Customer Care	09 253 313 38
	Home/Small Business Customer Care	09 693 791 94
<b>France (Paris) (Montpellier)</b> International Access Code: <b>00</b> Country Code: <b>33</b> City Code: <b>(1) (4)</b>	Home and Small Business Customer Care	0825 823 833
	Corporate Customer Care	0825 338 339
<b>Germany (Langen)</b> International Access Code: <b>00</b> Country Code: <b>49</b> City Code: <b>6103</b>	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
<b>Greece</b> International Access Code: 00 Country Code: 30	Technical Support	80044149518
	Gold Technical Support	8844140083
<b>Ireland (Cherrywood)</b> International Access Code: <b>16</b>	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014

Country Code: <b>353</b> City Code: <b>1</b>	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
<b>Italy (Milan)</b> International Access Code: <b>00</b> Country Code: <b>39</b> City Code: <b>02</b>	Home and Small Business Customer Care	02 696 821 14
	Customer Customer Care	02 577 825 55
<b>Luxembourg</b> International Access Code: <b>00</b> Country Code: <b>352</b>	Customer Care (Brussels, Belgium)	02 481 91 19
<b>Netherlands (Amsterdam)</b> International Access Code: <b>00</b> Country Code: <b>31</b> City Code: <b>20</b>	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
<b>Norway (Lysaker)</b> International Access Code: <b>00</b> Country Code: <b>47</b>	Relational Customer Care	671 17514
	Home/Small Business Customer Care	23162298
<b>Poland (Warsaw)</b> International Access Code: <b>011</b> Country Code: <b>48</b> City Code: <b>22</b>	Customer Care	57 95 999
<b>Portugal</b> International Access Code: <b>00</b> Country Code: <b>351</b>	Customer Care	800 300 413
<b>South Africa (Johannesburg)</b> International Access Code: <b>09/091</b> Country Code: <b>27</b> City Code: <b>11</b>	Customer Care	011 709 7707
<b>Spain (Madrid)</b> International Access Code: <b>00</b> Country Code: <b>34</b> City Code: <b>91</b>	Home and Small Business Customer Care	902 118 540
	Corporate Customer Care	902 118 546
<b>Sweden (Upplands Vasby)</b> International Access Code: <b>00</b> Country Code: <b>46</b> City Code: <b>8</b>	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
<b>Switzerland (Geneva)</b> International Access Code: <b>00</b> Country Code: <b>41</b> City Code: <b>22</b>	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721

<b>U.K. (Bracknell)</b> International Access Code: <b>00</b> Country Code: <b>44</b> City Code: <b>1344</b>	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Cust Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194

### Americas and Asia

Country	Department Name	Phone Number
U.S.	Technical Support	1-888-245-3844
South and Latin America	Technical Support	512-225-6617
Australia	Technical Support	1-300 734947
Brazil	Technical Support	0800-90-3355
Brunei		1 800 394 7439
Canada	Technical Support	1-877-237-3355
China	Technical Support	1-800-858-0896
Hong Kong	Technical Support	2969-3191
India	Technical Support	1-600-33-8045
Japan	Technical Support (Toll-free, Domestic only)	0120-1984-99
Korea	Technical Support	080-200-3802
Macau	Technical Support	29693191 (LOCAL)
Malaysia	Technical Support	1-800 88 1085
New Zealand	Technical Support	0800 941140
Singapore	Technical Support	1-800 394 7439
Taiwan	Technical Support	0080-186-1011
Thailand	Technical Support	1- 800 00 6085