



URGENT: Voluntary Battery Recall

May 22nd, 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



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.

Step2:

New firmware is available. 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, please follow instructions provided in the initial announcement found on this link.

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

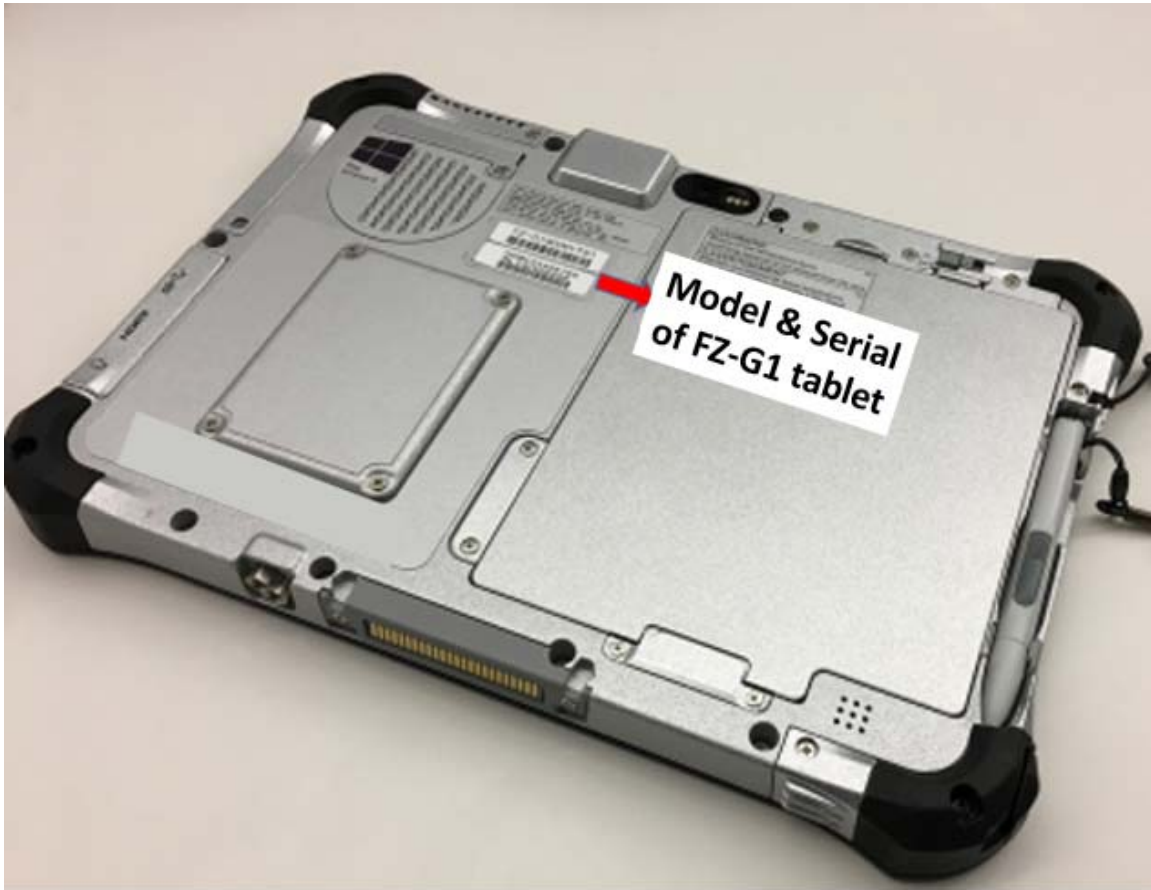
If you purchased a Panasonic FZ-G1 tablet in the United States with the following model numbers (FZ-G1A, FZ-G1B, FZ-G1C, FZ-G1F, FZ-G1J, FZ-G1K, FZ-G1L, FZ-G1M, FZ-G1N) in conjunction with the FZ-VZSU84U/ FZ-VZSU89U/ FZ-VZSU96U battery pack, please contact us immediately to receive a new battery & firmware.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



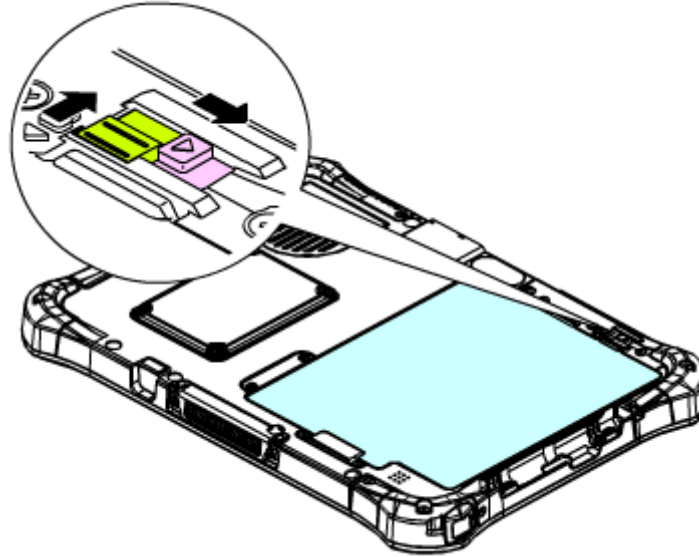
How to identify the models affected: Customers can check the model number of the FZ-G1 and model number of their battery packs to determine whether they are included in the recall.



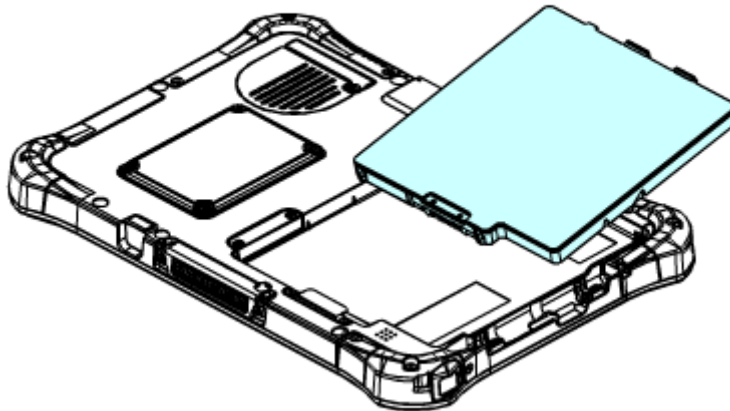
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To remove the battery pack from the tablet, please follow the steps below.

- 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.

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