

June 10, 2014

Updated November 19, 2014

Panasonic Recalls Replacement battery pack (CF-VZSU53AW) for use with Panasonic Toughbook Tablet CF-H1, CF-H2, and CF-U1 Due to Potential of Fire.

The Electrical Safety Authority is notifying the public that Panasonic has announced a voluntary recall of the following product. Users should stop using the Toughbook Tablet CF-H2 and those battery packs sold separately or as a result of servicing, immediately upon confirmation that the replacement battery pack is affected with the lot number as indicated on the next page.

Name of Product: Toughbook Tablet CF-H2 sold with battery pack and replacement battery pack CF-VZSU53AW

Units: 3773 battery packs included with Toughbook Tablet CF-H2 and 2134 replacement battery packs were sold in Canada

Manufacturer/Importer: Panasonic Canada Inc

Manufactured in: Japan

Hazard: Due to a manufacturing issue, a small quantity of the replacement battery pack (CF-VZSU53AW) may heat up abnormally and ignite in rare instances.

Incidents/Injuries: No incidents have occurred in North America with these replacement battery packs. 9 incidents have occurred in Asia and 1 in Europe. To date, there has been 1 report of minor personal injury and no reports of major property damage .

Description/Models: The CF-VZSU53AW replacement battery pack is sold as an accessory and can be used with the CF-H1, CF-H2, and CF-U1 Toughbook Tablets.

Each Tablet contains 2 batteries. The CF-H1 and CF-U1 come standard with the CF-VZSU53W which is a different from the affected battery pack. The CF-H2 comes standard with the CF-VZSU53AW battery pack.

Sold by: INGRAM MICRO (CANADA), HYPERTEC SYSTEMS INC, SYNEX CANADA LIMITED, TECH DATA CANADA CORPORATION, INTER-CEL RADIO MOBILE INC, CLICK-INTO INC, COMPUGEN, D&R ELECTRONICS, PC CORP INC and other Panasonic authorized dealers. The replacement battery packs were not sold through retail stores.

When distributed: Nov 2011 ~ Nov 2014.

Remedy: Customers who are in possession of the affected battery pack are to stop using immediately and contact the manufacturer for a replacement at no cost with the provided contact information below. Panasonic will issue replacements to all distributors with confirmed affected batteries in their inventory.

Consumer Contact:
Panasonic Canada
PHONE:1-800-668-8386
EMAIL: notebooks@ca.panasonic.com
<http://support.toughbook.ca/onlinecase.aspx>

Remarks:
The recalled batteries are certified by UL.
The CF-H1, CF-H2, and CF-U1 Toughbook Tablets are certified by CSA.

CF-VZSU53AW Replacement Battery Pack

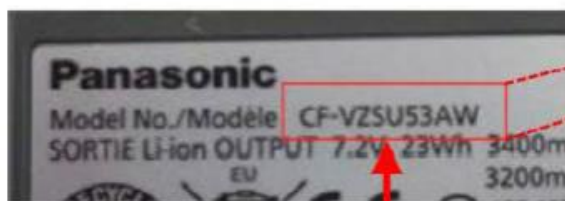


HOW TO CHECK FOR AFFECTED BATTERY PACK BY LOT NUMBER

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.



Battery Pack Model Number

Applicable Model Number

CF-VZSU53AW



Manufacturing Lot Number (4-digit alphanumeric)

Applicable Lot Numbers

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