

Fire Related Product Recall Notice



Date issued: 30 June 2016 – Re-issued 15 February 2017

Hewlett-Packard (HP) batteries for various notebook computers

Hewlett-Packard (HP) have re-issued this previous product recall stating it is essential that customers recheck their batteries, even if they did so previously and were informed that they were not affected.

Problem

The affected batteries have the potential to overheat, posing fire and burn hazards.



Details

Affected laptops and batteries were sold worldwide from March 2013 through August 2015.

Note: Not all HP notebook PCs listed have an affected battery pack.

Product Identifiers

Affected batteries were supplied with these devices:

Compaq - HP ProBook - HP ENVY- Compaq Presario - HP Pavilion Notebook Computers.

And include batteries with serial numbers beginning:

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

What to do

Check whether your battery is affected.

1. Go to the HP Battery Recall website - use the link below.
2. Use the validation tool to find if your battery is affected. If it is, stop using the battery immediately and remove it from the notebook (instructions provided on the HP site).

Contact

<http://www.hp.com/go/batteryprogram2016>

Address - Level 5, 22 Viaduct Harbour Auckland New Zealand

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