



Important Safety Announcement

HP Notebook Computer and Mobile Workstation Battery Safety Recall and Replacement Program

Dear HP Reseller/Distributor,

In cooperation with various government regulatory agencies HP has announced a worldwide voluntary recall and replacement program for certain notebook computer and mobile workstation batteries. The potentially affected batteries were shipped with specific HP notebook computers and mobile workstations sold worldwide from December 2015 through December 2017. These batteries were also sold as accessories or provided as replacements through HP or an authorized Service Provider.

HP's primary concern is for the safety of our customers. The batteries have the potential to overheat, posing a fire and burn hazard to customers. For this reason, it is extremely important for customers to check whether their batteries are affected.

HP strongly encourages customers to validate their batteries on the HP Battery Recall website at: www.hp.com/go/batteryprogram2018. HP has developed a BIOS update for customers whose battery is affected by this recall program that will put the battery into "Battery Safety Mode". If the validation indicates a battery is affected, customers should discontinue use of the battery immediately by placing it in Battery Safety Mode. Once the battery is put into Safety Mode, customers may continue to safely use their notebook or mobile workstation by connecting to an HP power adaptor. HP will provide replacement battery services by an authorized technician for each battery affected by this recall program at no cost.

Note:

Not all batteries in all products listed below are affected. Customers should go to the HP Battery Recall website at: www.hp.com/go/batteryprogram2018 to check if their batteries are affected, and to order free replacement battery services, if eligible.

Note:

If the validation process indicates that a battery is not affected by this recall program, it may continue to be used, and a replacement is not necessary.

HP is asking that customers take the following action:

1. Go to the HP Battery Recall website at: www.hp.com/go/batteryprogram2018 to validate their notebook and mobile workstation batteries.
2. If the validation process indicates that a battery is affected, customers should discontinue use of the battery immediately by placing it in Battery Safety Mode and order a replacement at no cost.

Note:

The validation process may show that the battery is not affected by this recall program, in which case the battery may continue to be used, and a replacement is not necessary.

What HP is doing:

- Establishing the HP Battery Recall website at: www.hp.com/go/batteryprogram2018
- Notifying registered customers via email of this HP Notebook Computer and Mobile Workstation Battery Safety Recall and Replacement Program
- Notifying customers enrolled on HP Support Assistant via HPSA notifications
- Notifying customers via Social Media and blog postings
- Establishing a Bulk Battery Validation and Replacement Order process to assist commercial customers. (See Commercial customer support section below)
- Providing a BIOS update to place batteries affected by this recall program in “Battery Safety Mode”
- Providing battery replacement services for all batteries affected by this recall program at no cost

Note:

Customers may be told that their battery is not affected. Less than 3% of the potentially affected products sold during this time period include batteries that are affected by this safety recall.

How to identify potentially affected batteries

The following table provides a list of HP products affected by this recall.

ProBook	HP Probook 640 G2	HP ProBook 640 G3
	HP ProBook 645 G2	HP ProBook 645 G3
	HP ProBook 650 G2	HP ProBook 650 G3
	HP ProBook 655 G2	HP ProBook 655 G3
ZBook	HP ZBook 17 G3	HP ZBook 17 G4
	HP ZBook Studio G3	
x360	HP x360 310 G2	
Pavilion	HP Pavilion x360	
ENVY	HP ENVY m6	
11	HP 11 Notebook PC	

Serial Number patterns

The serial numbers of products shipped with potentially affected batteries fall within this numerical range: xxx550xxxx – xxx750xxxx

Additionally, these batteries may have been sold as accessories or replacement batteries for the HP ZBook Studio G4 Mobile Workstation or for any of the products listed above.

How you can help HP

HP’s primary concern is for the safety of our customers.

If you have customers who may be affected by this recall, HP strongly urges you to contact those customers and instruct them to validate their battery on the HP Battery Recall website at: www.HP.com/go/batteryprogram2018. The batteries affected by this recall pose a fire and burn hazard.

1. Please send the attached customer letter, via e-mail only, to all of your customers who may have potentially affected batteries. The batteries were shipped with specific HP ProBook (64x G2 and G3 series, 65x G2 and G3 series), HP x360 310 G2, HP ENVY m6, HP Pavilion x360, HP 11 Notebook Computers and HP ZBook (17 G3, 17 G4, and Studio G3) Mobile Workstations sold worldwide from December 2015 through December 2017. These batteries may have also been sold as accessories or provided as replacements for the HP ZBook Studio G4 Mobile Workstation or for any products listed above through HP or an authorized Service Provider. The batteries have the potential to overheat, posing a fire and burn hazard to customers.

2. Make sure all your channel outlets display the attached in-store poster. HP strongly requests that you help us reach potentially affected customers by displaying this poster prominently in store. Display of this poster is a regulatory requirement in certain countries.

Single user customer support

- Please link the HP Battery Recall website at: www.hp.com/go/batteryprogram2018 to the recall section of your website. There is a validation tool that will allow customers to quickly check their battery. Instructions for the BIOS update to place batteries affected by this recall into Battery Safety Mode are on the website.
- Direct customers inquiring about this program to **Contact Us** on the HP Battery Recall website at: www.hp.com/go/batteryprogram2018.
- HP will provide battery replacement services for all batteries affected by this recall at no cost.

Commercial customer support

HP has put in place a process to facilitate battery validation and replacement ordering for customers with 5 or more potentially affected batteries to validate. HP has developed a bulk battery validation utility which can be deployed by each individual customer, on the customer's installed base, to identify potentially affected notebook and mobile workstation serial numbers and battery component numbers. The regional Bulk Process teams will then verify the data and process the bulk order for battery replacements as applicable. HP will provide battery replacement services for all batteries affected by this recall at no cost.

Please note that the Bulk Process will be managed in English only.

For more details on the BIOS update to put the battery into Safety Mode, guidance through the bulk battery validation and replacement ordering process, and to obtain the battery validation utility, please contact the relevant regional Bulk Process team at one of the following email addresses:

- For Europe, Middle East and Africa: EMEABulkBatteryRecall@hp.com
- For Asia Pacific: APJBulkBatteryRecall@hp.com
- For North America: NABulkBatteryRecall@hp.com
- For Latin America: LABulkBatteryRecall@hp.com

Thank you,

HP.