



# Important Update: Safety Announcement, 2019

## Expansion of the HP Notebook Computer and Mobile Workstation Battery Safety Recall and Replacement Program announced in January 2018 – Additional Batteries Affected

### HP urges customers to recheck all potentially affected products

**NOTE:** Replacement batteries provided as part of the program announced in January 2018 are NOT affected by this program expansion. If you have already replaced your battery through the program, no further action is required.

Dear Valued HP Customer,

In cooperation with various government regulatory agencies HP has announced an expansion of its ongoing worldwide voluntary safety recall and replacement program for certain notebook and mobile workstation batteries which was announced in January 2018. The expansion increases the original program as follows:

- Additional batteries may have been shipped with the same notebooks and workstations affected by the original program
- Inclusion of HP ProBooks (4xx G4 and G5), HP ENVY 15, and Mobile Thin Clients (HP mt20, HP mt21, and HP mt31) that can use batteries affected by the program expansion.

The potentially affected batteries may have been shipped with certain HP notebooks and mobile workstations sold worldwide from December 2015 through April 2018. These batteries were also sold as accessories or provided as replacements from December 2015 through December 2018 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 or recheck your battery, even if you did so previously and were informed that it was not affected.**

If you have already replaced your battery through the program announced in January 2018, no further action is required.

HP has released an update to the BIOS for customers whose batteries are affected by the program expansion 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 that can use batteries affected by this recall. The affected batteries may have been shipped with certain HP products, and/or sold as accessories or replacement batteries.

The following products may have been shipped with affected batteries		
ProBook	HP ProBook 640 G2 HP ProBook 645 G2 HP ProBook 650 G2 HP ProBook 655 G2 HP ProBook 430 G4 HP ProBook 450 G4 HP ProBook 470 G4	HP ProBook 640 G3 HP ProBook 645 G3 HP ProBook 650 G3 HP ProBook 655 G3 HP ProBook 440 G4 HP ProBook 455 G4
ZBook	HP ZBook 17 G3 HP ZBook Studio G3	HP ZBook 17 G4
x360	HP x360 310 G2	
Pavilion	HP Pavilion x360	
ENVY	HP ENVY M6	
HP 11	HP 11 Notebook PC	
The following products are compatible with, but were not shipped with, affected batteries. Customers may have purchased a battery as an accessory or received a replacement battery through services that is affected by the recall.		
ProBook	HP ProBook 430 G5 HP ProBook 450 G5 HP ProBook 470 G5	HP ProBook 440 G5 HP ProBook 455 G5
ZBook	HP ZBook Studio G4	
ENVY	HP ENVY 15	
Mobile Thin Client	HP mt20 HP mt31	HP mt21

**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 – xxx743xxxx

**Validating potentially affected batteries**

HP’s primary concern is for the safety of our customers. HP encourages you to check or recheck 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. Approximately 3% of the potentially affected products sold during this time period include batteries that are affected by this safety recall and its expansion. This expansion represents less than 0.4% of all potentially affected products sold during this time period.

==

**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](http://www.hp.com/go/batteryprogram2018).

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

HP apologizes for any inconvenience this may have caused you.

Sincerely,

HP.