



Safety Recall Expansion Notice

HP announces recall of additional Notebook Computer batteries

On January 24 2017, HP 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 sold as accessories or spares, or provided as replacements through Support. The affected batteries have the potential to overheat, posing a fire and burn hazard to customers.

HP urges customers to recheck all potentially affected products

Potentially affected batteries and bar code numbers

6BZLU^^^^^^^^^^ 6CGFK^^^^^^^^^^ 	6CGFQ^^^^^^^^^^ 	6DEMA^^^^^^^^^^ 6DEMH^^^^^^^^^^ 6EBVA^^^^^^^^^^ 
6CZMB^^^^^^^^^^ 	6DGAL^^^^^^^^^^ 	

The ^ can be a number, character or a letter.

It is essential to recheck your battery, even if you did so previously.

If you have already received a replacement battery, you are not affected by this expansion.

What to do

Go to the HP Battery Recall website at: <http://www.HP.com/go/batteryprogram2016> to recheck your battery. If your battery is affected, cease use of the battery immediately and remove it from the notebook. HP will provide a replacement battery for each verified, affected battery, at no cost.

Note: You may continue to use your notebook without the battery installed, by connecting the notebook to external power.

If you have questions on this program, please go to the program website and select **Contact Us**.

Or contact HP Support:

- Canada: 1-888-202-4320 (8 am – 7 pm, CST Monday–Friday, excluding holidays)
- USA: 1-888-202-4320 (8 am – 7 pm, CST Monday–Friday, excluding holidays)

We apologize for any inconvenience this may have caused you.

Sincerely, HP.

This recall is being conducted in cooperation with various government regulatory agencies.