



Important Update: Safety Announcement, 2019

Expansion of the HP Notebook Computer and Mobile Workstation Battery Safety Recall and Replacement Program of January 2018 - **Additional Batteries Affected**

HP urges customers to recheck all potentially affected products

Dear HP Reseller/Distributor,

In cooperation with various government regulatory agencies HP has announced an expansion of its ongoing worldwide voluntary recall and replacement program for certain notebook computer and mobile workstation batteries. The expansion increases the original program which was announced in January 2018 as follows:

- Additional batteries may have been shipped with the same notebooks and workstations affected by the original program
- Inclusion of HP ProBooks (4xx G4 and G5), HP ENVY Notebook 15, and Mobile Thin Clients (mt20 mt21, mt31) that can use batteries affected by the program expansion

The potentially affected batteries may have been shipped with specific HP notebook computers and mobile workstations sold worldwide from December 2015 through April 2018. These batteries were also sold as accessories or provided as replacements from December 2015 through December 2018 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. It is essential that customers check their batteries, even if they did so previously and were informed that they were not affected. However, replacement batteries provided as part of the program announced in January 2018 are NOT affected by this program expansion.

Note: Customers who have already replaced their batteries through the program announced in January 2018 do NOT need to check their batteries again.

HP strongly encourages customers to validate their batteries on the HP Battery Recall website at: www.hp.com/go/batteryprogram2018. HP has released a BIOS update for customers whose batteries are affected by the program expansion 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. Check or recheck their batteries on 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. Approximately 3% of the potentially affected products sold during this time period include batteries that are affected by this safety recall and its expansion. This expansion represents less than 0.4% of all potentially affected products sold during this time period

Not all HP ProBooks, HP ZBooks, HPx360, HP 11, HP ENVY, HP Pavilions, or Mobile Thin Clients sold during this time period are affected by this recall.

What HP is doing:

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

How to identify potentially affected batteries

The following table provides a list of HP products that can use batteries affected by this recall. The affected batteries may have been shipped with certain HP products, and/or sold as accessories or replacement batteries.

The following products may have been shipped with affected batteries		
ProBook	HP ProBook 640 G2 HP ProBook 645 G2 HP ProBook 650 G2 HP ProBook 655 G2 HP ProBook 430 G4 HP ProBook 450 G4 HP ProBook 470 G4	HP ProBook 640 G3 HP ProBook 645 G3 HP ProBook 650 G3 HP ProBook 655 G3 HP ProBook 440 G4 HP ProBook 455 G4
ZBook	HP ZBook 17 G3 HP ZBook Studio G3	HP ZBook 17 G4
x360	HP x360 310 G2	
Pavilion	HP Pavilion x360	
ENVY	HP ENVY M6	
HP 11	HP 11 Notebook PC	
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.		
ProBook	HP ProBook 430 G5 HP ProBook 450 G5 HP ProBook 470 G5	HP ProBook 440 G5 HP ProBook 455 G5
ZBook	HP ZBook Studio G4	
ENVY	HP ENVY 15	
Mobile Thin Client	HP mt20 HP mt31	HP mt21

Serial Number patterns

The serial numbers of products shipped with potentially affected batteries fall within this numerical range: xxx550xxxx – xxx743xxxx

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 recheck 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 to customers.

1. Please send the attached customer letter, via e-mail only, to all of your customers who may have potentially affected batteries. The batteries may have been shipped with specific HP ProBook (64x G2 and G3 series, 65x G2 and G3 series, 4xx G4 series), HP x360, 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 April 2018. These batteries may have also been sold as accessories or provided as replacements for HP ProBooks (4xx G5 series), HP ENVY 15, HP Thin Clients (mt20, mt21, mt31), and 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. **This poster replaces the poster provided as part of the program launched in January 2018.**

Single user customer support

- Please ensure the HP Battery Recall website at: www.hp.com/go/batteryprogram2018 is linked 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 provides 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.