

# How to check if the HP laptop battery is subject to revocation

Recently, HP has expanded its recall and urged users to re-check their laptop batteries, even if they have been tested in the past. HP has released a tool to check if the laptop battery is subject to recall and needs to be replaced.

In early 2018, HP announced a recall order after discovering that some of its laptop batteries could overheat and burn. At that time, HP announced the steps users need to take to check if the laptop battery is in use and subject to recall.

Recently, HP has expanded its recall and urged users to re-check their laptop batteries, even if they have been tested in the past.

Only this time, instead of entering the serial number to the site, HP has released a tool to check if the laptop battery is subject to recall and needs to be replaced.

## Affected models

Below is a list of HP models that are likely to be affected:

## Notebook Product Names for batteries that may be affected

The following products may have been 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	
x360	HP x360 310 G2	
Pavilion	HP Pavilion x360	
ENVY	HP ENVY m6	
HP 11	HP 11 Notebook PC	

The following products are compatible with, but were not shipped with, affected batteries. Customers 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	
ZBook	HP ZBook Studio G4	
ENVY	HP ENVY 15	
Mobile Thin Client	HP mt20	HP mt21
	HP mt31	

It should be emphasized that, even if you checked the battery when the recall notice was first issued, HP said you still need to check again. The battery is too hot to risk a fire, so please take a few minutes to take the following test steps.

## How to check HP laptop battery

As mentioned before, the old process only needs to find and enter the serial number of the device in use on a dedicated website. Now, HP will provide a validation tool that you need to download, install and run.

You can download the tool from the revocation website here. The download link is in the **Getting Started** section, under the **Download HP Battery Validation Utility** heading.

hp Ordinateurs portables et 2-en-1 Ordinateurs de bureau Impression 3D Impression 3D Encre et toner Ecrans et accessoires Solutions professionnelles Assistance

### Programme de rappel de sécurité et de remplacement des batteries d'ordinateurs portables et de stations de travail mobiles HP

Résumé du programme Valider et commander FAQ Voir commande

Sélectionner la langue  
Français (FR) - French

Contactez-nous  
Téléphone  
Email

Contenu additionnel

If the tool determines that your battery needs to be replaced, it will put the battery in **Battery Safety** mode, so you can continue using the laptop, as long as the laptop is plugged into the HP charger. The battery will not

charge during charging and remove any possible risks. When in **Battery Safety** mode, HP will provide free instructions to replace batteries.

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