



Safety Recall Notice

HP announces recall of Notebook Computer and Mobile Workstation batteries

On January 4, 2018, HP announced a worldwide voluntary recall and replacement program for certain notebook computer and mobile workstation batteries. The potentially affected batteries were shipped with specific HP ProBook (64x G2 and G3, 65x G2 and G3), HP x360 310 G2, HP ENVY m6, HP Pavilion x360, HP 11 Notebook Computers, and HP ZBook (17 G3, 17 G4, Studio G3) Mobile Workstations sold worldwide from December 2015 through December 2017. These batteries were also available as accessories or provided as replacements for the HP ZBook Studio G4 Mobile Workstation or for any of the preceding products through HP or an authorized Service Provider. The batteries affected by this recall program have the potential to overheat, posing a fire and burn hazard to customers.

HP urges customers to check all potentially affected products

Potentially affected batteries



It is essential to check your battery. Many of these batteries are internal to the system which means they are not customer replaceable. Follow the instructions below to check the battery:

What to do

Go to the HP Battery Recall website at: www.hp.com/go/batteryprogram2018 to check your battery. HP has developed a BIOS update for customers whose battery is affected by this recall program that will put the battery into "Battery Safety Mode". If the validation indicates your battery is affected, discontinue use of the battery immediately by placing it in Battery Safety Mode. Many of these batteries are internal to the system which means they are not customer replaceable. You should not attempt to remove the battery. HP will provide replacement battery services for each battery that is verified as affected by this recall at no cost.

Note: Once the battery is put into Safety Mode, you may continue to use your notebook or mobile workstation by connecting to an HP power adaptor.

Note: The validation process may indicate that a battery is not affected. Less than 3% of the potentially affected products sold during this time period include batteries that are affected by this safety recall

If you have questions on this program, please go to www.hp.com/go/batteryprogram2018 and select **Contact Us** or contact HP Support:

- Canada: 1-888-202-4320 (8 am – 7 pm, CST Monday–Friday, excluding holidays)
- USA: 1-888-202-4320 (8 am – 7 pm, CST Monday–Friday, excluding holidays)

We apologize for any inconvenience this may have caused you.

Sincerely, HP.

This recall is being conducted in cooperation with various government regulatory agencies.