

[Insert company logo]

Safety Notice

AC Power Cords for the Microsoft Surface Pro, Microsoft Surface Pro 2, and certain Microsoft Surface Pro 3's

Effective January 22, 2016, at 6:00am Pacific Standard Time (US West Coast time), in cooperation with various government regulatory agencies, Microsoft has initiated a voluntary recall for AC power cords (the cord that plugs into an electrical outlet) supplied with the Microsoft Surface Pro and Microsoft Surface Pro 2, and with any Microsoft Surface Pro 3 purchased prior to July 15, 2015.

If these AC cords are sharply and repeatedly bent or wrapped tightly over an extended period of time, they may become damaged. Damaged AC power cords can overheat, posing a potential fire or shock hazard.



Old-style power cord that needs to be replaced



New-style power cord

Microsoft Surface Pro and Surface Pro 2, and pre-July 15, 2015, Surface Pro 3 customers will receive a replacement AC power cord at no cost.

Please visit this website for more details: www.surface.com/powercord

What to do:

1. Stop using your AC power cord (the cord that you plug into an electrical outlet) if you have a Surface Pro or Surface Pro 2, or a pre-July 15, 2015, Surface Pro 3.
2. Visit the Microsoft Surface Pro AC Power Cord Recall website at www.surface.com/powercord to request a free replacement AC power cord.
3. Review the cord care instructions on the Surface support page at Power Cord Care (<http://www.microsoft.com/surface/support/performance-and-maintenance/clean-and-care-for-your-surface>).

Post Until [_____, 2016 / not less than 120 days from the date this notice is announced]

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For more information:

Contact Customer Support: <http://www.microsoft.com/surface/support/warranty-service-and-recovery/powercordcontact>

This voluntary recall is being conducted in cooperation with the U.S. Consumer Product Safety Commission