



# Safety Recall Expansion Notice, August 2019

## HP announces recall of additional Notebook Computer and Mobile Workstation batteries

In August 2019, HP released an expansion of its ongoing worldwide voluntary recall and replacement program for certain notebook computer and mobile workstation batteries which was announced in January 2018 and expanded in January 2019. The potentially affected batteries may have been shipped with specific HP ProBook (64x G2 and G3, 65x G2 and G3, 4xx G4 (430, 440, 450, 455, and 470)), HP x360 310 G2, HP ENVY M6, HP Pavilion x360 15 inch, HP 11 Notebook Computers, and HP ZBook (17 G3, 17 G4, Studio G3, and Studio G4) Mobile Workstations sold worldwide from December 2015 through October 2018. These batteries were also available as accessories or provided as replacements for HP ProBook 4xx G5 (430, 440, 450, 455, and 470), HP ENVY 15, and HP Mobile Thin Clients (mt20, mt21, and mt31) or for any of the preceding products from December 2015 through December 2018 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 recheck all potentially affected products

#### Potentially affected batteries



**It is essential to recheck your battery even if you did so previously and were informed that it was not affected.** If you have already received a replacement battery through the program announced in January 2018 or the expansion in January 2019, you are not affected by this expansion.

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](http://www.hp.com/go/batteryprogram2018) to check your battery. HP released an update to the BIOS in August 2019 for customers whose batteries are affected by this program expansion 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 HP products sold during this time period include batteries that are affected by this safety recall and its expansion. The additional batteries identified by our supplier represent 0.2% of all potentially affected HP products sold during this time period.

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

- Canada: 1-866-671-7362 (8 am – 7 pm, CST Monday–Friday, excluding holidays)
- USA: 1-866-671-7362 (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.