



## *HP Recalls Batteries for Notebook Computers and Mobile Workstations Due to Fire and Burn Hazards*

**Name of product:** Lithium-ion batteries for HP notebook computers and mobile workstations

**Hazard:** The lithium-ion batteries can overheat, posing fire and burn hazards

**Remedy:** Replace

**Recall date:** January 4, 2018

**Units:** About 50,000 (in addition, 2,600 were sold in Canada)

**Importer:** HP Inc., of Palo Alto, Calif.

**Manufactured In:** China

**Recall number:** 18-077

**Consumer Contact:** HP toll-free at 888-202-4320 from 8 a.m. to 7 p.m. CT Monday through Friday or online at [www.HP.com/go/batteryprogram2018](http://www.HP.com/go/batteryprogram2018) or [www.hp.com](http://www.hp.com) and click “Recalls” for more information.

**Description:** This recall involves lithium-ion batteries for HP Notebook computers and mobile workstations. The batteries were shipped with or sold as accessories for HP ProBooks 64x (G2 and G3), HP ProBooks 65x (G2 and G3), HP Pavilion 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. They were also sold as accessories or provided as replacements through and HP or authorized HP Service Provider.

**Remedy:** Consumers should immediately visit [www.HP.com/go/batteryprogram2018](http://www.HP.com/go/batteryprogram2018) to see if their battery is included in the recall and for instructions on how to enable “Battery Safety Mode” if their battery is included in the recall. The website provides consumers instructions on how to initiate the validation utility to check their battery and what to download if their battery is included in the recall. These internal batteries are not customer-replaceable. HP will provide free battery replacement services by an authorized technician.

**Incidents/Injuries:** HP has received eight reports of battery packs overheating, melting, or charring, including three reports of property damage totaling \$4,500 with one report of a minor injury involving a first degree burn to the hand.

**Sold At:** Best Buy and other stores and authorized dealers nationwide and online at [www.Amazon.com](http://www.Amazon.com), [www.hp.com](http://www.hp.com) and other websites. The batteries were shipped in notebook computers and mobile workstations sold from December 2015 through December 2017 for between \$300 and \$4,000. The batteries were also sold separately for between \$50 and \$90.

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