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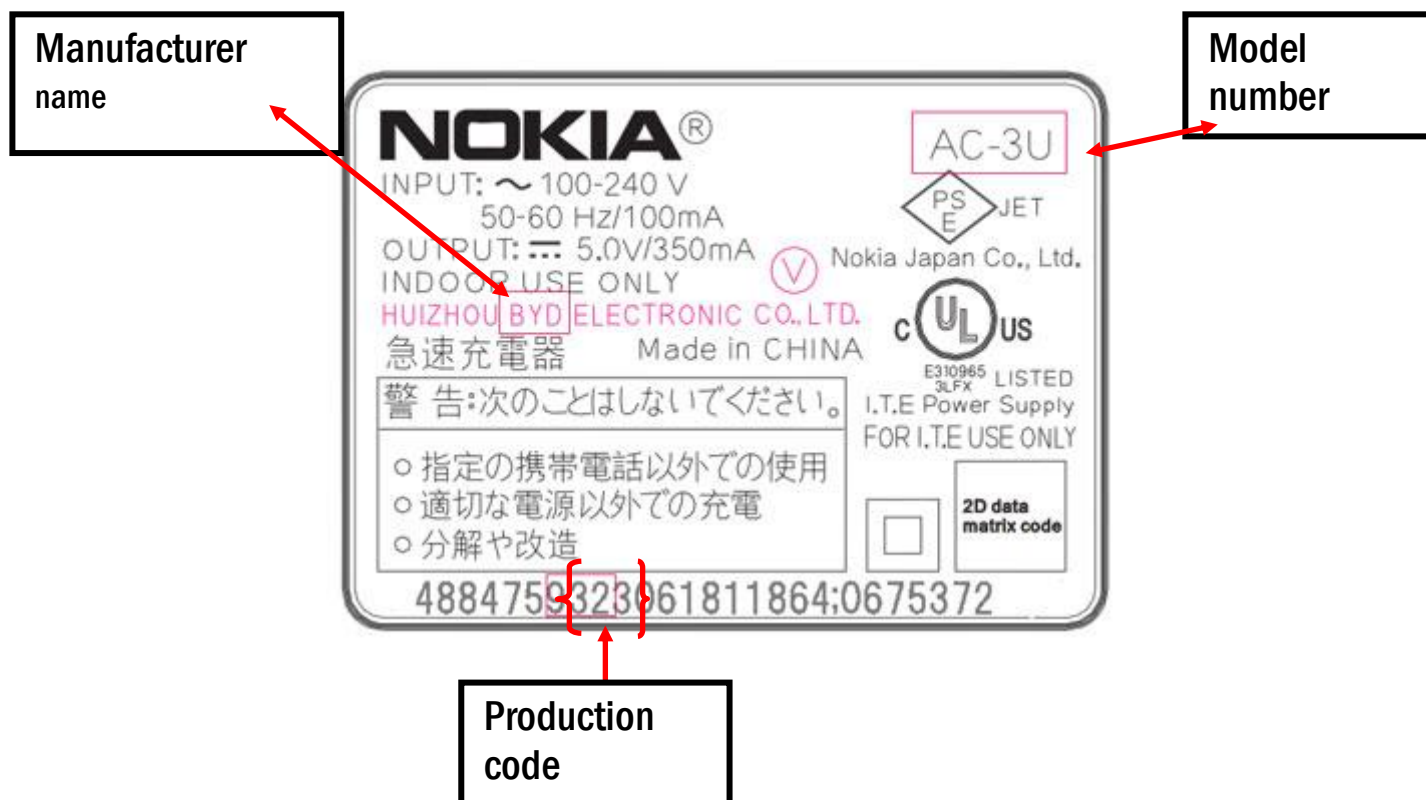
Backgrounder – How to identify if your charger is part of the exchange program

Because this issue only affects a limited number of specific charger models, it is important for consumers to determine if their charger is within the scope of the exchange program. Nokia will replace all eligible chargers at no cost.

To determine if your charger is within scope of the program, please refer to the charger label and follow the instructions listed below.

PLEASE NOTE – AC-3E and AC-3U chargers purchased before June 15, 2009 and AC-4U chargers purchased before April 13, 2009 are **not** within scope of the program. Furthermore, only a limited number of chargers of these model types purchased after these dates are within the scope of the program.

LABEL EXAMPLE

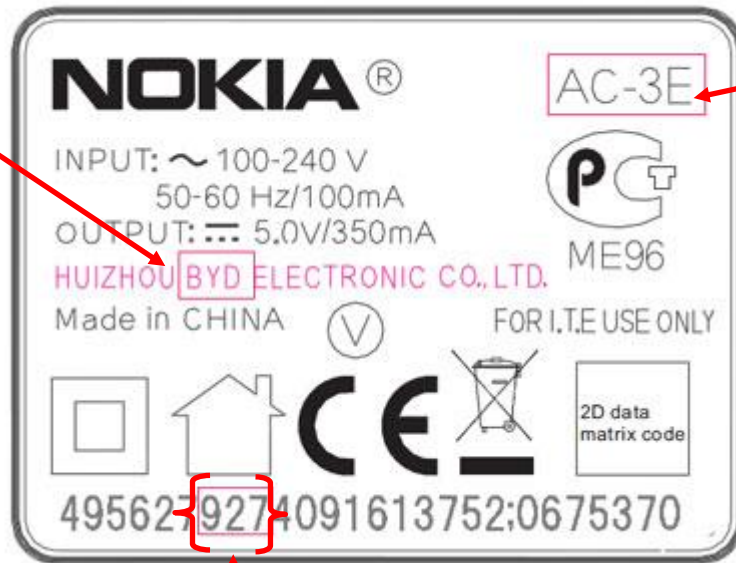


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Manufacturer
name

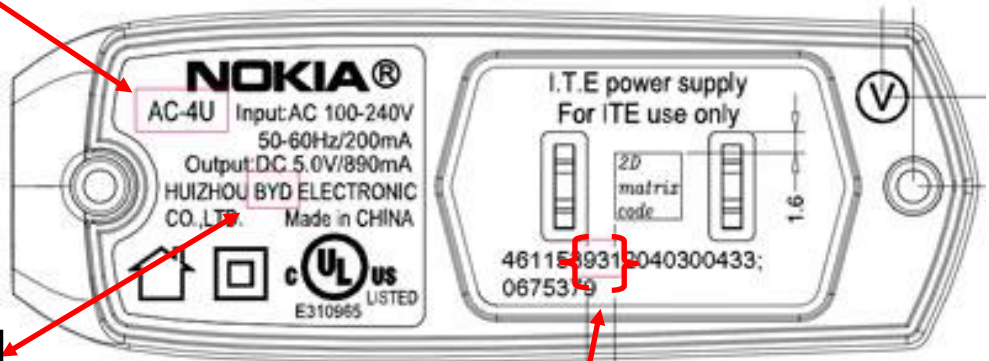
Model
number



Production
code

Model
number

Manufacturer
name



Production
code

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Chargers within the scope of the exchange program can be easily identified through the following three step process. Please refer to the picture above for additional information.

Step one – Identify the charger model number to determine if it is within scope of the program. Eligible models:

AC-3E
AC-3U
AC-4U

Action – If your charger model is listed above, it may be within the scope of the exchange so please proceed to **Step two**. If your charger model is not listed, it is not within scope of the program and no further action is required.

Step two – Determine if the charger was manufactured by BYD.

Action – If your charger label has the letters “BYD” it may be within the scope of the program so please proceed to **Step three**. If BYD is not identified on your charger label, it is not within the scope of the program and no further action is required.

Step three – Identify charger production date code.

Action – If you own the AC-3E or AC-3U, and your charger model contains production codes (as indicated in the graphic representation above) between “925” and “932” it is within the scope of the program and should be exchanged for a free replacement charger. If any other code is listed it is not within scope of the program and no further action is required.

If you own the AC-4U, and your charger model contains production codes between “916” and “943” it is within the scope of the program and should be exchanged for a free replacement charger.

If you have confirmed your charger is eligible to be replaced, we advise you to stop using it.

For additional information about how to receive a free charger replacement, please visit <http://chargerexchange.nokia.com> or call your local Nokia Contact Center.