



Important Update: Safety Announcement, August 2019

Expansion of the HP Notebook Computer and Mobile Workstation Battery Safety Recall and Replacement Program announced in January 2018 and expanded in January 2019 – Additional Batteries Identified

HP urges customers to recheck all potentially affected products

NOTE: Replacement batteries either provided as part of the original program announced in January 2018 or the expansion announced in January 2019 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,

Product quality and safety is always our top priority. HP is expanding its ongoing worldwide voluntary safety recall and replacement program for certain notebook computer and mobile workstation batteries which was announced in January 2018 and expanded in January 2019. Following the completion of a thorough review of all records, our battery supplier recently informed us of additional batteries not identified in the program expansion announced in January 2019. In line with supplier guidance, we do not anticipate any further expansion of the program.

The potentially affected batteries may have been shipped with certain HP notebook computers and mobile workstations sold worldwide from December 2015 through October 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.

- **The following products may have been shipped with affected batteries:**
 - HP ProBook: 64x G2 and G3 series, 65x G2 and G3 series, 4xx G4 (430, 440, 450, 455, and 470)
 - HP x360 310 G2
 - HP ENVY M6
 - HP Pavilion x360 15 inch
 - HP 11 Notebook PC
 - HP ZBook: 17 G3, 17 G4, Studio G3, Studio G4

- **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:**
 - HP ProBook: 4xx G5 (430, 440, 450, 455, and 470)
 - HP ENVY 15
 - HP Mobile Thin Clients: HP mt20, mt21, mt31

HP's primary concern is for your safety. The batteries have the potential to overheat, posing a fire and burn hazard to customers. For this reason, it is extremely important 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 or the expansion in January 2019, no further action is required.

To check if your system's battery is affected, please visit the HP Battery Recall website at www.hp.com/go/batteryprogram2018 as soon as possible. There is a validation tool that will allow you to quickly 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. **Visit the HP Battery Recall website at www.hp.com/go/batteryprogram2018 for information on the BIOS update.** Once the battery is put into Safety Mode, you may continue to safely use your notebook or mobile workstation by connecting to an HP power adaptor.

Many of these batteries are internal to the system which means they are not customer replaceable. You should not remove them on your own. HP will provide battery replacement services by an authorized technician for each affected battery at no cost. Please visit the HP Battery Recall website at: www.hp.com/go/batteryprogram2018 for details.

If the validation tool indicates your battery is not affected, you may continue to use your system and no battery replacement is necessary.

Note:

You may be told that your 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.

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](#).

Or contact HP Support at the following numbers:

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

We apologize for any inconvenience this may have caused.

Sincerely,

HP.