

**Recall Date: February 2, 2016**

**Recall Number: 16-089**

Microsoft Recalls AC Power Cords for Surface Pro Devices Due to Fire, Shock Hazards

WASHINGTON, D.C. - Consumers should stop using this product unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product.

### **Recall Summary**

Name of Product: AC Power cords

Hazard: The power cords can overheat, posing fire or shock hazards.

Remedy: Replace

Consumers should unplug and stop using the recalled power cords and contact Microsoft for a free replacement AC power cord.

Consumer Contact: Microsoft toll-free at 855-327-7780 from 8 a.m. to 5 p.m. PT Monday through Friday or online at [www.microsoft.com](http://www.microsoft.com) and click on Support, then Surface Support, then All Surface Support, then see Power Cords for more information.

### **Recall Details**

Units: About 2.25 million (in addition, about 190,000 were sold in Canada)

Description: This recall involves AC power cords sold with Microsoft Surface Pro, Surface Pro 2 and Surface Pro 3 computers before March 15, 2015. Surface Pro and Surface Pro 2 devices have a black case with the product name on the back of the device toward the bottom. Surface Pro 3 computers have a silver case with "Windows 8 Pro" on the back of the device under the kickstand. This recall also involves accessory power supply units that include an AC power cord sold separately before March 15, 2015. The recalled power cords do not have a 1/8-inch sleeve on the cord on the end that connects to the power supply.

Incidents/Injuries: Microsoft has received 56 reports of AC cords overheating and emitting flames and five reports of electrical shock to consumers.

Sold at: Microsoft stores, Best Buy, Costco and other stores nationwide, and online at [www.microsoft.com](http://www.microsoft.com), from February 2013 through March 15, 2015 for between \$800 and \$2,000 for the Surface Pro computer and between \$64 and \$80 for the power supply unit sold separately.

Importer/Distributor: Microsoft Corp., of Redmond, Wash.

Manufactured in: China, Taiwan, U.K.