



PRODUCT RECALLS

Sony extends corrective action programme for Battery Packs in VAIO PCs

📅 MARCH 14, 2017

Sony has extended their corrective action programme to include the summer 2013 model of the personal notebook computers within the series number SVE1713.

The affected Summer 2013 models of the SVE1713 that may have been sold together with an affected battery pack were sold from June 2013 to March 2015. If you purchased your VAIO SVE1713 personal computer during this time period please read the safety information below.

Sony corrective action programme for Battery Packs in VAIO PCs

Sony has been informed by the supplier of the battery pack, Panasonic, that some of the VGP-BPS26 battery packs provided by Panasonic, and included with the affected VAIO personal computers distributed from October 2012 to February 2013, as well as the VAIO personal computers (listed on the tables below) that have been submitted for repair, may be susceptible to overheating, due to a manufacturing issue.



Models that may have been sold together with an affected battery pack at time of purchase:

SVE1413 series

SVE1513 series

SVE1713 series

Models that may have been equipped with an affected battery pack during repair:

SVE1411/2/3 SERIES	VPCCA1/2/3/4 SERIES
SVE14A1/2/3 Series	VPCCB1/2/3/4 Series
SVE1511/2/3 Series	VPCEH1/2/3 series
SVE1711/2/3 series	VPCEJ1/2/3 series

What to do:

Sony is conducting a global corrective action programme to deal with this issue. Sony are advising consumers to immediately remove the battery pack from the notebook computer and use the notebook computer only with the AC adapter. Sony will replace the battery pack at no cost to consumers. To verify if your battery is potentially affected, please [click here](#). Alternatively, you may contact Sony by telephone on: (01) 413 1771.

Lines are open Monday to Friday, 9:00 – 18:00.