



URGENT: BATTERY RECALL

May 22nd, 2017

RE: Panasonic Toughpad FZ-G1 Battery Pack Recall – 3rd 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



Tablet-PC	Battery Packs
FZ-G1A series	
FZ-G1B series	
FZ-G1C series	
FZ-G1F series	
FZ-G1J series	FZ-VZSU84U
FZ-G1K series	FZ-VZSU89U
FZ-G1L series	FZ-VZSU96U
FZ-G1M series	
FZ-G1N series	

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 STEPS:

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.

Step 2:

New firmware is available for download on our website. 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.

Step 3:

Please contact Panasonic as listed below for disposal of old batteries covered by this recall.

If you instead elect to dispose of the batteries yourself, please do so in accordance with all potentially applicable federal, state, and local laws, rules, or regulations governing handling, transporting and disposal of dangerous or hazardous goods.

Until a replacement battery is delivered, please follow instructions provided in the initial announcement found on this link.

ftp://ftp.panasonic.com/computer/fzg1/FZ-G1_voluntaryproductrecall.pdf

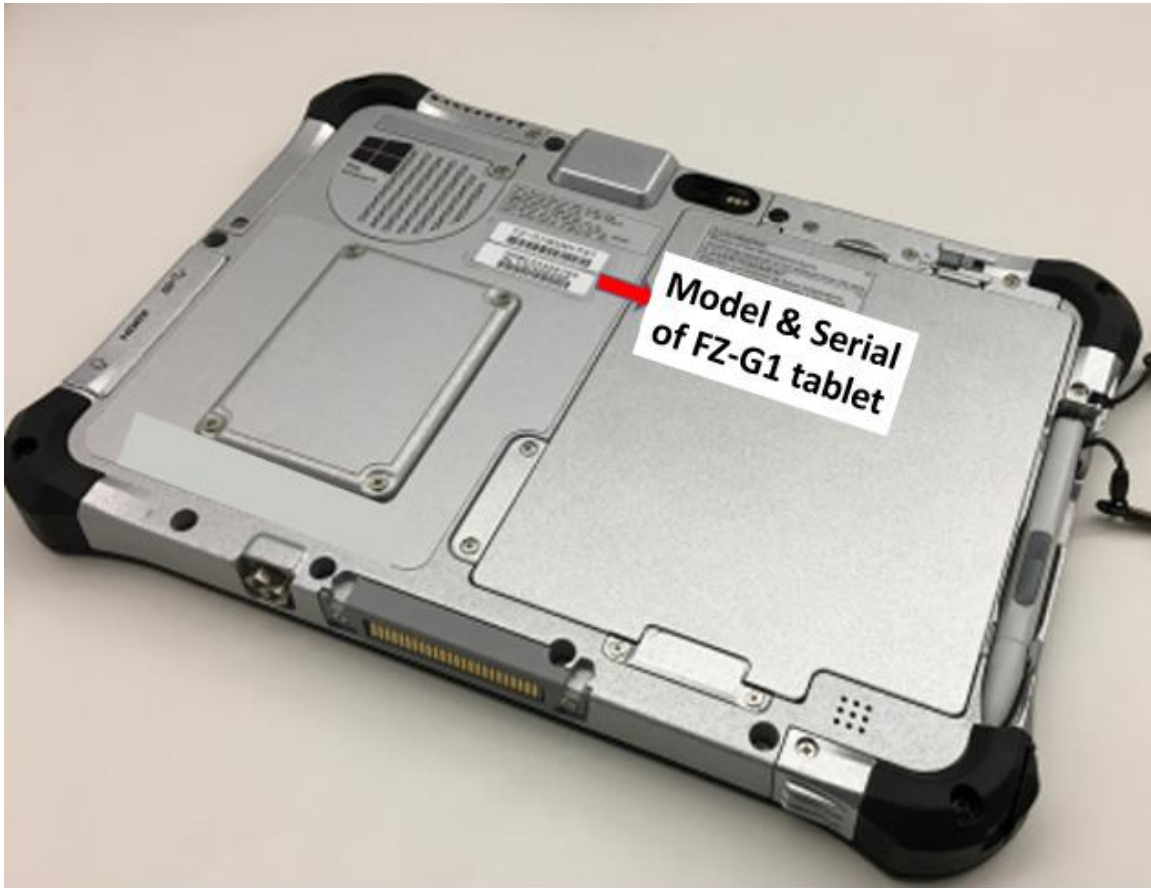
If you purchased a Panasonic FZ-G1 tablet in the United States with the following model numbers (FZ-G1A, FZ-G1B, FZ-G1C, FZ-G1F, FZ-G1J, FZ-G1K, FZ-G1L, FZ-G1M, FZ-G1N) in conjunction with the FZ-VZSU84U/ FZ-VZSU89U/ FZ-VZSU96U battery pack, please contact us immediately to receive a new battery & firmware. You may contact us through one of the following methods:

- Web: <http://us.panasonic.com/fzG1recall>
- Email: FZG1BatteryProgram@support-us.panasonic.com
- Phone: toll free 844-633-1030

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

Panasonic

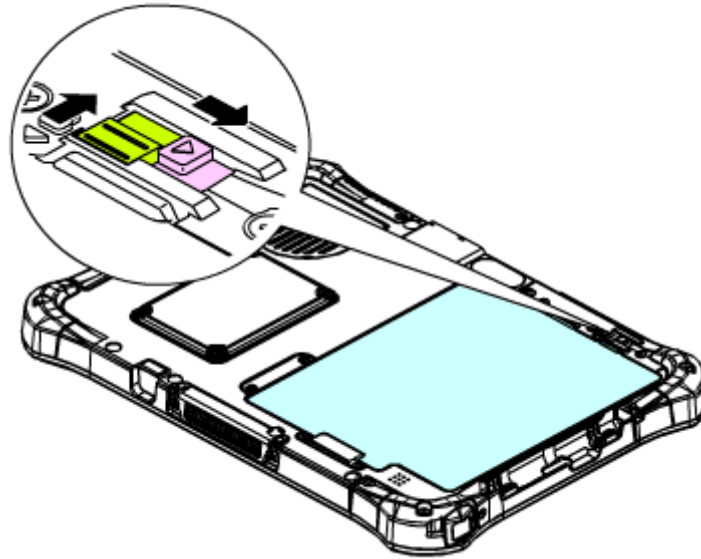
How to identify the models affected: Customers can check the model number of the FZ-G1 and model number of their battery packs to determine whether they are included in the recall.



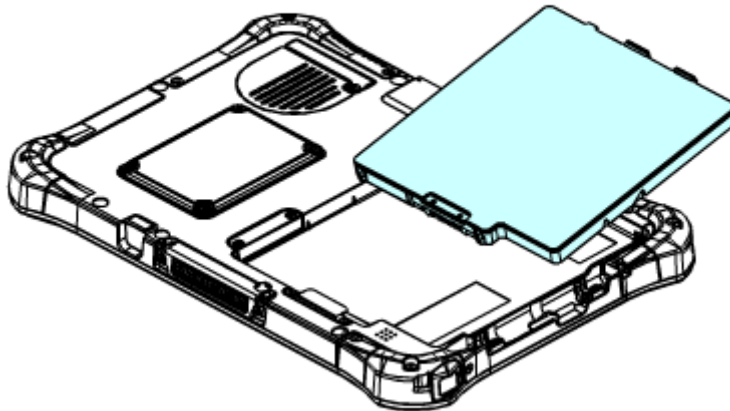
Panasonic

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



Panasonic

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.



Recycle Process:

Customers may request approved Department of Transportation shipping containers for the proper shipping and recycling of your defective batteries. Panasonic will ship these containers free of charge, with instructions for packing and return shipment to any customer who requests proper disposal of their batteries. All containers will include instructions on proper packing methods along with a prepaid return waybill to a Panasonic authorized recycling facility. To obtain these containers you may contact us through one of the following methods:

- Web: <http://us.panasonic.com/fzG1recall>
- Email: FZG1BatteryProgram@support-us.panasonic.com
- Phone: toll free 844-633-1030

When making a request for shipping containers please indicate the address you would like the containers delivered to along with the number of batteries you require recycling for. We will provide the proper amount of containers to address the number of batteries you wish to recycle.

Thank you for your cooperation.