



URGENT: Product Recall

March 22, 2016

RE: Panasonic Battery Recall

Dear Valued Customer,

As a result of Panasonic's ongoing commitment to improving our products and services, we have recently identified and corrected a manufacturing issue involving batteries used in the Panasonic Toughbook CF-S10 laptop. In extreme cases, the battery pack of the laptop could overheat and ignite, causing a fire hazard. This issue was reported to Panasonic Corporation of North America by Panasonic Corporation in Japan on January 29, 2016. The affected battery lots for North America were sold between October 2011 and August 2012. No incidences have been reported in the United States of America with any CF-S10 laptops as a result of this issue.

As a result of this situation, Panasonic is conducting a voluntary recall of these batteries. As part of our recall, we are providing replacement batteries at our expense.

If you or your company purchased a Panasonic CF-S10 laptop in the United States between October 2011 and August 2012, please contact us immediately to obtain replacement batteries. You may contact us through one of the following options:

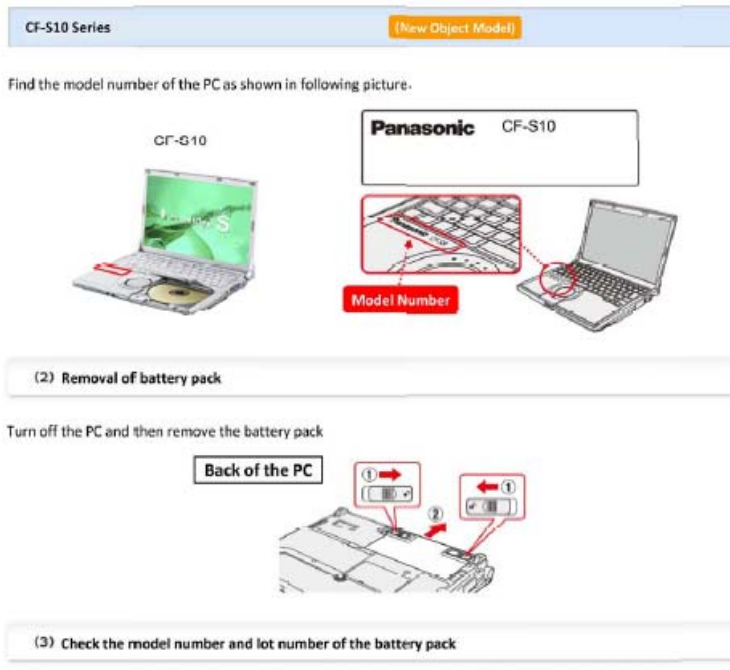
- Web: us.panasonic.com/cfs10recall
- Email: S10BatteryProgram@us.panasonic.com
- Phone: toll free 844-633-1030

Please see the following pages with instructions on how to determine if your unit is affected by this recall.

Type of action: Stop Usage Immediately

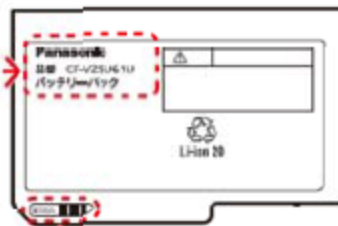
How to identify the models affected: Customers can check the model number and manufacturing lot number of their battery packs to determine whether they are included in the recall. Please note that there are two battery slots, located on the left and right sides of the PC.

- Applicable battery pack model numbers include: CF-VZSU61U, CF-VZSU61R
- Applicable manufacturing lot numbers include: Beginning with BAW, BBX, BC, C2 and C1



Panasonic

Model Number



Lot Number



Model number and manufacturing lot numbers of applicable battery packs

	品番	CF-VZSU61U			
	Lot Number	BAW ■	BBX ■	BC ■■	C2 ■■
		BBF ■	BBY ■	C1 ■■	
CF-S10	Beginning with the above 2 or 3 digits				

Note: Gray digits can be ignored

If you or your customers find your Toughbook CF-S10 has one of the battery units impacted by this recall, we ask you to proceed with the following steps.

- Discontinue use of the laptop
- Contact us via one of the following options:
 - Web: us.panasonic.com/cfs10recall
 - Email: S10BatteryProgram@us.panasonic.com
 - Phone: toll free 844-633-1030
- Request a replacement battery

Your cooperation in following these steps will help us replace the battery and return laptops to their owners as soon as possible.

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.