



Important Update: Safety Announcement, 2017

Expansion of the HP Notebook Computer Battery Safety Recall and Replacement Program of June 2016 – Additional Batteries Affected

HP urges customers to recheck all potentially affected products

Dear HP Retailer/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 batteries, which was announced in June 2016. The program has been expanded to include additional batteries that were shipped with the same notebook products.

The affected batteries were shipped with specific HP, Compaq, HP ProBook, HP ENVY, Compaq Presario, and HP Pavilion Notebook Computers sold worldwide from March 2013 through October 2016, and/or were sold as accessories or spares, or provided as replacements through Support. The batteries have the potential to overheat, posing a fire and burn hazard to customers.

HP's primary concern is for the safety of our customers. Because affected batteries pose a fire and burn hazard, **it is essential that customers recheck 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 June 2016 are NOT affected by this program expansion.**

Customers should cease use of affected batteries immediately. HP will provide a replacement battery for each verified, affected battery, at no cost. Customers may continue to use their notebook computer without the battery installed by connecting the notebook to external power.

Note: Not all HP, Compaq, HP ProBook, HP ENVY, Compaq Presario, and HP Pavilion Notebook Computer batteries are affected. Customers should check their batteries on the program website. 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 customers to take the following action:

1. Recheck their batteries on the program website.
2. If the validation process indicates that a battery is affected, customers should cease use of the affected battery immediately, remove from the battery the notebook, and order a replacement at no cost.

What HP is doing:

- Updating the [HP Battery Recall website](http://www.HP.com/go/batteryprogram2016) at: <http://www.HP.com/go/batteryprogram2016> to include additional batteries
- Notifying registered customers via email of the expanded HP Notebook Computer Battery Safety Recall and Replacement Program
- Notifying customers enrolled on HP Support Assistant via HPSA notifications
- Notifying customers via Social Media and blog postings

How to identify potentially affected batteries

The following table provides a list of potentially affected product series.

Compaq				
Compaq CQ45	Compaq CQ58			
HP ENVY				
HP ENVY dv6				
HP Pavilion				
HP Pavilion 14	HP Pavilion g4			
HP Pavilion 15	HP Pavilion g6			
HP Pavilion 17	HP Pavilion g7			
HP				
HP 240	HP 450	HP 650	HP 250 G1	HP 1000
HP 245	HP 455	HP 655	HP 255 G1	HP 2000
HP 246				
HP ProBook				
HP ProBook 440 G0	HP ProBook 450 G0	HP ProBook 470 G0	HP ProBook 4440s	
HP ProBook 440 G1	HP ProBook 450 G1	HP ProBook 470 G1	HP ProBook 4441s	
HP ProBook 445 G1	HP ProBook 455 G1	HP ProBook 470 G2	HP ProBook 4445s	
			HP ProBook 4446s	
			HP ProBook 4540s	
			HP ProBook 4545s	

Products listed below are also compatible with, but were not shipped with, the affected batteries.				
Compaq				
Compaq 435	Compaq 436			
Compaq Presario				
Compaq Presario CQ42	Compaq Presario CQ56	Compaq Presario CQ62	Compaq Presario CQ72	
Compaq Presario CQ43	Compaq Presario CQ57			
Compaq Presario CQ45	Compaq Presario CQ58			
HP ENVY				
HP ENVY 15				
HP ENVY m6				
HP ENVY TS 15				
HP Pavilion				
HP Pavilion dv6				
HP				
HP 243 G1	HP 430	HP 630	HP G42	
	HP 431	HP 631	HP G56	
	HP 435	HP 635	HP G62	
	HP 436	HP 636	HP G72	
HP ProBook				
HP ProBook 4330s	HP ProBook 4435s	HP ProBook 4530s	HP ProBook 430 G2	
HP ProBook 4331s	HP ProBook 4436s	HP ProBook 4535s		
		HP ProBook 4730s		

Serial Numbers

The serial numbers of products with potentially affected batteries fall within this numerical range: xxx311xxxx - xxx444xxxx.

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 expanded recall, HP strongly urges you to contact those customers and instruct them to recheck their batteries on the [HP Battery Recall website](http://www.HP.com/go/batteryrecall2016) at: <http://www.HP.com/go/batteryprogram2016>. The affected batteries 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 affected batteries were shipped with specific HP, Compaq, HP ProBook, HP ENVY, Compaq Presario, and HP Pavilion Notebook Computers sold worldwide from March 2013 through October 2016, and/or were sold as accessories or spares, or provided as replacements through Support. The batteries have the potential to overheat, posing a fire and burn hazard to customers.
2. Make sure all your retail 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 announced in June 2016.
3. Please ensure that the [HP Battery Recall website](http://www.HP.com/go/batteryrecall2016) at: <http://www.HP.com/go/batteryprogram2016> is linked to the recalls section of your website.
4. Direct customers inquiring about this program to the **Contact Us** section on the program website.

Thank you,
HP.