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January 8th, 2018

### Important Safety Announcement

**Chris Hewlett**

Director— Commercial Channel  
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### HP Notebook Computer and Mobile Workstation Battery Safety Recall and Replacement Program

Dear HP Retailer/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 HP Service Provider. The list of HP products with batteries affected by this recall include:

- HP ProBooks (64x G2 and G3 series, 65x G2 and G3 series)
- HP x360 310 G2
- HP ENVY m6
- HP Pavilion x360
- HP 11
- HP ZBook (17 G3, 17 G4, and Studio G3) Mobile Workstations

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.

**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 battery is affected.**

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". Customers should discontinue use of batteries affected by this recall program immediately by placing it in

Registered Office:  
Rhodes Corporate Park,  
Building F, Level 5  
1 Homebush Bay Drive,  
Rhodes NSW 2138

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Battery Safety Mode. Visit the HP Battery Recall website at: [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018) for information on the BIOS update. 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.

Many of these batteries are internal to the systems which means they are not customer replaceable. Customers should not remove them on their own. HP will provide battery replacement services by an authorized technician for each potentially affected battery at no cost. Details are available on the HP Battery Recall website at: [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018).

**Note:** Not all HP ProBook, x360, ENVY, Pavilion, 11, and ZBook batteries are affected. Customers should check their batteries on the HP Battery Recall program website at: [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018). 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. Check their batteries on the HP Battery Recall program website at: [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018).
2. If the validation process indicates that a battery is affected by this recall program, customers should follow the instructions on the Battery Recall website to discontinue use of the battery by immediately placing it in Battery Safety Mode and order a replacement at no cost.

**What HP is doing:**

- Establishing the HP Battery Recall website at: [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018)
- Notifying registered customers via email of the 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
- 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	

The serial numbers of products shipped with batteries affected by this recall 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 takes the safety of its products and providing an excellent customer experience seriously.

If you have customers who may be affected by this recall, HP strongly urges you to contact those customers and instruct them to check their batteries on the HP Battery Recall website at: [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018). 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 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 of

the 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 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.
3. Please ensure that the HP Battery Recall program website at: [www.hp.com/go/batteryprogram2018](http://www.hp.com/go/batteryprogram2018) is linked to the recalls section of your website. Direct customers inquiring about this program to the **Contact Us** section on the program website or contact HP Support at the following numbers:

South Pacific	Telephone Numbers:
Australia: 8.30am – 5.30pm AEDT, Monday - Friday – (excl holidays)	<b>131-047</b>
New Zealand: 8.30am – 5.30pm NZDT, Monday - Friday – (excl holidays)	<b>0800-5449-553</b>

Thank you,

Sincerely,

**Chris Hewlett**

Director – Commercial Channel  
South Pacific