

Recalls and safety alerts

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Expanded Recall: HP Inc. Canada recalls HP Lithium-Ion Batteries in HP and Compaq Notebook Computers

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Starting date:	January 24, 2017
Posting date:	January 24, 2017
Type of communication:	Consumer Product Recall
Subcategory:	Electronics
Source of recall:	Health Canada
Issue:	Burn Hazard, Fire Hazard
Audience:	General Public
Identification number:	RA-61898

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Expansion of June 23, 2016 [recall](#).

Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC), PROFECO and HP Inc. Canada

Affected products

HP Lithium-Ion Batteries in HP and Compaq Notebook Computers

Product description

This expanded recall involves additional lithium-ion batteries not included in the [previous recall](#).

The recall involves certain HP lithium-ion batteries compatible with HP, Compaq, HP ProBook, HP ENVY, Compaq Presario, and HP Pavilion Notebook Computers. The affected batteries were sold with notebook computers and were also sold separately.

It is essential that customers recheck their batteries, even if they did so previously and were informed that they were not affected.

Batteries affected by this recall have battery bar codes beginning with the following:

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

The battery bar code is located on the underside of the battery.

Not all batteries with these bar codes are affected. A tool to help consumers identify if their product is affected by this recall can be found on the [program website](#).

Hazard identified

The battery can overheat, posing a potential burn and fire hazard.

As of January 24, 2017, HP Inc. Canada has received one report, in which the notebook computer caught fire, with no reports of injuries. In the United States, the company has received 8 reports of the battery overheating, catching fire or melting, with no reports of injuries. In Mexico, the company has received no reports of burn or fire incidents or injuries.

Number sold

Approximately 5,700 batteries were sold in Canada, 142,900 were sold in the United States and 8,500 were sold in Mexico.

Time period sold

The recalled batteries were sold from March 2013 to October 2016 at various stores and online.

Place of origin

Manufactured in China.

Companies

Distributor HP Inc. Canada
Mississauga
Ontario
CANADA

Manufacturer Panasonic
CHINA

Images (select thumbnail to enlarge)



What you should do

Consumers should immediately stop using the affected batteries and go to the program website to see if their battery is affected and to order a free replacement battery if eligible.

For more information and to determine if their product is affected, consumers may visit the [HP Battery Recall website](#) or call HP Inc. Canada toll-free at 1-888-202-4320 from 8:00 am to 7:00 pm CST Monday to Friday.

Consumers may view the release by the US CPSC on the [Commission's website](#).

Consumers may view the release by Mexico's Consumer Protection Federal Agency (PROFECO) on the [Agency's website](#) (Spanish only).

Please note that the Canada Consumer Product Safety Act prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form](#).

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