

Electrical Safety Recall

Internal Battery for HP Laptop Computers



Supplied by HP PPS Australia Pty Ltd via computer retailers nationally from 1 December 2015 to 30 April 2018

(This recall was extended in April 2019)

Identifying Features: Internal battery packs installed in some HP notebook computer models or purchased as an accessory or replacement for some HP notebook computer models. **Attachment 1** below contains the list of affected batteries and the list of potentially affected notebook computer models.

Defect: The affected batteries have the potential to overheat.

Hazard: Risk of fire and burn hazard.

What to do: Check **Attachment 1** below to see if your notebook computer could be affected. If yes, visit the HP Battery recall website at www.hp.com/go/batteryprogram2018 and follow the instructions to check whether your battery is affected.

If your battery is affected, immediately stop using the battery. HP will provide replacement battery services for each verified, affected battery, at no cost.

If you need further information, or are in doubt, call 13 10 47 (Monday to Friday 8.30 am to 5.30 PM AEST) or email via <https://batteryprogram687.ext.hp.com/en-GB/Home/ContactEmail>.

Note: Batteries affected by this recall should immediately be put into "Battery Safe Mode". You may continue to use your notebook on "Battery Safety Mode", by connecting the notebook to a HP power adaptor.

See productsafety.gov.au for
Australian product recall information

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Attachment 1: List of affected HP notebook computer models

The battery packs have a CT: code with embedded information that can be decoded by HP. The first characters of the unique number of a potentially affected battery will be: 6GAVV, 6EZPC, 6FDWN, 6EZZE, 6EZZF, 6EVXH, 6ETGL, 6FSRV, 6FWBF, 6FWBH or 6FSNF.

The following notebook computers were shipped with affected batteries

ProBook	HP ProBook 640 G2	HP ProBook 640 G3
	HP ProBook 645 G2	HP ProBook 645 G3
	HP ProBook 650 G2	HP ProBook 650 G3
	HP ProBook 655 G2	HP ProBook 655 G3
	HP ProBook 430 G4	HP ProBook 440 G4
	HP ProBook 450 G4	HP ProBook 455 G4
	HP ProBook 470 G4	
ZBook	HP ZBook 17 G3	HP ZBook 17 G4
	HP ZBook Studio G3	HP ZBook Studio G4
x360	HP x360 310 G2	
Pavilion	HP Pavilion x360 15 inch	
ENVY	HP ENVY m6	
HP 11	HP 11 Notebook PC	

The following notebook computers are compatible with, but were not shipped with, affected batteries. Consumers may have purchased a battery as an accessory or received a replacement battery through services that is affected by the recall.

ProBook	HP ProBook 430 G5	HP ProBook 440 G5
	HP ProBook 450 G5	HP ProBook 455 G5
	HP ProBook 470 G5	
ENVY	HP ENVY 15	
Mobile Thin Client	HP mt20	HP mt21
	HP mt31	

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