



Panasonic Canada Inc.  
5770 Ambler Drive  
Mississauga ON L4W 2T3

## Recall Announcement: Panasonic recalls Toughpad FZ-G1 Tablet and Battery Pack

Dear Panasonic Toughpad Customer,

March 10, 2017

As a result of Panasonic's ongoing commitment to improving our products and services, we have 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 list of affected products below.

### **PRODUCTS AFFECTED BY THIS RECALL NOTICE:**

FZ-G1 Tablet Model Numbers:

FZ-G1Axxxxxx  
FZ-G1Bxxxxxx  
FZ-G1Cxxxxxx  
FZ-G1Fxxxxxx  
FZ-G1Jxxxxxx  
FZ-G1Kxxxxxx  
FZ-G1Lxxxxxx  
FZ-G1Mxxxxx  
FZ-G1Nxxxxx

In combination with any of the following battery pack model numbers:

FZ-VZSU84U  
FZ-VZSU89U  
FZ-VZSU96U

**IF YOU HAVE ONE OF THE FZ-G1 TABLETS IMPACTED BY THIS RECALL, YOU SHOULD IMMEDIATELY TAKE THE FOLLOWING STEPS:**

### **TYPE OF ACTION:**

In order to continue using your product safely, please follow these steps.



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### STEP 1:

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.

### STEP 2:

If your FZ-G1 tablet has one of the battery packs impacted by this recall, we also ask you to proceed with the following action.

- We will provide a BIOS utility that will allow you to use the device with the battery installed until an appropriate resolution is available. We are providing this utility to potentially reduce a possible overheating issue when using the FZ-G1 tablet (models: FZ-G1A, FZ-G1B, FZ-G1C, FZ-G1F, FZ-G1J, FZ-G1K, FZ-G1L, FZ-G1M, FZ-G1N) in conjunction with the FZ-VZSU84U/ FZ-VZSU89U/ FZ-VZSU96U battery pack. This utility is contained in a ZIP file. Once opened and extracted, this utility will allow you to run a Batch File in order to change a system setting in the tablet's BIOS.

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, or use the link provided in order to download the BIOS utility.

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

#### **Contact information**

**Email:** [FZG1Battery@ca.panasonic.com](mailto: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/>

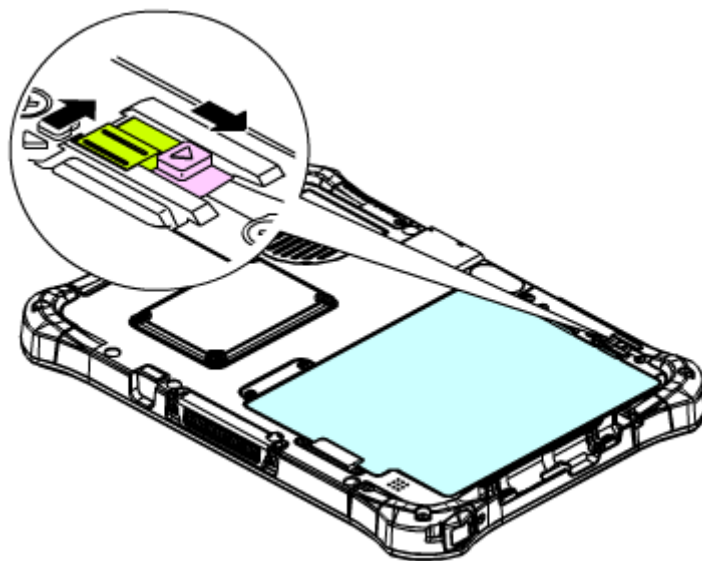
### **PLEASE SEE THE FOLLOWING PAGES WITH INSTRUCTIONS ON HOW TO DETERMINE IF YOUR TABLET IS AFFECTED BY THIS RECALL.**

**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.

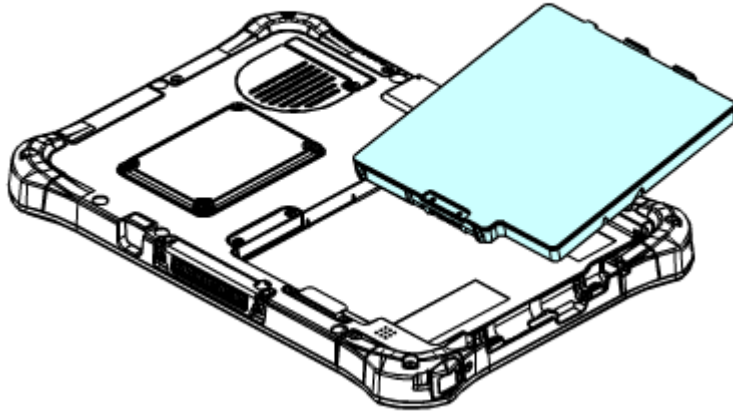


To remove the battery pack from the tablet, please proceed as follows:

- 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



- Then, lift battery pack from top end as shown below



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

How to identify the model number on the battery:





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Panasonic is working on determining the root cause of this issue and whether it is attributable to the FZ-G1 tablet, battery pack, or otherwise. In this regard, we will provide necessary updates as to our progress and advise if either of the above mentioned devices will need to be replaced.

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.**