

June 10, 2014



Product Safety Alert

**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 CFVZSU53AW

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.

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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](mailto: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.