



Safety Recall Notice

AC Power Cords for the Microsoft Surface Pro, Microsoft Surface Pro 2, and certain Microsoft Surface Pro 3's

Dear Costco Member,

Effective January 21, 2016, Microsoft has initiated a voluntary recall for AC power cords (the cord that plugs into an electrical outlet) supplied with the Microsoft Surface Pro and Microsoft Surface Pro 2, and with any Microsoft Surface Pro 3 purchased prior to March 15, 2015.

Costco records indicated that you or an additional card member on your account have purchased Costco item number 944094 –Surface Pro 3 (I5-4300U) or 978631 – Surface Pro 3 (I7-4650U) which are affected by this recall. No other item numbers sold by Costco are affected.

If these AC cords are sharply and repeatedly bent or wrapped tightly over an extended period of time, they may become damaged. Damaged AC power cords can overheat, posing a potential fire or shock hazard.



Old-style power cord that needs to be replaced



New-style power cord

Microsoft Surface Pro and Surface Pro 2, and pre-March 15, 2015, Surface Pro 3 customers will receive a replacement AC power cord at no cost. Please visit this website for more details: www.surface.com/powercord

What to do:

1. Stop using your AC power cord (the cord that you plug into an electrical outlet) if you have a Surface Pro or Surface Pro 2, or a pre-March 15, 2015, Surface Pro 3.
2. Visit the Microsoft Surface Pro AC Power Cord Recall website at www.surface.com/powercord to request a free replacement AC power cord.
3. Review the cord care instructions on the Surface support page at Power Cord Care (<http://www.microsoft.com/surface/support/performance-and-maintenance/clean-and-care-for-your-surface>).

For more information:

Contact Customer Support: <http://www.microsoft.com/surface/support/warranty-service-and-recovery/powercordcontact>