

# HP announced recalling batteries of 15 laptop models worldwide because fear of overheating batteries could cause an explosion

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HP's recall list includes 15 laptop models, from Pavilion, Envy, ProBook, ZBook, x360 and HP 11 product lines.

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
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	
11	HP 11 Notebook PC	

For laptops with built-in batteries, users who cannot replace the battery themselves can go to HP's authorized service centers for free replacement.

If you have not replaced the new battery, the user updates the new BIOS issued by HP so that it can be temporarily placed in safe mode by not using the battery but plugging it directly into the genuine HP power charger. .

## The new HP Pavilion x360s

All of the performance + personalized style

DESIGN

QUALITY

ENTERTAINMENT



Users can check whether the battery in their device is faulty with the HP Battery Validation Utility software (download at [HP recovery information page](#)).

HP customers can refer to HP's recovery policy details [here](#).

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