

ATTACHMENT 1

Configuration of the HP Pavilion dv9295ea Notebook PC

Intel Core 2 Duo processor (2Ghz) 4 MB L2 cache (T7200)
17.0" WXGA+ High-Definition BrightView Widescreen Display
240GB (120GBx2 - 5400RPM) Dual Hard Drive
2048MB DDR2 SDRAM (2 Dimm)
Intel Pro/Wireless 3945b/g 802.11b/g WLAN & Bluetooth
HD DVD ROM with SuperMulti DVD±R/RW Double Layer
8-cell Lithium-Ion battery
HP Mobile Remote Control
5-in-1 Digital Media Reader
ExpressCard/54 PC Card Slot
HP QuickPlay
nVidia GeForce Go 7600 with **512MB DDR dedicated graphics memory**
Windows Vista Home Premium
1.3mp Webcam
Expansion Port 3

Quick list of parts replaced for reference

Please note that this list is not in the order the parts were replaced:

1. Display Assembly (central bush missing on arrival) - includes hinges, 17" LCD, bezels, webcam and 2 microphones. This repair was attempted first with just new hinges. When that failed, the whole thing was replaced.
2. Motherboard / systemboard
 - a. Original mobo: RY700EA #ABV
 - b. Second mobo: RY00EA #ABB
 - c. Third mobo: RY700EA #ABV
 - d. Fourth mobo: <something> #ABA [fraud]
 - e. Fifth mobo: **RY700EA #ABV (with only 256MB graphics)**
3. Processor, heat-sink and thermal paste - this was done after a couple of motherboard replacements
4. QuickPlay touch panel
5. Internal cables
6. Replaced display bushes on new display assembly

ATTACHMENT 2

Quoting from:

<http://h10025.www1.hp.com/ewfrf/wc/document?lc=en&cc=us&docname=c01087277&dlc=en&printable=yes&encodeUrl=true&>

“HP Pavilion dv2000/dv6000/dv9000 and Compaq Presario v3000/v6000 Series Notebook PCs - HP Limited Warranty Service Enhancement

HP has identified a hardware issue with certain HP Pavilion dv2000/dv6000/dv9000 and Compaq Presario V3000/V6000 series notebook PCs, and has also released a new BIOS for these notebook PCs, version F.39 for dv2000/V3000, and version F.3D for dv6000/dv9000/V6000.

NOTE: If you are a customer in Canada with an HP Notebook model DV2412CA or DV2404CA, do not update the notebook to BIOS version F.39.

If you own an HP Pavilion dv2000, HP Pavilion dv6000, HP Pavilion dv9000 or Compaq Presario V3000, Compaq Presario V6000 series computer, are experiencing no symptoms on your computer, and would like to obtain more information about updating your system to the new BIOS release, please go to the "Update the BIOS to the latest version" section on this page. If you are experiencing one or more symptoms listed below, and your computer meets the product criteria listed below, contact HP to determine whether you are eligible for a free repair.

NOTE: This service enhancement program is available in North America for 24 months after the start of your original standard limited warranty for issues listed below; otherwise your current standard limited warranty applies. Customers who already have a 24 month or longer warranty period will be covered under their existing standard HP Limited Warranty. “

“The following symptoms apply to the dv6000, dv9000 and v6000 series notebooks:

- The notebook does not detect wireless networks and the wireless adapter is not detected in the Device Manager.
- There is no video on the computer LCD panel or external monitor.
- The notebook has no power and no active LEDs.
- The notebook does not start.
- The battery charge indicator light does not turn on when the battery is installed and the AC adapter is connected.
- The notebook issues a single beep during boot indicating no power.
- The external monitor functions but there is no image on the notebook LCD panel.”

“Service enhancements and free shipping

Free shipping

If your notebook needs to be returned to HP for repair, the shipping costs are free. HP will immediately send you a postage paid container in which to send in your computer, and we will pay the return shipping.

Post-service warranty

After HP repairs your notebook, you will continue to be covered by the HP Limited Warranty Service Enhancement program for **24 months** after the start of your original standard limited warranty, or 90 days after receiving your free repair, whichever is later.”

ATTACHMENT 3

Quoting from: <http://www.notebookhingecrack.com/2007/12/01/hp-dv9000-dv6000-notebook-hinge-crack-results/>

“HP dv9000 & dv6000 notebook hinge crack results

By admin | December 1, 2007

Many more people are commenting, and emailing, about their situation dealing with the HP dv9000 notebooks and the notorious hinge cracks. We also have some comments about dv6000 notebooks doing the same, although on the right hinge. The **dv9000 cracks on the left hinge, at the security hole**, and the dv6000 supposedly cracks on the right hinge, but I don't have many details. If you have a dv6000 series notebook with a cracking hinge, please post a comment with your details.

It seems many people are finding out about this site a few days or weeks out of warranty. While I have no direct proof, **a few people have been able to convince HP to fix the problem even though the warranty has expired. I would highly recommend pointing the customer service agent to this website.** If that doesn't work, ask for a supervisor or a level 2 technician. This is NOT abuse, this is due to a flaw in the HP design.

A reader, who shall remain anonymous, sent me their dv9000 last week. I took it apart, and it is definitely a design flaw, not an abuse issue. The **processor fan has no easy filter replacement**, so it gets gunked up with MINOR dirt and dust. There is no easy way to clean the filter. **Over time, a tiny (tiny!) amount of dust causes the processor to heat up significantly.** This heat destroys a tiny sliver of plastic near the security hole, which causes the problem. As that sliver breaks off into tiny pieces (from heat), **the hinge has nothing to sit in, basically causing the terrible popping sound, the left edge of the screen pushing out, and the need to hold the screen bevel tight as you slowly close the notebook.**

It seems as if this problem still exists in recent dv9000 models, so I would be cautious in purchasing another one. I absolutely love my dv9000, though, because it is a great notebook. I used compressed air to try to blow out my processor dust, and it did make a slight difference. In the past, the notebook would get extremely warm within 10 minutes of use, now it takes over an hour. This means that you CAN slow down the effect of the design flaw, but you can not fix it. The heat level generated by the faulty “filter” and air flow will always cause your hinge to fail. I believe in the next 3-4 weeks we will see hundreds of people finding this site, as more and more people exhibit the same problem.

Please keep up the comments, and kindly follow up what HP did to resolve your situation. If they charged you, how much? If they warrantied the repair, for how long? If you sent it in, who did you do it

through (HP, Best Buy, Frye's, etc)? If you sent it in, how long did it take to get back? What was the process?

There are probably thousands of people out there who are going to spend \$300-\$400 needlessly fixing this design flaw. This means millions of dollars for HP that should be covered by a warranty.

I am currently discussing the options with a legal advisor, who currently says that design flaws such as these should trump warranty periods, if it is an obvious problem that rears its head before the normal warranty runs out. If he tells me we have a case, and HP refuses to fix anyone's notebook, we will move forward to promote the website heavier and find resolution for all of us. At this point, I am refusing to send my notebook in. I have spent over 150 hours of my own time tracking people down, finding solutions, working on dead notebooks, and talking with various tech support reps. I am no longer going to be without my notebook for 3-4 weeks, since I am the head figure in getting things going.

If anyone is interested in supporting a move for more resolution, I'll post details of a small fundraiser to pay for a lawyer to review all the cases. The lawyer I have dealt with in the past charges a fair \$1000 to get everything together, and then a flat fee (instead of a percentage). I hate class action lawsuits, the lawyers win, and we lose. I want resolution for everyone, not a \$37 check from HP that does nothing. We need to tell others about this problem, so please link to this site on blogs and forums if someone else complains about this very problem. The more people that discover that this is a design flaw, the better the result of communications with HP about fixing it.

Again, this is a design flaw, not an abuse issue. **It is a flaw in the entire dv9000 line that up to now still does not look to be fixed in design.** My recommendation to HP is an easy fix, but I won't give it to them without a significant payment up front — this is something that designers should be prepared for, not end users.

My recommendation if you haven't had the hinge crack: blow out your processor air flow holes with compressed air with the notebook off, and wait 10 minutes to turn it back on. Compressed air is EXPENSIVE, around \$5 per bottle, but doing it twice a day (once before booting up, once after powering down) should push the problem out of your hair for a little while.

FWIW, I use over 12 notebooks on a regular basis, and **this is the only one with this dastardly error.**"

ATTACHMENT 4

This is a portion of the copy of the letter that was sent to the Mr. Balu Doraisamy, President of Hewlett-Packard India:

HP Pavilion dv9295ea
Serial no.: CNF7082NDR
Product no.: RY700EA #ABV
Last case id: 2600661131
Web case id: CCHSAP141557

This is just to point out the lemon of a system that I purchased from HP - a HP Pavilion dv9295ea. Over the last 14 months of its life, it has been having problems for 9 months and out of that 9, the notebook has been undergoing repairs for 3 months (HP being unable to repair it satisfactorily). Replaced parts: motherboard (5 times!), the display assembly, keyboard, QuickPlay touch panel and internal cabling.

Finally, when it was fixed, they put in the wrong motherboard configuration (the service center at one point claimed not to have changed the board - FRAUD - details at <http://www.koshyjohn.com/hp/fraud.html>).

I then requested HP for a replacement. This was agreed to in principle but I've not got a response from the Bangalore office (as promised - 72 hours tops) so far - I've called about 7 times over the past 15 days and the support reps keep pushing the call back by 24 hours every time.

This is unacceptable - the entire details of the support history of my laptop has been put up at <http://www.koshyjohn.com/hp> and I'm in the process of building up links to it on various popular laptop forums and purchase sites. I exercise considerable influence over IT related purchases given my considerable expertise and I am forced to stop recommending HP due to my experiences. As a matter of principle, I feel that I have been wronged and I will not hesitate to pay to advertise my plight.

Frankly, I expected better service after purchasing 3 HP laptops. I will be purchasing two more laptops at the end of this year and I have a pretty good feeling they won't be HP.

ATTACHMENT 5

This is a portion of the copy of the letter that was sent to Mr. Mark Hurd, CEO & President of Hewlett-Packard on 10th June, 2008:

Sir,

A high-end 17" laptop was purchased from HP at Dubai in April 2007. Unfortunately, over the last 14 months, it has been functional for only 5! It has been useless for close to 70% of its life!

HP India refused to service it from September 2007 to February 2008 (6 months).

Finally in February, HP allowed us to bring it in for repairs.

Almost every part of the laptop was replaced including the display, keyboard and the motherboard (5 times!). After 3 months of keeping the laptop with them, they finally return the laptop with the wrong motherboard configuration.

Given the extreme nature of the inconvenience caused, a fresh replacement was requested in the beginning of May 2008. It was agreed to in principle but even after 27 calls to customer care over a period of 1 month, all that was achieved was a series of escalations with a huge number of broken promises for a call back (even by the case manager assigned).

All the details of this case are put up at <http://www.koshyjohn.com/hp> including details pointing to FRAUD which may also be detrimental to HP.

Even a mail to HP India's President Mr. Balu Doraisamy didn't yield any result.

Being a loyal HP customer for over 9 years, this is a very shocking and disappointing experience.

We are at a loss of what to do -- short of initiating legal action against HP and publicizing this ordeal.

Being provided with a constructive solution would be greatly appreciated.

Thank you for your valuable time.

Reply received (on the same day):

Thank you for taking the time to send HP your comments.

We apologize for the difficulties you've experienced.

Your comments have been forwarded to the appropriate people within Hewlett-Packard for their information and review.

Your input is important to us.

Sincerely,

CEO Customer Relations

ATTACHMENT 6

This is a copy of the e-mail that was sent to me by Mr. Rakesh on 1st July, 2008:

Complaint -----CCHSAP147952

Hi Koshy

With respect to the complaint given in the site , you have given your laptop to hp service centre on 26/03/2008 and we have replaced the system board , since we found the problem again, and on the second time we requested for the system board again we have collected the laptop on 18/04/2008, second time the problem was solved and collected back by you, since it concerns the mismatch of the original configuration, it was best of effort basis, we have replaced the system board as it is out of country purchase

we request you return the laptop to our service center again, we can request the system board of the same configuration, which is now available

If you can submit the laptop to us the same can be solved and return back to you on a priority basis.

For any clarification Pls contact us

Regards

Rakesh

NOTE: The complaint ID in the subject line is a newer one **CCHSAP147952** against my original **CCHSAP141557**.

Reply sent (on the same day):

RE: Complaint -----CCHSAP147952

Mr. Rakesh,

There are factual errors in your e-mail which I would like to correct for the record:

1. The laptop was handed over for the first time on February 19th, 2008. The material acceptance receipt given was numbered 13398. Please check the records at the service center. You can also double

check with HP Customer Care - there will be a call logged under CNF7082NDR / RY700EA#ABV on the afternoon of the 19th of February where I was told that HP would accept the notebook for warranty repairs.

There was a system board replacement done under the call key 13398 to resolve issues of the battery not charging and thermal cut off among other things. You have not mentioned it in your e-mail and I am assuming you are not aware of it. Another major replacement under this call key 13398 was my whole display assembly - it had gotten damaged due to a known design defect.

If HP has no documentation of the above, then I am afraid fraudulent behavior is widespread in the organization structure; and I intend to bring it out in court and make the media aware of it. **(I am doubly suspicious of widespread fraud since I remember that in the call conference when you were introduced to me, I was told that records at the HP head office only showed my motherboard as being replaced just once on May 07, 2008. Now the story's changed. When will the whole truth be told??)**

2. All the material acceptance receipt dates and call regn. numbers are as follows:

19/02/08 - 13398

26/03/08 - 14326

18/04/08 - 14663

Please use the above information and double-check your facts against the material acceptance receipts' and service center call reports' carbon copies available to you.

It is with great disappointment that I write this letter to a representative of the company that I was a customer of over the past nine years.

It is apparent to me and anyone else privy to the details of this case that HP has acted and is continuing to act in BAD FAITH.

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For the record, I reiterate my settlement demands that has been deemed fair by other HP customers and my legal representation considering what HP has put me through and continues to even today:

I am open to the following settlement options:

- (1) Full refund of the notebook's purchase price along + monetary compensation for damages.
- (2) New notebook of equivalent or better configuration with extended 3 year warranty + all damages.
- (3) New Notebook from the dv9700 series or the new dv7t series that sells in the US/UAE for at least the same price as this notebook PC + 3 year warranty. (eg. configuration: Core 2 Duo T9500 2.60Ghz, Windows Vista Ultimate 64bit, 17" WSXGA+ HD widescreen display, 4GB DDR2 RAM, 512MB NVIDIA

GeForce 8600 GS, HP Imprint finish+Webcam+microphone+fingerprint reader, Intel Pro/Wireless 4965AGN with Bluetooth, 640GB 5400rpm (320GBx2) dual hard drive, BluRay ROM with SuperMulti DVD+/-R/RW Double Layer = \$2400 = original cost of laptop)

Damages will be calculated taking into consideration the 9 month duration when the notebook was unusable/unavailable, expenses involved in visiting the service center multiple times, call expenses to non-toll-free numbers, depreciation, and, compensation for time wasted.

Reasoning behind option (1) - walking away from HP with my money to a manufacturer that actually cares.

Reasoning behind option (2) - getting what was paid for along with compensation for the experiences of the previous year.

Reasoning behind option (3) - the notebook was the top of the line in HP's Home Entertainment portfolio at the time of purchase and cost close to a lakh of rupees. People pay such a amount of money to gain the use of the latest technology before mass adoption (in this case, laptops with the same configuration were selling at close to 40% of the price with 9 months of purchase. Considering that the notebook was dysfunctional for most of its life, what I paid for was not delivered. HP can have this notebook back and provide me with a fresh unit retailing at \$2400+ in the US or the UAE - the cost of the original. An additional 3 year international warranty extension is required to show that HP will be standing by its product and to compensate for damages.

<http://hp.koshyjohn.com/7legal.html>

[COMMENT: Settlement Options have since been marginally revised. The revised options are included in the main body of the document being given to all parties including HP India, HP Service center and Consumer Redressal Forum, Ernakulam]

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I will state, for the last time and for the record again, that I am not prepared to bring in the laptop for repairs any longer for a number of reasons one of which is that I am not willing to move further in this direction with a party that I can conclusively prove has committed one or more acts of fraud. The evidence of fraud cannot be handed over to the accused now that the matter has approached near litigation. Particularly so, when the accused has consistently portrayed malafide intentions over a long period of time.

Mr. Rakesh, I thank you for your attempts to resolve this situation but I cannot understand how you can realistically expect me to accept your offer. You apparently have your hands tied in this matter and HP needs to be sent a clear message such that customers like me are not put through such horrible experiences in the future. HP seems to be making it abundantly clear that they will only do the right thing if forced to do so by the legal system.

In summary, I reject the offer.

I will be proceeding further along in the legal process on the 3rd of July, 2008. If you have a genuine offer at hand before that in light of the above, please do get in touch with me.

Thank you.

Regards,

Koshy John

Mr. Rakesh's reply on 3rd July, 2008:

FW: Complaint -----CCHSAP147952

Hi Koshy

With respect to the complaint given in the site , we request you return the laptop to our service center again, we can request the system board of the same configuration, which is now available and do the needful as it is out of county purchase model. we can resolve all the problems best of effort basis.

Pls let me know when you can submit your notebook.

For any clarification Pls contact us

Regards




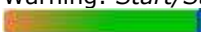




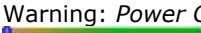

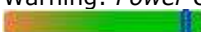





Rakesh

ATTACHMENT 7

"Almost every EIDE or SATA hard disk includes S.M.A.R.T. data. That information is collected by the drive itself and contains data that the manufacturer considered relevant to check reliability. The data is made up of several attributes that have a current value, a worst one, a threshold, some raw data, and some flags. Basically, when any attribute's current value is below its threshold, the hard disk is considered unreliable and likely to fail. By using several techniques, this report tries to give a wider range of info, basing its analysis on advanced comparisons with *normal* values based on real hard disks and on expert-like checks. The final results are not to be taken as an absolute truth, but they are a very good approach to what a professional would say about your hard disk status."

Hard-disk 1 analysis report stored online at:

<http://www.hddstatus.com/hdrepshowreport.php?ReportCode=2787987&ReportVerification=F9D2F579>

Attribute	Current	Raw	Overall
 Raw Read Error Rate	200	0	Very good
 Spin Up Time	193	1316	Very good
 Start/Stop Count	97	3803	Watch
Warning: <i>Start/Stop Count</i> is below the average limits (98-100).			
 Reallocated Sector Count	199	1	Very good
 Seek Error Rate	100	0	Normal
 Power On Hours Count	96	3274	Good
 Spin Retry Count	100	0	Very good
 Calibration Retry Count	100	0	Very good
 Power Cycle Count	97	3151	Watch
Warning: <i>Power Cycle Count</i> is below the average limits (99-100).			
 Power Off Retract Count	196	3141	Watch
Warning: <i>Power Off Retract Count</i> is below the average limits (198-200).			
 Load Cycle Count	191	28772	Very good
 Reallocated Event Count	200	0	Very good
 Current Pending Sector	200	2	Very good
 Offline Uncorrectable Sector Count	100	0	Very good
 Ultra DMA CRC Error Rate	200	1	Very good
 Write Error Rate	100	0	Normal










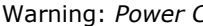






NOTE: not all warnings are reflected on fitness and performance overall values as relevancy is based upon the settings from the hard disk manufacturer who is the best entity deputed to define such relationships.

NOTE : your hard disk has 2 pending sectors. Those are **sectors that couldn't be properly read and that the hard disk logic is waiting for a write operation to try to remap to a spare sector** (if available). According to the *Reallocated Sector Count* attribute, your hard disk seems to have available spare sectors. A simple disk surface scan won't be enough to force the remap operation. You need a read/write surface scan to remap the sector. The best option should be a tool that knows about what should be read from that sector so that it has some option to apply the best fix to the missing data.

NOTE : your hard disk *Power Cycle Count* attribute current value (97) is below the normal range (99 - 100) reported for your specific hard disk model. **Basically your hard disk was power cycled more times than the maximum number the average hard disk was. Power cycles put some stress on the hard disk mechanic.** Sometimes power cycles can be caused by a loose hard disk power connector. Make sure it is properly fastened.

Hard-disk 2 analysis report stored online at:

<http://www.hddstatus.com/hdrepsshowreport.php?ReportCode=2787992&ReportVerification=B4B53637>

Attribute	Current	Raw	Overall
 Raw Read Error Rate	200	0	Very good
 Spin Up Time	191	1441	Good
 Start/Stop Count	92	8196	Watch
Warning: <i>Start/Stop Count</i> is below the average limits (98-100).			
 Reallocated Sector Count	200	0	Very good
 Seek Error Rate	100	0	Normal
 Power On Hours Count	97	2612	Good
 Spin Retry Count	100	0	Very good
 Calibration Retry Count	100	0	Very good
 Power Cycle Count	97	3113	Watch
Warning: <i>Power Cycle Count</i> is below the average limits (99-100).			
 Power Off Retract Count	197	2949	Watch
Warning: <i>Power Off Retract Count</i> is below the average limits (198-200).			
 Load Cycle Count	174	79657	Good
 Reallocated Event Count	200	0	Very good
 Current Pending Sector	200	0	Very good
 Offline Uncorrectable Sector Count	100	0	Very good
 Ultra DMA CRC Error Rate	200	0	Very good
 Write Error Rate	100	0	Normal

NOTE: not all warnings are reflected on fitness and performance overall values as relevancy is based upon the settings from the hard disk manufacturer who is the best entity deputed to define such relationships.

NOTE : your hard disk *Power Cycle Count* attribute current value (97) is below the normal range (99 - 100) reported for your specific hard disk model. **Basically your hard disk was power cycled more times than the maximum number the average hard disk was. Power cycles put some stress on the hard disk mechanic.** Sometimes power cycles can be caused by a loose hard disk power connector. Make sure it is properly fastened.