

**December 2014**

**Recall – Linetek LS-15 Power Cord  
Australia & New Zealand**

**Lenovo (Australia & New Zealand) Pty Ltd**

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# Regulator Notification (Australia)

## 2.1 Public Information

***Name of Supplier:***

Lenovo (Australia & New Zealand) Pty Ltd (ABN 70 112 394 411) (**Lenovo**)

***Website:***

[www.lenovo.com.au](http://www.lenovo.com.au)

## 2.2 Product Details

***Product Name:***

Linetek LS-15 Power cord for use with laptop devices

***Product Description:***

The cables being recalled were sold in conjunction with Lenovo ‘IdeaPad’ branded notebooks from 1 February 2011 to 30 June 2012. They were either: (a) included in Lenovo products, (b) distributed as stand-alone replacement packs, or (c) distributed as stand-alone option.

The notebook models affected (**Affected Models**) are:

* S10-3
* S10-3t
* Y560
* Y560p
* Y570
* G550
* G570
* G575
* G560
* Z560
* Z570

Consumers may have been provided power cord even if they do not fall within the range of Affected Models.

A summary of each product (including photo) is included in Schedule 1A (Australia - Product Descriptions).

***Identifying Numbers:***

The exposure is limited to a single part number (p/n 145000589) for Australia, New Zealand and Fiji. A sticker attached to the cord with the name Linetek on it will show a revision date ‘REV-001005’. The female connector has the imprint ‘LS-15 Linetek’.

***Where was the product sold?:***

Nationally – all states and territories. Internationally – New Zealand and Fiji

***Traders who sold the product:***

The Affected Models were sold by Lenovo directly and by the following distributors, who then on sold to resellers.

* Ingram Micro Pty Ltd(ABN 45 112 487 966)  
  61 Dunning Avenue, Rosebery NSW 2018 Australia
* Synnex Australia Pty Ltd (ABN 40 052 285 882)  
  92 Carroll Road, Oakleigh South VIC 3167 Australia
* Dicker Data Ltd (ABN 95 000 969 362)

230 Captain Cook Drive, Kurnell NSW 2231 Australia

***Dates available for sale:***

1 February 2011 to 30 June 2012

## 2.3 Product Defect Details

***What are the product defects?:***

Inconsistent combining of flame retardant compounds in plug of power cord.

***Details:***

Red Phosphorus has been used as a “green” flame retardant in mold compounds; it is known to cause certain failure modes if it is improperly processed:

* Red phosphorus is used as a charring-promoter flame retardant.
* It is normally coated with aluminum hydroxide and selected/screened for particle size.
* If the coating is incomplete or absent, the phosphorus particles oxidize to the highly hygroscopic phosphorus pentoxide (P2O5), which reacts with atmospheric moisture to form phosphoric acid (H3PO4). This acid breaks down overmold leading to cracking along mold stress lines and further moisture incursion. This acid is a corrosive electrolyte that in the presence of electric fields facilitates dissolution and migration of metal.
* Once a high impedance metal connection is made current will flow and localized heating will result. Metal migration will continue until a catastrophic event occurs.
* Higher voltage accelerates the failure mode, so countries with higher voltage, like China and others, would more likely see the failure first, and possibly in a higher number.
* Cracks in epoxy and red phosphorous crystal formation indicates red phosphorous – also noted throughout the material -- as source of failure in the Huachen housing.

***What are the hazards?:***

The AC power cord can overheat, posing a potential fire and burn hazard.

***What should consumers do?:***

Consumers are asked to visit [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014) to determine if they are affected and to arrange for a free replacement power cord.

If you have a power cord that has been recalled, please be advised that until the replacement cord arrives, you should turn off your system, remove the cord, and dispose of it in a recycle or waste bin. Customers should save the power brick adaptor as the replacement cable will only be the cord going from the power brick adaptor to the wall socket outlet. Customers can continue to use the computer on battery power.

For more information consumers can contact Lenovo (Australia & New Zealand) Pty Ltd (toll free) on 1800 041 267 or visit [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014).

***Regulator reference numbers (if known):***

Not applicable.

## 2.4 Images & Attachments

***Images***The Affected Models are selected Lenovo ‘’IdeaPad’ branded notebooks. A summary of each product (including photo) is included in Schedule 1A (Australia - Product Descriptions).

***Recall Advertisement***

The proposed newspaper advertisements for Australia are set out in Schedule 2A (Australia - Recall Advertisements).

The proposed Lenovo recall website advertisements are set out in Schedule 3 (Website Advertisements).

## 2.5 Private Information

***Number of Unique Products:***

One (power cable).

***Quantity affected:***The total number of affected power cords subject to the recall is 17,093.

These were sold as part of a complete machine purchase, or provided as replacement components, or may have been sold as power pack options.

Our data does not allow us to link this stock of cords to particular machine serial numbers; hence we are using the date range to cover when these affected power cords were used here. As a result, all figures quoted in this document will relate to the exposure range - totaling 23,148 for Australia, New Zealand and Fiji.

The total number of exposed units sold in Australia is 20,815. The breakdown per state is as follows:

* + QLD = 1,025
  + NSW = 10,420
  + ACT = 67
  + VIC = 8,017
  + WA = 1,236
  + SA = 32
  + TAS = 15
  + NT = 3

***Has a regulator contacted you in relation to the product/s prior to deciding the recall***No.

## 2.5 Product Details

***Recommended Retail Price:***

Blank for online submission (as only one price allowed).

The Affected Models were sold at various prices, therefore, please see below the average recommended retail price (**RRP**) for each Affected Model familiy (inc. GST):

|  |  |  |  |
| --- | --- | --- | --- |
| AU | Inc GST | | |
| S Series | $379.00 | - | $679.00 |
| G Series | $569.00 | - | $1,169.00 |
| Z Series | $959.00 | - | $2,257.00 |
| Y Series | $1,259.00 | - | $2,259.00 |

***Life Span of Product (years):***

Blank.

***Age group(s) that primarily purchase your product:***

These groups include:

* 0-17 years
* 18-30 years
* 31-45 years
* 46-65 years

***Marketing mediums used to sell the Product:***

The marketing mediums used to sell the Affected Models were:

* Online
* Social Media
* Direct Contact
* Catalogues

***Product is supplied with a warranty registration card or an online registration option?:***

Each Affected Model was shipped with a printed “Safety, Warranty, and Setup Guide” (see here for a current example for a Lenovo notebook - <http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles_pdf/x1carbon_swsg_en_sp40a27028.pdf>).

Consumers were not required to return a warranty card or go online to activate their warranty. The warranty was tied to the serial number of the Affected Model and activated on shipment from Lenovo’s factory.

## 2.6 Supply Chain

***Your position(s) in the supply chain:***

Manufacturer, importer/distributor/wholesaler and retailer.

***Manufacturer’s Name:***

Lenovo (Australia & New Zealand) Pty Ltd (ABN 70 112 394 411)

***Manufacturer’s contact details:***

Level 4, 12 Help Street, Chatswood NSW 2067 Australia

***Product’s country of origin:***

China

***Countries where product was exported (if any):***

New Zealand and Fiji.

***Processes/mechanisms are in place to track the product through the supply chain?:***

Yes.

## 2.7 Injuries

***Known injuries or damage related to this product:***

Lenovo has received reports of property damage to Affected Models due to power cord failures, together with minor property damage to surrounding personal property. None of these reports was from a customer in Australia, New Zealand or Fiji. 17 have been reported in other countries in total. As of the date of this recall notification, there have been no personal injuries reported. Further details can be provided on request.

## 2.8 Recall Advertising

***Provide details of any action you are taking to publicise this recall:***

The Lenovo website advertising will consist of a banner (with pop-up details) displayed prominently on Lenovo ANZ’s webpage. Additionally, Lenovo will advertise the recall via [www.lenovo.com/powercable2014](http://www.lenovo.com/powercable2014).

Where customers purchased their computers from Lenovo resellers, Lenovo will work with the resellers to contact the customers.

The direct contact to customers will include information about provisions of free replacement cables and how to dispose of the affected cables.

***Consumers are offered incentives to return the product (e.g. cash, gift card, discount):***

No.

## 2.9 Supplier Details

***Contact Name:***

James Elliott

***Contact Name:***

Legal Counsel (ANZ)

***Phone 1:***

02 8003 8216

***Phone 2:***

0406 895 236

***Fax:***

02 8003 8318

***Email:***

[jelliot@lenovo.com](mailto:jelliot@lenovo.com)

***Address:***

Level 4, 12 Help Street, Chatswood NSW 2067 Australia

## 2.10 Nominated Representative

As above.

## 2.10 Regulators to be Notified

The following regulators will be notified of this recall:

* Australia - Australian Competition and Consumer Commission
* New Zealand - New Zealand Consumer Affairs
* Australia / New Zealand - Electrical Regulatory Authorities Council
* VIC - Energy Safe Victoria
* NSW - Office of Fair Trading
* ACT - Planning and Land Authority
* TAS - Office of Electricity Standards and Safety
* SA - Office of the Technical Regulator
* QLD – Electrical Safety Office
* NT – Northern Territory Worksafe
* WA – Energy Safety

# Regulator Notification (New Zealand)

## 2.1 Supplier Information

***Name of Supplier:***

Lenovo (Australia & New Zealand) Pty Ltd (ABN 70 112 394 411) (NZBN 1594322 – Overseas ASIC Company) (**Lenovo**)

***Website:***

[www.lenovo.co.nz](http://www.lenovo.co.nz)

## 2.2 Product Details

***Name of Product:***

Linetek LS-15 Power cord for use with laptop devices

***Product Description:***

The cables being recalled were sold in conjunction with Lenovo ‘IdeaPad’ branded notebooks from 1 March 2011 to 31 January 2012. They were either: (a) included in Lenovo products, (b) distributed as stand-alone replacement packs, or (c) distributed as stand-alone option.

The notebook models affected (**Affected Models**) are:

* S10-3
* S10-3
* Y560
* Y560p
* Y570
* G550
* G570
* G560

Consumers may have been provided power cord even if they do not fall within the range of Affected Models.

A summary of each product (including photo) is included in Schedule 1A (Australia - Product Descriptions).

***Identifying Numbers:***

The exposure is limited to a single part number (p/n 145000589) for Australia, New Zealand and Fiji. A sticker attached to the cord with the name Linetek on it will show a revision date ‘REV-001005’. The female connector has the imprint ‘LS-15 Linetek’.

***Where was the product sold?:***

Nationally.

Australia – Nationally.

Fiji – Nationally.

***Traders who sold the product:***

The Affected Models were sold by Lenovo directly and by the following reseller partners.

* Ingram Micro (N.Z.) Ltd (NZBN 942 904 000 4006)  
  78 Apollo Drive, Rosedale, Albany, North Shore City, Auckland 0632 New Zealand
* Synnex New Zealand Ltd (NZBN 9429034778234)  
  38 Highbrook Dr, East Tamaki, Manukau 2013, New Zealand

***Dates available for sale:***

1 February 2011 to 30 June 2012.

## 2.3 Product defect details

***What are the product defects?:***

Inconsistent combining of flame retardant compounds in plug of power cord[]

***Details:***

Red Phosphorus has been used as a “green” flame retardant in mold compounds; it is known to cause certain failure modes if it is improperly processed:

* Red phosphorus is used as a charring-promoter flame retardant.
* It is normally coated with aluminum hydroxide and selected/screened for particle size.
* If the coating is incomplete or absent, the phosphorus particles oxidize to the highly hygroscopic phosphorus pentoxide (P2O5), which reacts with atmospheric moisture to form phosphoric acid (H3PO4). This acid breaks down overmold leading to cracking along mold stress lines and further moisture incursion. This acid is a corrosive electrolyte that in the presence of electric fields facilitates dissolution and migration of metal.
* Once a high impedance metal connection is made current will flow and localized heating will result. Metal migration will continue until a catastrophic event occurs.
* Higher voltage accelerates the failure mode, so countries with higher voltage, like China and others, would more likely see the failure first, and possibly in a higher number.
* Cracks in epoxy and red phosphorous crystal formation indicates red phosphorous – also noted throughout the material -- as source of failure in the Huachen housing.

***What are the hazards?:***

The AC power cord can overheat, posing a potential fire and burn hazard.

***What should consumers / end users do?:***

Consumers are asked to visit [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014) to determine if they are affected and to arrange for a free replacement power cord.

If you have a power cord that has been recalled, please be advised that until the replacement cord arrives, you should turn off your system, remove the cord, and dispose of it in a recycle or waste bin. Customers should save the power brick adaptor as the replacement cable will only be the cord going from the power brick adaptor to the wall socket outlet. Customers can continue to use the computer on battery power.

For more information consumers can contact Lenovo (Australia & New Zealand) Pty Ltd (toll free) on 0508 770 506 or visit [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014).

***Regulator reference (if known):***

Not applicable.

## 2.4 Product defect details (Confidential Information)

***Number of Unique Products:***

One (power cable).

***Quantity affected:***The total number of affected power cords subject to the recall is 17,093. These were sold as part of a complete machine purchase, or provided as replacement components, or may have been sold as power pack options. Our data does not allow us to link this stock of cords to particular machine serial numbers; hence we are using the date range to cover when these affected power cords were used here. As a result, all figures quoted in this document will relate to the exposure range - totaling 23,148 for Australia, New Zealand and Fiji.

The total number of exposed units sold in New Zealand is 2,331 units.

## 2.5 Regulator Contact (Confidential Information)

***Has a regulator contacted you in relation to the product/s prior to deciding the recall***No.

***Regulator(s) that contacted you (list all):***Not applicable.

## 2.6 Product Details (Confidential Information)

***Recommended retail price (NZ$):***

The Affected Models were sold at various prices, therefore, please see below the average recommended retail price (**RRP**) for each Affected Model family (inc. GST):

|  |  |  |  |
| --- | --- | --- | --- |
| NZ | Inc GST | | |
| S Series | $597.00 | - | $758.00 |
| G Series | $815.00 | - | $1,781.00 |
| Y Series | $1,620.00 | - | $2,609.00 |

***Lifespan of product (anticipated):***

Blank.

***Group(s) that primarily purchases the product being recalled (mark as appropriate)?:***

These groups include:

* 0-17 years
* 18-30 years
* 31-45 years
* 46-65 years

***Marketing mediums used to sell the Product:***

The marketing mediums used to sell the Affected Models were:

* Online
* Social Media
* Direct Contact

***Is product supplied with a warranty registration card or an online registration option?:***

Each Affected Model was shipped with a printed “Safety, Warranty, and Setup Guide” (see here for a current example for a Lenovo notebook - <http://download.lenovo.com/ibmdl/pub/pc/pccbbs/mobiles_pdf/x1carbon_swsg_en_sp40a27028.pdf>).

Consumers were not required to return a warranty card or go online to activate their warranty. The warranty was tied to the serial number of the Affected Model and activated on shipment from Lenovo’s factory.

## 2.7 Supply Chain (Confidential Information)

***Your position(s) in the supply chain:***

Manufacturer, importer/distributor/wholesaler and retailer.

***Manufacturer’s Name:***

Lenovo (Australia & New Zealand) Pty Ltd (ABN 70 112 394 411)

***Manufacturer’s contact details:***

Level 4, 12 Help Street, Chatswood NSW 2067 Australia

***Product’s country of origin:***

China

***Countries where product was exported (if any):***

N/A (products were only imported to New Zealand).

***Processes/mechanisms are in place to track the product through the supply chain?:***

Yes.

## 2.8 Injuries

***Known injuries or damage related to this product:***

Lenovo has received reports of property damage to Affected Models due to power cord failures, together with minor property damage to surrounding personal property. None of these reports was from a customer in Australia, New Zealand or Fiji. 17 have been reported in other countries in total. As of the date of this recall notification, there have been no personal injuries reported. Further details can be provided on request.

## 2.9 Recall Advertising

***Provide details of any action you are taking to publicise this recall:***

The proposed newspaper advertisements for New Zealand are set out in Schedule 2B (New Zealand - Recall Advertisements).

The proposed Lenovo recall website advertisements are set out in Schedule 3 (Website Advertisements).

The Lenovo website advertising will consist of a banner (with pop-up details) displayed prominently on Lenovo ANZ’s webpage. Additionally, Lenovo will advertise the recall via [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014).

Lenovo will also contact directly (by email or letter) those customers to whom Lenovo sold the computers direct, or for whom Lenovo otherwise has contact details.

Where customers purchased their computers from Lenovo resellers, Lenovo will work with the resellers to contact the customers.

The direct contact to customers will include information about provisions of free replacement batteries and how to dispose of the affected cords.

***Will consumers be offered incentives to return the product (e.g. cash, gift card, discount):***

No.

## 2.10 Supplier Details

***Contact Name:***

James Elliott

***Contact Name:***

Legal Counsel (ANZ)

***Phone 1:***

+61 2 8003 8216

***Phone 2:***

+61 406 895 236

***Fax:***

+61 2 8003 8318

***Email:***

[jelliot@lenovo.com](mailto:jelliot@lenovo.com)

***Address:***

Level 4, 12 Help Street, Chatswood NSW 2067 Australia

## 2.10 Supplier’s Nominated Representative

As above.

# Recall Strategy

## 3.1 Summary

**Affected power cord population = 17,093**

**Total exposure range = 23,148**

**- Australia = 20,815**

**- New Zealand = 2,331**

**- Fiji = 2**

Lenovo proposes to conduct a recall program that aims to use all methods reasonably available to: (i) identify and contact affected end customers or partners; (ii) provide guidance on how to dispose of affected power cords; (iii) arrange for replacement power cords to be provided; and (iv) track and record where a successful replacement has taken place.

The recall strategy comprises of a number of components, listed in detail below.

These include strategies regarding the following:

* distribution centre;
* end customer management;
* partner management;
* standard call centre service redirect;
* recall advertisement (newspaper); and
* recall advertisement (website).

## 3.2 Distribution Centre

***Aim:***

Establish a distribution centre that will receive an initial supply of 1,700 replacement cords by 5th December 2014 and who will be responsible for tracking and fulfilling requests for deliveries of replacement cords to customers.

The distribution centre will be a joint development between Lenovo and Quantum Service and Logistics Pty Ltd (QSL) and will be based in Silverwater, NSW Australia.

***Recall and Replacement Cord Process:***

The strategy to manage the distribution centre and arrange for the tracking and fulfilling of requests for replacement cord deliveries is as follows:

* Lenovo and QSL will assign a project manager to the distribution centre for the duration of the recall.
* QSL will take responsibility for managing the receipt of the replacement cords prior to the recall being implemented.
* On a daily basis QSL be provided with a list of customers who have logged their request via the Lenovo global recall website (available via link from each countries Lenovo website). QSL will receive shipping address, contact name, phone number and email address, and a unique order number.
* For Australian addresses, once the order is shipped, the customer will receive an email from QSL, providing a link to the Australia Post e-post online parcel tracking service, and a tracking reference for their cord shipment.
* For New Zealand and Fiji addresses, once the order is shipped, the customer will receive an email from QSL, providing a link to the TNT Couriers online parcel tracking service, and a tracking reference for their cord shipment.
* For all shipments, QSL will record the unique tracking number of each order. Proof of delivery for each shipment will be captured by the courier in each instance and made available if required.

***Reporting:***

The distribution centre will be responsible for providing daily reporting on every shipment fulfilled that day with the following:

* Customer name
* Contact details
* Delivery address
* Quantity shipped
* Tracking reference
* Serial number of machine against which order was placed

On a weekly basis, or as requested, QSL are to report on:

* Parts inventory status
* Consolidated orders received/fulfilled reporting

## 3.4 End Customer Management – Direct Customers, Lenovo Web Sales, Internal Lenovo, Telesales, Broker Sales

**Affected Cord Population = 1,987 units out of 23,148 exposed cords**

***Aim:***

A minority of the affected end user customers were sales either via Lenovo direct or through Lenovo’s online store or some other direct/internal relationship with Lenovo. Lenovo has retained such end user customer details and proposes to identify affected customers and contact them to advise them of the recall.

***Notification Process:***

The strategy to notify these affected customers is as follows:

* Lenovo has an email contact for these affected end user customers. Lenovo will issue a notification via email as can be found in Schedule 2C.
* To the extent any end user customer responds with an enquiry, they will be directed to the Australian or New Zealand recall contacts numbers and [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014).

***Recall and Replacement Process:***

The strategy to dispose of affected cords and provide replacements is as follows:

* Consumers will be directed through the Notification Process to the recall website. There they will determine whether they have an exposed cord or not
* By completing the online form, the customer will be able to order a replacement cord and have it delivered to their preferred address
* Customers with confirmed exposure will be advised to turn off their system, remove the cord, and dispose of it in a recycle or waste bin. Customers should save the power brick adaptor as the replacement cable will only be the cord going from the power brick adaptor to the wall socket outlet. Customers can continue to use the computer on battery power.

***Reporting:***

As part of this process, Lenovo aims to generate reporting for the following items:

* End user customer email notification date.
* End user receipt/reply date.
* Date replacement cord dispatched.
* Proof of delivery – when individually requested.

## 3.5 Reseller/Partner Management

**Affected Cord Population = 21,161 units out of 23,148 exposed cords**

***Aim:***

The majority of the affected end user customers were sales through our distributors who may have sold directly to end customers, but in most instances on-sold to resellers who then sold to end customers. Lenovo has details of many of the resellers involved in these sales, and will contact them, along with our partners (distributors) and advise them of the recall. We will direct them on the need to inform all potentially affected end customers of the recall.

***Notification Process:***

The strategy to notify the affected resellers where we know their names and addresses is as follows:

* Lenovo has an postal mail contact for some affected resellers. Lenovo will send via Australia Post a notification letter as per Schedule 2C
* The letter will direct the reseller to collate a list of all potentially affected customers and to email those customers using the end customer letter as per Schedule 2C
* The reseller will be requested to document the customer communication
* To the extent any reseller responds with an enquiry, they will be directed to their Lenovo account contacts, or the Australian or New Zealand recall contacts numbers and [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014).

The strategy to notify the affected partners (distributors) is as follows:

* Lenovo will send an email notification letter as per Schedule 2C
* Lenovo will follow up this communication with a phone call
* The email will direct the distributor to collate a list of all potentially affected resellers and to email those resellers using the reseller letter as per Schedule 2C
* Where the distributor has sold direct to an end customer they will instead send the end customer letter from Schedule 2C
* The distributor will be requested to document all these communication
* To the extent any distributor responds with an enquiry, they will be directed to their Lenovo account contact, or the Australian or New Zealand recall contacts numbers and www.lenovo.com/powercord2014

***Recall and Replacement Process:***

The strategy to dispose of affected cords and provide replacements is as follows:

* Consumers will be directed through the Notification Process to the recall website. There they will determine whether they have an exposed cord or not
* By completing the online form, the customer will be able to order a replacement cord and have it delivered to their preferred address
* Customers with confirmed exposure will be advised to turn off their system, remove the cord, and dispose of it in a recycle or waste bin. Customers should save the power brick adaptor as the replacement cable will only be the cord going from the power brick adaptor to the wall socket outlet. Customers can continue to use the computer on battery power.

***Reporting:***

As part of this process, Lenovo aims to generate reporting for the following items:

* Partner/reseller communication notification date.
* Partner receipt/reply date.

## 3.6 Standard Call Centre Service Redirect

***Aim:***

With the support of Lenovo’s service providers (IBM and QSL), Lenovo’s existing call centre’s service will support end user customers who have questions related to the power cord replacement process.  This will primarily be customers who need to be directed to the power cord replacement website to check if their power cord is affected and order accordingly.  The call centre will also direct escalations or complaints to the appropriate Lenovo contact.

Customers will call our freecall technical support numbers for both Australia and New Zealand.  Lenovo has a technical support Call Centre specifically dedicated to Consumer retail customers and another larger Call Centre for Lenovo Technical Support

The hours of operation will be from 8am to 6pm, Monday to Friday in each local timezone (New Zealand to Western Australia).

***Process:***

A high level diagram of the call centre approach is included below



The call centres will generally aim to triage calls and refer customers to the Lenovo hosted power cord website.  Lenovo’s standard call centres are available 8am to 6pm, Monday to Friday in each local timezone (New Zealand to Western Australia).

The primary Lenovo call centre is located in Cyberjaya, Malaysia and will assist customers by requesting they view the Lenovo hosted website in order to check if their power cord is affected and order accordingly.

The Lenovo technical support call centre is the ongoing service desk for all Lenovo warranty queries.

This standard call centre has the existing process infrastructure to manage all exceptions including:

* Website Issues – these will be managed by the Lenovo call centre manager for resolution with the Lenovo Web team.
* Queries re. non-affected power cords – will be managed by the call centre as business as usual.
* Complaints and escalations – will be directed to Lenovo’s LenCare team ordinarily responsible for managing some complaints/escalations.
* Partner queries – will be managed by the case managers within the call centre.
* Lenovo Authorised Warranty Service Providers (**AWSP**) – will be managed by the case managers within the call centre.
* Health and Safety Issues – will be referred to Lenovo’s critical situation manager via Lenovo’s internal escalation tool (Salesforce).

The Consumer Call Centre is located in Sydney, Australia and will also assist customers by requesting they view the Lenovo hosted website in order to check if their power cord is affected and order accordingly.

The Consumer Call Centre will generally aim to triage calls and refer customers to the Lenovo hosted recall website – however exceptions to this process are as follows:

* Website Issues – these will be referred to Lenovo’s Web team.
* Queries re. non-affected power cords – will be managed by the Consumer Call Centre as business as usual.
* Complaints and escalations – will be directed to Lenovo’s LenCare team ordinarily responsible for managing some complaints/escalations.
* Partner queries – will be redirected to the Lenovo Consumer Service Delivery Manager
* Health and Safety Issues – will be referred to Lenovo’s critical situation manager.

***Call Centre Script Templates:***

See Schedule 4 (Call Centre Scripts).

***Reporting:***

As part of this process, Lenovo aims to generate reporting for the following items:

* Volume of calls received – inquiries (weekly). Till end 2014
* Volume of calls received – complaints (weekly). Till end 2014

## 3.7 Recall Advertisement (Newspaper)

***Aim:***

In an attempt to notify affected customers, Lenovo proposes to issue a newspaper recall advertisement in 8 major Saturday publications across Australia and New Zealand. Such advertisements will be published on Saturday 13 December 2014 in the formats required by the Australian and New Zealand regulators (i.e. 129mm wide by 156mm deep).

The proposed papers (with associated circulation rates) are included below.

|  |  |
| --- | --- |
| **Publication** | **Circulation** |
| NSW – The Daily Telegraph | 286,683 |
| VIC – Melbourne Herald Sun | 395,105 |
| QLD – Brisbane Courier Mail | 214,603 |
| SA – Adelaide Advertiser | 197,900 |
| WA – Perth West Australian | 278,332 |
| NT – NT News | 23,193 |
| TAS – Hobart Mercury | 49,671 |
| NZ – NZ Herald | 124,102 |

***Recall Advertisement:***

The proposed newspaper recall advertisements are set out in Schedules 2A (Australia – Recall Advertisement) and 2B (New Zealand - Recall Advertisement).

## 3.8 Recall Advertisement (Website)

***Aim:***

Lenovo proposes to issue a prominent notice on its Australian/New Zealand website to advertise the recall. Lenovo proposes to maintain this website advertisement until confirmed by the relevant regulators that it is no longer required.

***Recall Advertisement:***

The proposed website recall advertisements are set out in Schedule 3 (Website Advertisements).

***Reporting:***

As part of this process, Lenovo aims to generate reporting for the following items:

* Number of unique visitors to Lenovo website during recall period.
* Number of unique visitors to Lenovo website who click on the recall pop up advertisement.

# International Recipients

## 4.1 Summary

Details of all international recipients (whether end user customers or Lenovo reseller partners) are included below:

***New Zealand:***

Lenovo New Zealand partners affected are:

* Ingram Micro (N.Z.) Ltd (NZBN 942 904 000 4006)  
  78 Apollo Drive, Rosedale, Albany, North Shore City, Auckland 0632 New Zealand
* Synnex New Zealand Ltd (NZBN 9429034778234)   
  38 Highbrook Dr, East Tamaki, Manukau 2013, New Zealand

***Fiji:***

Only two units were sold into Fiji that may be affected. Both were sold through our partner Ingram Micro NZ, and we will manage these units as part of the larger New Zealand recall plan :

* Ingram Micro (N.Z.) Ltd (NZBN 942 904 000 4006)  
  78 Apollo Drive, Rosedale, Albany, North Shore City, Auckland 0632 New Zealand

# Reporting

## 5.1 Summary

As part of conducting the recall, Lenovo proposes to report on the following items:

|  |  |
| --- | --- |
| **STRATEGY SECTION** | **REPORTING METRIC** |
| Distribution Centre | * Number of replacement power cord orders received * Number of replacement power cord orders fulfilled |
| End Customer (Other) | * End user customer email notification date. * End user receipt/reply date. * Date replacement arranged. |
| Partner/Reseller | * Partner email notification date. * Partner receipt/reply date. * Partner phone notification date. * Reseller mail dispatch date. |
| Call Centre | * Volume of calls received – inquiries (weekly) till end February 2015. * Volume of calls received – complaints (weekly) till end of February 2015. |
| Website | * Number of visitors to Lenovo Australia website and Lenovo New Zealand website who click on the recall pop up advertisement. |
| International Recipients | In addition to reporting requirements for either End Customer or Partner (as above):   * Copies of all notifications sent. |
| General/Other | * Lenovo recall strategy section owners will identify where/when there has been a deviation from the recall strategy for their section. * Number of complaints re. healthy and safety concerns |

# Schedule 1A (Australia - Product Descriptions)

|  |  |  |
| --- | --- | --- |
| **PRODUCT** | **DESCRIPTION** | **IMAGE** |
| **S10-3** | |  |  | | --- | --- | | Description | 10.1-inch Netbook | | Processor | Intel® Atom™ Processor N455 1.66GHz or similar Intel® Atom™ Processor N550 1.5GHz or similar | | Chipset | Intel® NM10 Express Chipset | | Screen | 10.1" HD 1024x600 Glossy type | | RAM | 1GB | | HDD | 250GB 5400rpm | | S10-3.png |
| **S10-3t** | |  |  | | --- | --- | | Description | 10.1-inch Netbook | | Processor | Intel® Atom™ Processor N455 1.66GHz or similar Intel® Atom™ Processor N550 1.5GHz or similar | | Chipset | Intel® NM10 Express Chipset | | Screen | 10.1" HD 1024x600 Glossy type | | RAM | 1GB | | HDD | 250GB 5400rpm | |  |
| **Y560** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Core™ i7-740QM processor 1.73GHz or similar | | Chipset | Mobile Intel® HM55 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 4GB or 8GB | | HDD | Up to 750GB 5400rpm | |  |
| **Y560p** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Core™ i7-2630QM Processor 2.1GHz or similar | | Chipset | Mobile Intel® HM65 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 4GB or 8GB | | HDD | Up to 750GB 5400rpm | |  |
| **Y570** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Core™ i7-2670QM Processor 2.2GHz or similar | | Chipset | Mobile Intel® HM65 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 4GB or 8GB | | HDD | Up to 750GB 5400rpm | | http://www.notebookcheck.net/fileadmin/_migrated/pics/lenovo_thinkpad_x100e_gesamt09_01.jpg |
| **G550** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Celeron® processor T3100 1.90GHz or similar Intel® Core™2 Duo processor T6500 2.10GHz or similar | | Chipset | Mobile Intel® GMA 4500M | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 2GB or 4GB | | HDD | 320GB 5400rpm or 500GB 5400rpm | |  |
| **G560** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Pentium® Processor P6100 2.0GHz or similar Intel® Core™ i3-330M processor 2.13GHz or similar Intel® Core™ i5-430M Processor 2.26GHz or similar | | Chipset | Mobile Intel® HM55 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 2GB or 4GB | | HDD | 320GB 5400rpm or 500GB 5400rpm | |  |
| **G570** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Pentium® Processor P6100 2.0GHz or similar Intel® Core™ i3-330M processor 2.13GHz or similar Intel® Core™ i5-430M Processor 2.26GHz or similar | | Chipset | Mobile Intel® HM65 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 2GB or 4GB | | HDD | 320GB 5400rpm or 500GB 5400rpm | | http://s.productreview.com.au/products/images/k8_4dfee3c6941cd.jpg |
| **G575** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | AMD E-350 1.6 GHz or similar | | Chipset | AMD A50M | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 2GB or 4GB | | HDD | 320GB 5400rpm or 500GB 5400rpm | | G575.png |
| **Z560** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Core™ i3-2310M Processor 2.10GHz or similar Intel® Core™ i5-2450M Processor 2.5GHz or similar | | Chipset | Mobile Intel® HM55/65 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 4GB or 8GB | | HDD | Up to 750GB 5400rpm | | **Z560.png** |
| **Z570** | |  |  | | --- | --- | | Description | 15.6-inch Notebook Gun-Metal Grey | | Processor | Intel® Core™ i3-380M Processor 2.53GHz or similar Intel® Core™ i5-480M Processor 2.66GHz or similar | | Chipset | Mobile Intel® HM65 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 4GB or 8GB | | HDD | Up to 750GB 5400rpm | | **Z570.png** |

# Schedule 1B (New Zealand - Product Descriptions)

|  |  |  |
| --- | --- | --- |
| **PRODUCT** | **DESCRIPTION** | **IMAGE** |
| **S10-3** | |  |  | | --- | --- | | Description | 10.1-inch Netbook | | Processor | Intel® Atom™ Processor N455 1.66GHz or similar Intel® Atom™ Processor N550 1.5GHz or similar | | Chipset | Intel® NM10 Express Chipset | | Screen | 10.1" HD 1024x600 Glossy type | | RAM | 1GB | | HDD | 250GB 5400rpm | | S10-3.png |
| **S10-3t** | |  |  | | --- | --- | | Description | 10.1-inch Netbook | | Processor | Intel® Atom™ Processor N455 1.66GHz or similar Intel® Atom™ Processor N550 1.5GHz or similar | | Chipset | Intel® NM10 Express Chipset | | Screen | 10.1" HD 1024x600 Glossy type | | RAM | 1GB | | HDD | 250GB 5400rpm | |  |
| **Y560** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Core™ i7-740QM processor 1.73GHz or similar | | Chipset | Mobile Intel® HM55 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 4GB or 8GB | | HDD | Up to 750GB 5400rpm | |  |
| **Y560p** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Core™ i7-2630QM Processor 2.1GHz or similar | | Chipset | Mobile Intel® HM65 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 4GB or 8GB | | HDD | Up to 750GB 5400rpm | |  |
| **Y570** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Core™ i7-2670QM Processor 2.2GHz or similar | | Chipset | Mobile Intel® HM65 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 4GB or 8GB | | HDD | Up to 750GB 5400rpm | | http://www.notebookcheck.net/fileadmin/_migrated/pics/lenovo_thinkpad_x100e_gesamt09_01.jpg |
| **G550** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Celeron® processor T3100 1.90GHz or similar Intel® Core™2 Duo processor T6500 2.10GHz or similar | | Chipset | Mobile Intel® GMA 4500M | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 2GB or 4GB | | HDD | 320GB 5400rpm or 500GB 5400rpm | |  |
| **G560** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Pentium® Processor P6100 2.0GHz or similar Intel® Core™ i3-330M processor 2.13GHz or similar Intel® Core™ i5-430M Processor 2.26GHz or similar | | Chipset | Mobile Intel® HM55 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 2GB or 4GB | | HDD | 320GB 5400rpm or 500GB 5400rpm | |  |
| **G570** | |  |  | | --- | --- | | Description | 15.6-inch Notebook | | Processor | Intel® Pentium® Processor P6100 2.0GHz or similar Intel® Core™ i3-330M processor 2.13GHz or similar Intel® Core™ i5-430M Processor 2.26GHz or similar | | Chipset | Mobile Intel® HM65 Express Chipset | | Screen | 15.6" HD 1366 x 768 Glossy type | | RAM | 2GB or 4GB | | HDD | 320GB 5400rpm or 500GB 5400rpm | | http://s.productreview.com.au/products/images/k8_4dfee3c6941cd.jpg |

# Schedule 2A (Australia - Recall Advertisements)



# Schedule 2B (New Zealand - Recall Advertisements)



# Schedule 2C (Recall Notifications)

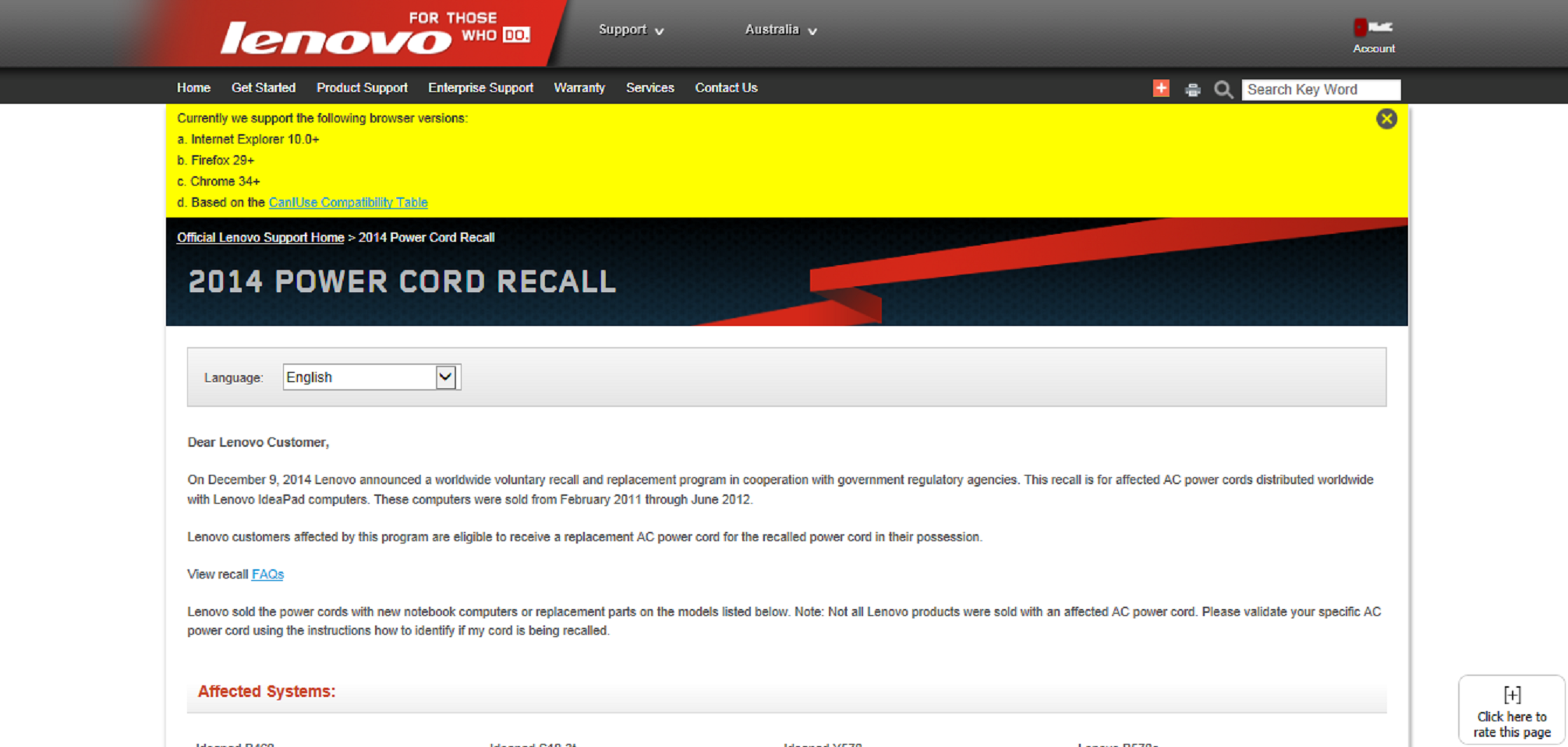


# Schedule 3 (Website Advertisements)



Banner on Lenovo Australia and Lenovo New Zealand websites, links to global recall website - [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014)

Global recall website



# Schedule 4 (Call Centre scripts)

**Important information: [for your reference**]

Customers who bought an Ideapad or optional or replacement AC power cord between 1 March 2011 to 31 January 2012 may have an AC power cord subject to the recall. Below is a list of systems these AC Adaptor may have shipped with.

* Ideapad S10-3, S10-3t, Y560, Y570, G570, G575, G560, Z560, Z570
* Lenovo G560, G570, G575

These models may have shipped with one of the following part numbers (manufacturer P/N) affected by this recall:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 145000589 |  |  |  |  |

All media requests should be directed to: [for your reference]

Ray Gorman, Director, External Communications, 919-257-6325 or rgorman@lenovo.com.

**Script**

Lenovo is voluntarily recalling approximately 16,000 AC power cords in Australia and New Zealand. The cables being recalled were sold in conjunction with Lenovo ‘IdeaPad’ branded notebooks from 1 March 2011 to 31 January 2012. In the interest of public safety, Lenovo will offer customers free-of-charge replacement AC power cords for all those affected.

To find out if your AC power cord is affected by the recall, please visit [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014).

Consumers who have AC power cords affected by this recall should, until the replacement AC power cord, turn off their system, immediately disconnect the AC power cord from the wall and unit and only power the device by battery until a replacement arrives.

**Opening statement**

Welcome to Lenovo, my name is …….

Are you calling about the AC power cord recall?

[if it is for AC power cord recall, refer to them to the Lenovo website [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014)]   
  
**For AC power cord recall**  
You can check if your AC power cord is affected and organise a replacement by going to the Lenovo website [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014)

**If not for Recall**   
Ok, then if you need Lenovo support please call 1800 041 267 [for freecall from Australia ] or 0508770506 [for freecall from New Zealand ]

**Closing**   
Thank you for calling Lenovo, have a nice day.

**Other questions [for your reference]**

A list of frequently asked questions about the recall can be found at our website [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014).

**Q1 - How can I tell if I’m affected?**

You can verify at [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014).

**Q2 - WhichThinkPad notebook PC models are affected by the recall?**

1. The recall affects the following models. Customers who bought these systems or an optional or replacement AC power cord for these systems may have an AC power cord to this recall.

* Ideapad S10-3, S10-3t, Y560, Y570, G570, G575, G560, Z560, Z570, and Lenovo G560, G570, G575

You can go to [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014) to determine if their AC power cord is affected by the recall.

**Q3 - I own one of these notebook models. How do I find out if my system is affected by the recall?**

1. You can find the information yourself by going to [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014)

**Q4 - Is it dangerous to continue to use these products while I’m waiting for a repair?**

1. To ensure that all safety guidelines are being followed, it is best to stop using any affected power cord immediately. You can check to see if your cable is affected by looking at the label on your power cord and seeing if the cord is in the affected date range.

**Q5 - How much will the AC power cord cost?**

1. Lenovo is replacing all affected AC power cords free-of-charge.

**Q6 - How long will I have to wait to get my replacement AC power cord?**

1. Once Lenovo has received your completed order we will ship you a replacement part. Shipping times can vary drastically based on country however; most cords should arrive within 7 to 10 days.

**Q7 - Why did Lenovo issue a recall?**

1. In the interest at all times of our customers to protect them from any risk.

**Q8 - If my AC power cord has been recalled, may I continue using my system while I’m waiting for my replacement AC power cord?**

1. Your system is completely safe to use on battery power or by charging with a power cord that is not affected.

**Q9 - Is there a way to see if I have an affected power cord without going through the validation process?**

1. Yes, you can check the label attached to your power cord to see if you are within the affected date range. However, to receive a replacement you must answer the questions contained within the validation form.

**Q10 - What should I do if my power cord shows signs of overheating?**

1. If your AC power cord shows signs of deformity or overheating, unplug your power cord from the wall and contact Lenovo.

NOTE: We expect that customers will ask for your opinion: “C’mon Lenovo, do I really need to remove the AC power cord immediately and only use the battery?” Your answer should always be: “You should stop using the AC power cord and power it only with the until the replacement AC power cord arrives.”

**Q11 - I have placed an order on the website – what happens next?**

1. A replacement AC power cord will be dispatched to the address you have provided on the website. An email will be sent to the email address you provided when the AC power cord is dispatched. This email will provide you with a tracking reference # and a link to Australia Post so you can check.

**Q12 - I have not received an email saying my AC power cord has shipped, with a tracking reference#. What is happening with my request?**

1. Lenovo is making every effort to ensure replacement AC power cords arrive in a timely manner, usually within three business days. However, in some cases it may take longer for your replacement AC power cord to arrive.

**Q13 - I have received an email saying my AC power cord has shipped but have not yet received my AC power cord. What is happening with my request?**

1. The email will have a tracking reference #. The email also has the Australia Post URL - <http://auspost.com.au/track/track.html>. If you go to the Australia Post site and type in your tracking reference number, you can check on the status of your delivery.

**Referrals and escalations[for your reference]**

**Q I am a Business Partner …..with a question**

1. You may use the automated tool at [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014) to identify affected machines for your customers. All Business Partner queries may also be referred to your Lenovo Sales representative. If they are unclear as to whom your Lenovo sales representative is, please have them email [pheath@lenovo.com](mailto:pheath@lenovo.com)

**Q I am an Authorized Warranty Service Provider (AWSP). What is my role?**

1. You may use the automated tool at [www.lenovo.com/powercord2014](http://www.lenovo.com/powercord2014) to identify affected machines for your customers. All AWSP queries may also be referred to the program manager [molsen@lenovo.com](mailto:molsen@lenovo.com)

**Q Any safety or health related comments . What process should I follow?**

1. I will refer you to the Lenovo Critical Situation Manager, Craig Sedgwick. You may email him direct [csedgwick@lenovo.com](mailto:csedgwick@lenovo.com).

**Q If a customer wishes to make a complaint or escalate. What process should I follow?**

1. For escalations , please follow the standard Lencare escalation process

ANZ Recall Message Page

Message will be displayed on the home page and footer