



Important Safety Announcement

HP Notebook Computer and Mobile Workstation Battery Safety Recall and Replacement Program

Dear Valued HP Customer,

In cooperation with various government regulatory agencies HP has announced a worldwide voluntary safety recall and replacement program for certain notebook and mobile workstation batteries.

The potentially affected batteries were shipped with certain HP notebooks and mobile workstations sold worldwide from December 2015 through December 2017. These batteries were also sold as accessories or provided as replacements through HP or an authorized HP Service Provider.

HP's primary concern is for the safety of our customers. The batteries have the potential to overheat, posing a fire and burn hazard to customers. For this reason, it is extremely important for customers to check whether their batteries are affected.

HP has developed a BIOS update for customers whose battery is affected by the recall program that will put the battery into "Battery Safety Mode". Customers should discontinue use of batteries affected by this program immediately by placing them in Battery Safety Mode. Once the battery is put into Safety Mode, customers may continue to safely use their notebook or mobile workstation by connecting to an HP power adaptor.

HP will provide onsite battery replacement services by an authorized technician for each battery affected by this recall program at no cost.

Note:

Not all batteries in all products listed below are affected. If the validation process indicates that a battery is not affected, it may continue to be used, and a replacement is not necessary.

How to determine if your Batteries may be affected

The following table provides a list of HP products affected by this recall.

ProBook	HP ProBook 640 G2	HP ProBook 640 G3
	HP ProBook 645 G2	HP ProBook 645 G3
	HP ProBook 650 G2	HP ProBook 650 G3
	HP ProBook 655 G2	HP ProBook 655 G3
ZBook	HP ZBook 17 G3	HP ZBook 17 G4
	HP ZBook Studio G3	
x360	HP x360 310 G2	
Pavilion	HP Pavilion x360	
ENVY	HP ENVY m6	
11	HP 11 Notebook PC	

Serial Numbers of notebooks and mobile workstations that were sold with potentially affected batteries

The serial numbers of products shipped with batteries affected by this recall fall within this numerical range: xxx550xxxx – xxx750xxxx

Additionally, these batteries may have been sold as accessories or replacement batteries for the HP ZBook Studio G4 Mobile Workstation or for any of the products listed above.

Validating potentially affected batteries

HP’s primary concern is for the safety of our customers. HP encourages you to check the batteries of any of the potentially affected notebook computers and mobile workstations listed above, plus any batteries purchased as accessories or spares, or provided as replacements through HP or an authorized Service Provider.

HP has put in place a process to facilitate battery validation and replacement ordering for customers with 5 or more potentially affected batteries to validate.

HP has developed a bulk battery validation utility which can be deployed by each individual customer, on the customer’s installed base, to identify notebook and mobile workstation serial numbers and battery component numbers. The regional Bulk Process teams will then verify the data and process the bulk order for battery replacements as applicable. All batteries affected by this recall will be replaced at no cost to you.

Please note that the Bulk Process will be managed in English only.

For more details on the BIOS update to put the battery in Battery Safety Mode, guidance through the bulk battery validation and replacement ordering process, and to obtain the battery validation utility, please contact the relevant regional Bulk Process team at one of the following email addresses:

- For Europe, Middle East and Africa: EMEABulkBatteryRecall@hp.com
- For Asia Pacific: APJBulkBatteryRecall@hp.com
- For North America: NABulkBatteryRecall@hp.com
- For Latin America: LABulkBatteryRecall@hp.com

Note:

The validation process may indicate 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.

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Contact HP

If you have questions on the HP Notebook and HP Mobile Workstation Battery Safety Recall and Replacement program please go to **Contact Us** on the [program website](http://www.hp.com/go/batteryprogram2018) at www.hp.com/go/batteryprogram2018

Or contact HP Support at the following numbers:

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

If additional support is needed, contact your HP account manager.

HP apologizes for any inconvenience this may have caused you.

Sincerely,

HP.