

Panasonic

URGENT: Voluntary Battery Recall

May 23rd, 2017

RE: Panasonic Toughpad FZ-G1 Battery Pack Recall – 2nd Notice

Dear Valued Customer,

As a result of Panasonic's ongoing commitment to improving our products and services, we recently identified an issue involving the Panasonic Toughpad FZ-G1 tablet incorporating battery packs that are specified below. The battery pack of the tablet could overheat and ignite, causing a fire hazard.

Using the instructions in this notice you can determine if your product is within the scope of this recall. Once you locate the model number of your FZ-G1 tablet, and the model number of your battery pack please compare them with the following list of affected products.

PRODUCTS AFFECTED IN THIS RECALL NOTICE:

FZ-G1 series



FZ-G1

Tablet-PC FZ-G1 series	Battery Packs
FZ-G1A*****	FZ-VZSU84K
FZ-G1B*****	FZ-VZSU84R
FZ-G1C*****	FZ-VZSU84U
FZ-G1F*****	FZ-VZSU89U
FZ-G1J*****	FZ-VZSU96U
FZ-G1K*****	FZ-VZSU97U
FZ-G1L*****	
FZ-G1M*****	
FZ-G1N*****	

Root Cause Analysis:

The root cause of this issue is contamination inside the battery cells. When batteries covered under this recall notice are used in environments with wide temperature variation, a short circuit can occur inside the cell that can cause overheating and ignition.



If you have one of the FZ-G1 tablets impacted by this recall, you should immediately take the following action:

Type of Action:

Step 1:

Please contact Panasonic as listed below to obtain a replacement battery. Replacement batteries will start to ship June 1st 2017.

Step2:

In conjunction with the replacement battery, new firmware will be provided. This firmware will employ new battery charge controls. The new firmware will employ 3 control mechanisms that control the charging of the battery.

Any one of the controls can disable the battery charging process to minimize the risk of overheating and ignition.

Until a replacement battery is delivered, if possible, remove the battery from the unit and operate the unit plugged in with the power adaptor. It is best to operate the unit in this manner if this is adaptable to your business needs. This action is needed if you have one of these battery packs: FZ-VZSU84U/FZ-VZSU89U/FZ-VZSU96U. Please use the BIOS Utility to minimize the risk of fire incident.

If you purchased a Panasonic FZ-G1 tablet in Canada with one of the impacted model numbers (FZ-G1A, FZ-G1B, FZ-G1C, FZ-G1F, FZ-G1J, FZ-G1K, FZ-G1L, FZ-G1M, FZ-G1N), and battery pack (FZ-VZSU84U/ FZ-VZSU89U/ FZ-VZSU96U), please contact us immediately, using one of the options below to receive a new battery and firmware.

Contact information

Email: FZG1Battery@ca.panasonic.com

Phone (Toll free): 1-800-668-8386

Online case: <http://support.toughbook.ca/onlinecase.aspx>

Support site: <http://support.toughbook.ca/>

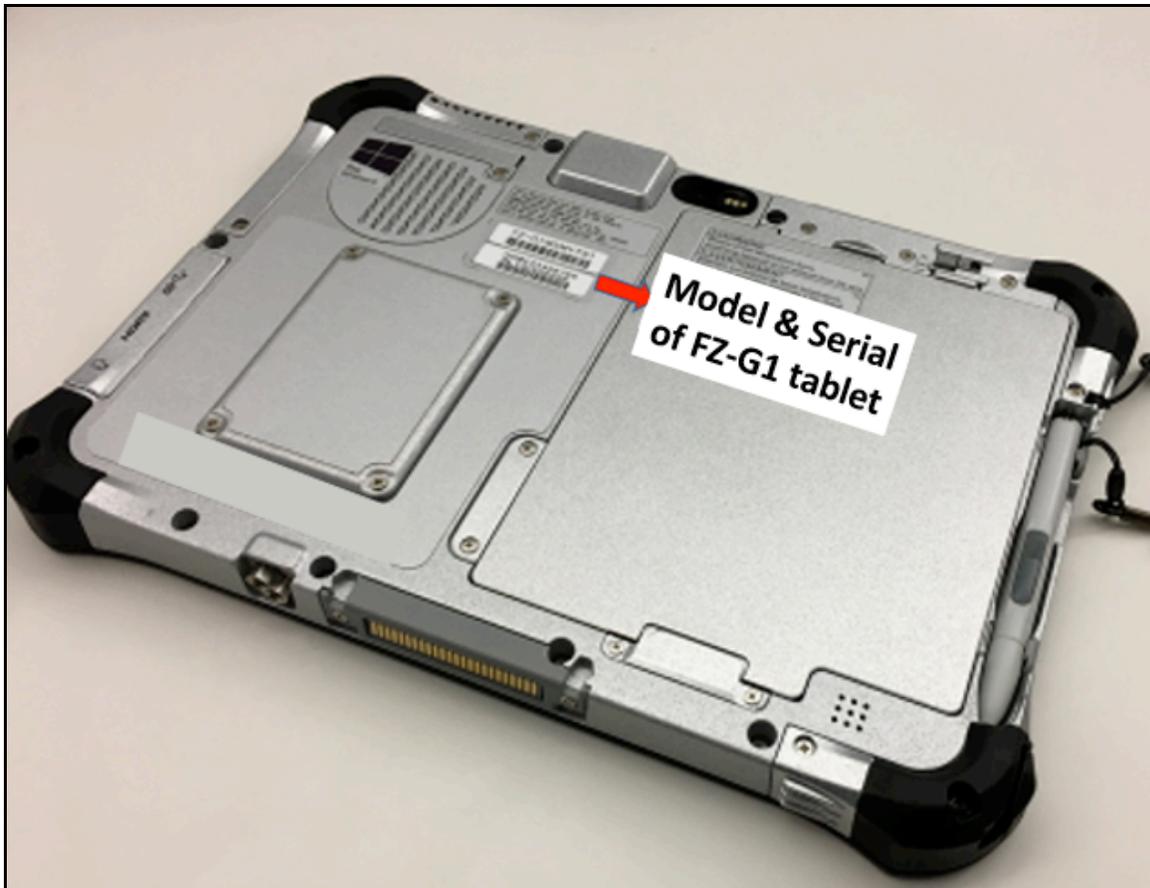
Please use the link provided in order to download the BIOS utility.

BIOS Utility (Download): <http://support.toughbook.ca/FZG1BiosUtility.aspx>

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Please see the instructions on the following pages to determine whether your tablet is affected by this recall.

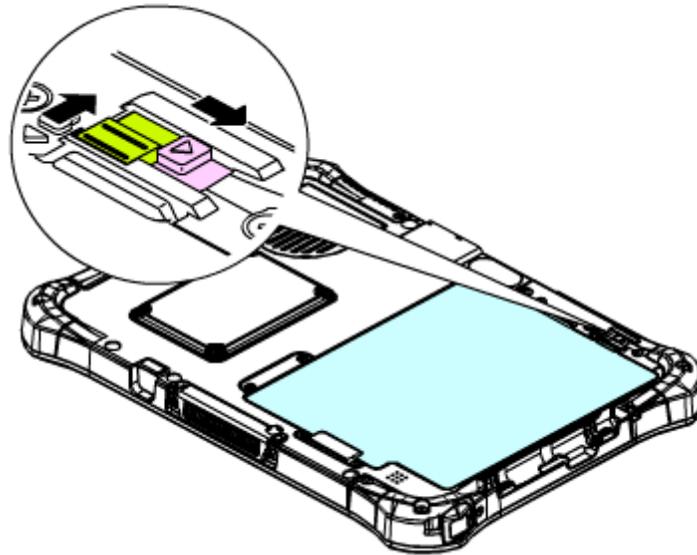
How to identify the models affected: Customers can check the model number of the FZ-G1 and model number of their battery packs to determine whether they are included in the recall.



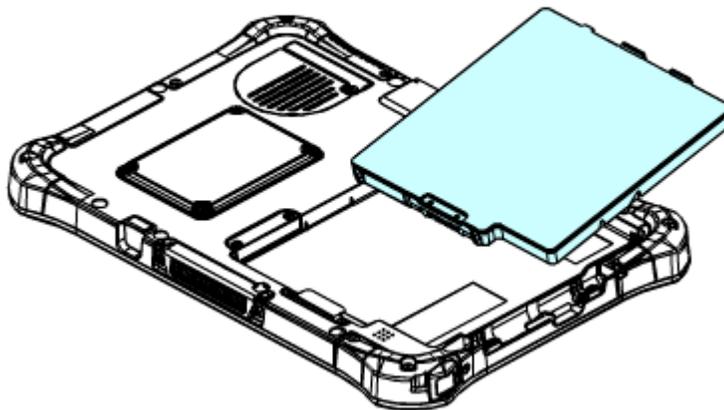
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To remove the battery pack from the tablet, please follow the steps below.

- Please ensure FZ-G1 tablet is powered off
- Unplug any external power source
- Undock from desktop port replicator or vehicle docking station if applicable
- Unlock the battery pack as shown in the diagram below



- Lift battery pack from top end as shown below



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Applicable battery pack model numbers include: FZ-VZSU84U / FZ-VZSU89U / FZ-VZSU96U

How to identify the model number on the battery:



We sincerely apologize for any inconvenience caused by this notification. Panasonic is committed to offering the highest quality products and superior customer service.

Thank you for your cooperation.