








# Safety Recall Notice

## HP Notebook Computer Batteries

On 14 June 2016 HP announced a worldwide voluntary recall and replacement program in cooperation with various government regulatory agencies for certain notebook computer batteries that were shipped with specific HP, Compaq, HP ProBook, HP ENVY, Compaq Presario and HP Pavilion Notebook Computers sold worldwide from March 2013 through August 2015 and/or were 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.

### Potentially affected battery images and bar code numbers

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

<p>6BZLU^^^^^^^^^ 6CGFK^^^^^^^^^</p> 	<p>6CGFQ^^^^^^^^^</p> 	<p>6DEMA^^^^^^^^^ 6DEMh^^^^^^^^^ 6EBVA^^^^^^^^^</p> 
<p>6CZMB^^^^^^^^^</p> 	<p>6DGAL^^^^^^^^^</p> 	

### What to do

1. Go to the [HP Battery Recall website](http://www.HP.com/go/batteryprogram2016) at: <http://www.HP.com/go/batteryprogram2016> to validate your battery.
2. 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.

**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 [HP Battery Recall website](http://www.HP.com/go/batteryprogram2016) at: <http://www.HP.com/go/batteryprogram2016> and select **Contact Us**

Or call:

- 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)
- Worldwide Support telephone numbers: <https://hp.com/go/Recallcontacthp>

We apologize for any inconvenience this may have caused you.  
Sincerely, HP.