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**UNITED STATES DISTRICT COURT
NORTHERN DISTRICT OF CALIFORNIA
SAN JOSE DIVISION**

IN RE HP PRINTER FIRMWARE
UPDATE LITIGATION

Case No. 5:16-cv-05820-EJD-SVK

DECLARATION OF PATRICIA BROWN

Date: April 25, 2019

Time: 9:00 a.m.

Place: Courtroom 4

Judge: Hon. Edward J. Davila

1 I, Patricia Brown, hereby declare under penalty of perjury:

2 1. I live in Albuquerque, New Mexico, and I am retired.

3 2. I own an HP Printer Office Jet Pro 8610.

4 3. I sent a letter to the Court on March 26, 2019 (attached as Exhibit A) to express my
5 serious concerns about how HP designs its printers.

6 4. I called Elizabeth Kramer at Girard Sharp and explained my experiences.

7 5. I understand that my complaints are different from what this lawsuit is about. However, I
8 feel it is important for me to call out the problems I described in my letter and express that HP is putting
9 a ridiculous burden on its customers.

10 6. My March 26 letter is not meant as an objection to the settlement, and in fact I support
11 the settlement.

12 7. I also appreciate the work of the plaintiffs' lawyers in this case who advocated for
13 consumers, and I have no objection to their request for legal fees and costs to be paid by HP.

14
15 I declare under penalty of perjury that the foregoing is true and correct. Executed in
16 Albuquerque, New Mexico on April 11, 2019.

17
18 By: /s/ Patricia Brown
19 Patricia Brown

ATTESTATION

I, Jordan Elias, am the ECF User whose ID and password are being used to file this document. In compliance with Local Rule 5-1(i)(3), I certify that concurrence in this filing has been obtained from all of the other signatories.

Dated: April 11, 2019

By: /s/ Jordan Elias
Jordan Elias

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Exhibit A

Patricia Brown

927 Tramway Lane NE

Albuquerque, New Mexico 87122

March 26, 2019

Att: Clerk of the Court

U.S. District Court for the Northern District, Ca.

280 South 1st Street, Room 2112

San Jose, CA 95113

CASE # 5:16-CV-05820-EJD

To Whom It May Concern:

I am objecting to the scope of the class action suit regarding HP Firmware Litigation. I did not file a claim regarding this class action suit because I feel that the claim is not broad enough in scope. Yet I do have a complaint and therefore an objection.

I have an HP Printer Office Jet Pro 8610. I faithfully purchased Genuine HP printer ink. I use primarily black ink. I rarely, if ever, use color. I was actually told to print with color by an HP supervisor when I first complained to HP and their response was that it would help keep my ink from drying out. Not the case! In fact, I feel HP holds the customer hostage in light of the fact that if a customer is printing in black ink only and one of the color cartridges is dry or low, HP Pro 8610 will not allow you to print! The customer must replace the color the printer claims is out of ink. The cartridge may not even be fully out of ink. I found out very recently, the cartridge might just need to be shaken! I was never told this "secret" detail! Also, if the customer, in good faith, replaces the color the printer "claims" is out of ink (the alert tells one in the tiny window on the machine) in order to continue the print job in black, the printer might STILL not print in black because another alert occurs in the window (after one drives to the store to replace the "claimed" empty cartridge) that the customer is out of a different color! The printer tells the customer one at a time! If the customer is working late on an important deadline, the printer will not print in black, expects the customer to replace the color or colors one at a time as the printer only states the alleged color ink empty cartridge (or dried empty cartridge, etc) ONE AT A TIME!

This, to me, is ridiculous, a burden on the customer, and HP is as said, holding the customer hostage and costing additional monies to replace what the customer is not even using.

I also have documentation of yet even another complaint regarding service with HP but since this suit is in regard to ink cartridges, I am only addressing the HP cartridge complaint but with the broader scope as addressed above.

Thank you for your time and attention regarding this issue. I would appreciate hearing from you as to the outcome of the suit and also whether my complaint has even been noted and addressed.

Patricia Brown

Patricia Brown

505-856-1872

(attachment)

Patricia Brown
 927 Tramway
 Albuquerque, NM 87122

Case # 5:16-cv-05820 EJD

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QTY	SKU	PRICE
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REWARDS NUMBER 3333541088

1	HP 951 XL YELLOW 886111609710	34.99
SUBTOTAL		34.99
Standard Tax 7.875%		2.76
TOTAL		\$37.75

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REWARDS NUMBER 3333541088

1	INK RECYCLING LIMI * 725137	0.00
Instant Savings <-0.01>		
1	INK RECYCLING LIMI * 725137	0.00
Instant Savings <-0.01>		
1	HP 951 XL MAGENTA 886111609703	34.99
1	HP 951 XL CYAN 886111609697	34.99
SUBTOTAL		69.98
Standard Tax 7.875%		5.51
TOTAL		\$75.49

CHASE VISA USD\$75.49
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Patricia A. Brown
927 Tramway Ln NE
Albuquerque, NM 87122

CERTIFIED MAIL



7018 1830 0001 8514 2470



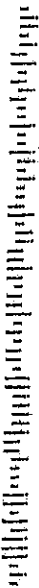
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Case # 5:16-cv-05820-EJD
Hewlett Packard Ink Cartridge

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Clerk of the Court
U.S. District Court for
Northern District of California
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Room 2112
San Jose, Ca. 95113