

Important Notification About Battery Pack VGP-BPS26 in VAIO Personal Computers

Dear Valued Sony VAIO Customer,

Recently, we became aware of a potential issue regarding some of the VGP-BPS26 battery packs made by Panasonic. These battery packs may be susceptible to overheat due to a manufacturing issue, which has the potential to cause burns to the battery packs. The battery packs may have come with certain VAIO E Series personal computers released in February 2013, or may have been installed in some VAIO computers during repair. To address this issue we are implementing a free replacement program for affected battery packs.

If you are using one of the VAIO personal computers listed below, please check whether or not your battery pack is affected. If it is an affected battery pack, immediately remove it from your PC. If your battery pack is affected, we will send you a replacement. In the meantime, you can continue to use your PC safely with an AC adapter while you wait for the replacement battery pack.

We expect to start providing battery pack replacements in early June, 2016.

We sincerely apologize for any inconvenience this may cause.

Affected VAIO Personal Computers

Model number that may have come with an affected battery pack at time of purchase:
SVE151290S

Model series that may have been equipped with an affected battery pack during repair:

SVE14A1 SVE14A2 SVE14A3 SVE1511	SVE1512 SVE1711 SVE1712 VPCCA1	VPCCB1 VPCCB2 VPCCB3 VPCCB4	VPCEH1 VPCEH2 VPCEH3
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Check Whether or Not Your Battery Pack is Affected

This only applies to VGP-BPS26 battery packs with certain serial numbers.

1. Please remove the battery pack from your PC to check the part and serial numbers.



2. Select your battery pack part number to see if it is affected by visiting the support page at <https://esupport.sony.com/CA/>

