



# Product Safety Recall



## Do you own this product?

Google Pixel 4a smartphone.

Dates sold: From 1 August 2020 - 30 September 2022



**Why the product is recalled:** An automatic firmware update to Android 13 was rolled out to Pixel 4a devices in Australia on 8 January 2025. The firmware update provides new battery management features to mitigate the risk of overheating.

**Hazard:** An overheating battery could pose a risk of fire and/or burns to a user.



1. Check that your device has received this firmware update.
2. Consumers can submit a request to find out if their device is impacted [here](#).
3. This issue does not affect all Pixel 4a devices; if a consumer's device is not impacted by the issue, the firmware update will have no impact on battery management and the device will perform the same as before.
4. Consumers may be eligible for an apseasement from Google. You can check your apseasement eligibility [here](#).

### Important message from the ACCC to consumers:

Consumers may exercise their rights to a remedy in accordance with the [consumer guarantees](#), which may entitle them to a refund or replacement.



Contact:

[Google Pixel Recall Support](#)



Purchased from: Google Australia Pty Ltd, Likewise Australia Pty Ltd, Telstra Limited, Optus Mobile Pty Ltd, TPG Telecom Limited, JB Hi-Fi Group Pty Ltd, Harvey Norman (individual franchises) and Officeworks Limited.

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See [productsafety.gov.au](https://productsafety.gov.au) for  
Australian product recall information