

March 16, 2017



Product Safety Alert

## **Panasonic Canada Inc. Recalls FZ-G1 Toughpad Due to Fire Hazard**

The Electrical Safety Authority is notifying the public that Panasonic Canada Inc. has announced a voluntary recall of the following industrial product. Users should stop using recalled products immediately and follow the steps indicated in the Recall notice. Name of Product: FZ-G1 Toughpad Units: 17,500

Manufacturer/Importer: Panasonic Canada Inc.  
Manufactured in: Assembled in Taiwan

Hazard: The battery pack (FZ-VZSU84U, FZ-VZSU89U, FZ-VZSU96U) in the FZ-G1 Toughpad could overheat and ignite, causing a fire and safety hazard.

Incidents/Injuries: 2 Incidents have occurred in Ontario/Canada, 8 incidents have occurred in the USA, and 3 incidents have occurred outside of North America. To date, there has been no report of personal injury. The worst damage was a burnt vehicle cabin.

Description/Models: FZ-G1x is a 10.1" Ruggedized tablet PC FZ-G1 list of model numbers starting with 5 letters indicated below in combination with 3 specific battery packs. {FZ-VZSU84U, FZ-VZSU89U, FZ-VZSU96U} FZ-G1Axxxxxxx FZ-G1Bxxxxxxx FZ-G1Cxxxxxxx FZ-G1Fxxxxxxx FZ-G1Jxxxxxxx FZ-G1Kxxxxxxx FZ-G1Lxxxxxxx FZ-G1Mxxxxxxx

Sold by: Ingram Micro (Canada), Hypertec Systems Inc, Synnex Canada Limited, Tech Data Canada Corporation, Inter-cel Radio Mobile Inc, Clicj-into Inc, Compugen, D&R Electronics, PC Corp Inc and other Panasonic authorized dealers.

When distributed: March 2013 to Present

Remedy: Customers who are in possession of the affected unit are requested to remove the battery pack immediately. The customer can continue to use the Toughpad with only the power adaptor (without battery installed).

Customers who cannot remove the battery due to mobile work requirements can contact Panasonic who will provide a BIOS utility that will allow use of the device until an appropriate resolution is available. We are providing the utility to potentially reduce a possible overheating issue when using the FZ-G1 tablet.

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Consumer Contact: Panasonic Canada 1-800-668-8386

Email: [FZG1Battery@ca.panasonic.com](mailto:FZG1Battery@ca.panasonic.com)

Online case: <http://support.toughbook.ca/onlinecase.aspx>

Support Site: <http://support.toughbook.ca/> Panasonic Recall Notice:

[http://help.panasonic.ca/english/support/pdf/FZG1Recall\\_ca\\_en.pdf](http://help.panasonic.ca/english/support/pdf/FZG1Recall_ca_en.pdf)

Remarks: The recalled units are certified to Canadian Standards by UL, certification number 20160512- E140407. For more information about UL product certification process please visit: <http://www.ul.com/Canada> at 1-800-363-1464.