

UPDATED : Recall Announcement: Panasonic extends scope of Replacement battery pack (CF-VZSU53AW) for use with Toughbook Tablet –PC CF-H1, CF-H2, CF-U1

November 13, 2014

Dear Panasonic Toughbook Customers,

Thank you for using Panasonic Toughbook products.

Update November 13th 2014: We would like to provide additional information relating to our original recall of Panasonic batteries posted June 9th 2014.

We are expanding the scope of our voluntary Canadian recall of battery packs included with the Toughbook CF-H2 rugged tablet PC and those sold separately or as a result of servicing. The **expanded recall** includes Toughbook CF-H2 battery packs **manufactured between June 2011 and September 2012**, following a recall announced May 28, 2014 covering battery packs manufactured between June 2011 and May 2012.

The batteries are being recalled due to a rare possibility of overheating or igniting due to a manufacturing condition, although there have been no reports of fires nor injuries in Canada as a result of a faulty Toughbook CF-H2 battery pack.

In Canada, the battery packs (CF-VZSU53AW) were also sold as accessories for the CF-U1, CF-H1, and CF-H2 Tablet-PC's.

To prevent accidents, Panasonic will replace the affected battery packs free of charge. Please check the model number and lot number of your Tablet-PC and battery pack. If you have an affected battery pack, turn your Tablet-PC off, remove the battery pack and contact us as indicated below.

We sincerely apologize for any inconvenience this may have caused and highly appreciate your understanding and cooperation.

Affected battery packs		
Model Number of Battery Pack	Manufacturing Period	
CF-VZSU53AW	Included with CF-H2	June, 2011 to September, 2013 (*1)
	Accessory or Service-sourced For CF-H1, CF-H2, CF-U1	June, 2011 to September, 2012

(*1) Manufacturing period of the Tablet-PC

How to check if your battery pack is affected

1. Tablet PC Model Number

See the label on the unit. (Refer to figures below.)

Panasonic CF-H1, CF-H2



Panasonic CF-U1

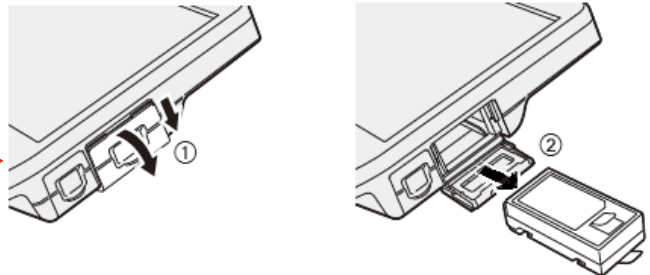


2. Removing Your Battery Packs

Shut down your Tablet PC and Remove the battery pack.

*Please note that there are two battery slots, one on each side of the Tablet (left and right).

Panasonic CF-H1, CF-H2



Panasonic CF-U1

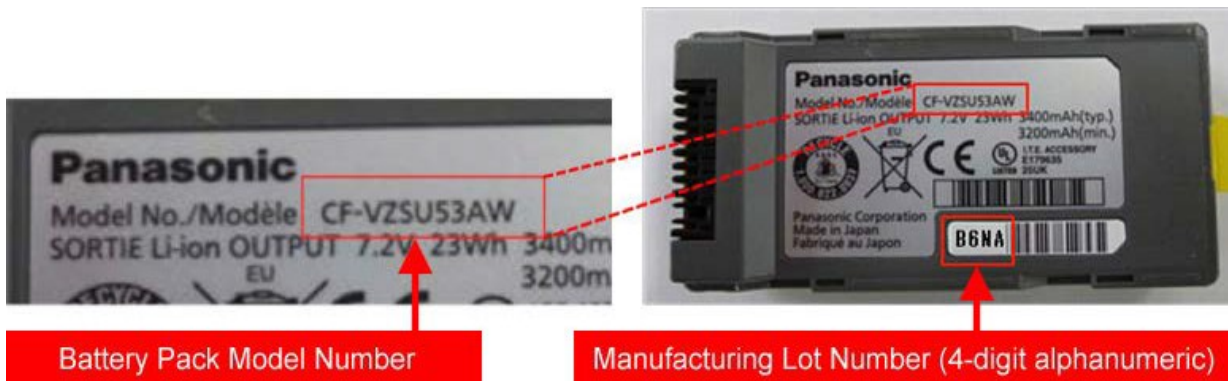


To remove the batteries, please open the battery cover on both the left and right side of the CF-U1.

3. Battery Pack Model Number and Manufacturing Lot Number:

See the battery pack nameplate.

Some battery packs do not need to be replaced even though your PC may be listed as an applicable model. Battery packs of the below model number and manufacturing lot numbers must be replaced.



Applicable Model Number

CF-VZSU53AW

Applicable Lot Numbers

Beginning with B, C1,C2,C3,C4,C5,C6,
C7,C8,C93,C94,C96, C9C,C9J, C9K

Contact information

PHONE: 1-800-668-8386
EMAIL: notebooks@ca.panasonic.com
ONLINE CASE: <http://support.toughbook.ca/onlinecase.aspx>