

# Safety Recall Notice

## AC Power Cords for the Microsoft Surface Pro, Microsoft Surface Pro 2, and certain Microsoft Surface Pro 3's

Effective January 21, 2016, at 7:00am Pacific Standard Time (US West Coast time), in cooperation with various government regulatory agencies, Microsoft has initiated a voluntary recall for AC power cords (the cord that plugs into an electrical outlet) supplied with the Microsoft Surface Pro and Microsoft Surface Pro 2, and with any Microsoft Surface Pro 3 purchased prior to March 15, 2015 (“pre-March 15, 2015 Surface Pro 3’s”).

If these AC cords are sharply and repeatedly bent or wrapped tightly over an extended period of time, they may become damaged. Damaged AC power cords can overheat, posing a potential fire or shock hazard.



Microsoft Surface Pro and Surface Pro 2, and pre-March 15, 2015, Surface Pro 3 customers will receive a replacement AC power cord at no cost.

Please visit this website for more details: [www.surface.com/powercord](http://www.surface.com/powercord)

### What to do:

1. Stop using your AC power cord (the cord that you plug into an electrical outlet) if you have a Surface Pro or Surface Pro 2, or a pre-March 15, 2015, Surface Pro 3.
2. Visit the Microsoft Surface Pro AC Power Cord Recall website at [www.surface.com/powercord](http://www.surface.com/powercord) to request a free replacement AC power cord.
3. Review the cord care instructions on the Surface support page at Power Cord Care (<http://www.microsoft.com/surface/support/performance-and-maintenance/clean-and-care-for-your-surface>).

### For more information:

Contact Customer Support: <http://www.microsoft.com/surface/support/warranty-service-and-recovery/powercordcontact>

This voluntary recall is being conducted in cooperation with the U.S. Consumer Product Safety  
Commission