



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 Valued HP Customer,

In cooperation with various government regulatory agencies HP has announced an expansion of its ongoing worldwide voluntary safety recall and replacement program for certain notebook 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 your safety. Because affected batteries pose a fire and burn hazard, it is extremely important to check whether your battery is affected.

It is essential to recheck your battery, even if you did so previously and were informed that it was not affected. Note: if you have already received a replacement battery, you are not affected by this expansion.

Please go immediately to the HP Battery Recall website at: <http://www.hp.com/go/batteryprogram2016> to check if your battery is affected by this expanded recall program. If the validation process indicates that 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. You may continue to use your notebook without the battery installed by connecting the notebook to external power. To order a free replacement battery if eligible, go to the HP Battery Recall website at: <http://www.hp.com/go/batteryprogram2016>.

Note: Not all batteries in all HP, Compaq, HP ProBook, HP ENVY, Compaq Presario, and HP Pavilion Notebook Computers are affected. The validation process may show that your battery is not affected by this expanded recall program, in which case you may continue to use the battery in your possession, and a replacement is not necessary.

Contact HP

If you have questions on the HP Notebook Battery Safety Recall and Replacement program please go to **Contact Us** on the [program website](#).

Or contact HP Support at the following numbers:

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

We apologize for any inconvenience this may have caused you.

Sincerely,
HP.