

Updated Recall: HP Inc. Canada recalls Third-party Lithium-ion Batteries in Notebook Computers and Mobile Workstations

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Starting date: January 17, 2019

Posting date: January 17, 2019

Type of communication: Consumer Product Recall

Subcategory: Electronics

Source of recall: Health Canada

Issue: Fire Hazard

Audience: General Public

Identification number: RA-68848

Update of January 4, 2018 [recall](#)

Joint recall with Health Canada, PROFECO and HP Inc. Canada

Affected products

Lithium-ion Batteries manufactured by a third-party for use in select HP Notebook Computers and Mobile Workstations that are not customer replaceable.

Product description

This recall update involves certain third-party lithium-ion batteries compatible with select HP notebook computers and mobile workstations. The affected batteries were sold with the notebook computers and mobile workstations and were also sold separately as replacement batteries.

The following additional products are affected by this recall update

Product name	Battery Bar Codes beginning with
HP 11	6ETGL
HP x360	6EVXH
HP ProBooks (64x G2 series, 65x G2 series)	6EZZE
HP ProBooks (4xx G4 series)	6EZZF
HP ZBook (17 G3) and Studio (G3) Mobile	6FDWN
	6FSNF
	6FWBH
	6GAUL

The following products were previously recalled

Product name	Battery Bar Codes beginning with
HP 11	6ETGL
HP ENVY m6	6EVXH
HP Pavilion x360	6EZPC
HP x360	6EZZE
HP ProBook 64x (G2 and G3)	6EZZF
HP ProBook 65x (G2 and G3)	6FDWN
HP ZBook (17 G3, 17 G4, and Studio G3)	6FSRV
HP ZBook Studio G4	6FWBF
	6FWBH
	6GAVV

The product name can be found by utilizing the keyboard shortcut 'fn+Esc' or on the barcode label on the bottom of the notebook PC. To identify if the battery is affected by this recall, customers can use the battery validation utility located on the program website at www.hp.com/go/batteryprogram2018.

Hazard identified

The battery can overheat, posing a potential burn and fire hazard.

As of January 7, 2019, the company has not received any reports of incidents or injuries in Canada. In the United States, the company has received 6 reports of overheating batteries and 1 report of injury. In Mexico, the company has not received any reports of incidents or injuries.

Number sold

Approximately 2,024 batteries were sold in Canada, 78,502 in the United States and 1,304 in Mexico.

Time period sold

The recalled batteries involved in this recall update were sold from May 2016 through April 2018.

Place of origin

Manufactured in China.

Companies

Distributor

HP Inc. Canada

Mississauga

Ontario

CANADA

Images (select thumbnail to enlarge)



What you should do

Consumers should immediately stop using the affected products and go to the HP Battery Recall website to see if their battery is affected and to order a free replacement battery if needed.

Commercial accounts will receive information and direction directly from HP.

For more information and to determine if their product is affected, consumers may visit the [HP Battery Recall website](#) or telephone HP Inc. Canada toll-free at 1-888-202-4320 from 8:00 a.m. to 7:00 p.m. CST Monday to Friday

Consumers may view the release by Mexico's Consumer Protection Federal Agency (PROFECO) on the [Agency's website](#) (in Spanish only).

Please note that the Canada Consumer Product Safety Act prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out [the Consumer Product Incident Report Form](#).

This recall is also posted on [the OECD Global Portal on Product Recalls website](#). You can visit this site for more information on other international consumer product recalls.