



Important Software Installation Notice: CF-C2, CF-AX and CF-SX

January 7th, 2021

Because you have not responded to our prior efforts to ensure your safety, Panasonic now requires that you obtain and install software which diagnoses and controls the state of this TOUGHBOOK's battery as follows:

Please ensure you have accepted the download and installation of this diagnosis and control software on your CF-C2 no later than October 12, 2020. For the CF-SX and CF-AX, please ensure that you have accepted the download and installation of this diagnosis and control software no later than January 25, 2021, to avoid disruptions or data loss on your PC.

BATTERY DIAGNOSIS CONTROL SOFTWARE DOWNLOAD

The diagnosis/control program will automatically install, during the installation your PC will be rebooted several times.

An AC adapter will be needed for the installation of the software. If you don't have an AC adapter, please contact Panasonic.

As we previously advised on several occasions, we identified a quality condition potentially affecting Panasonic **TOUGHBOOK CF-C2** and **CF-SX** series laptop battery packs.

[CF-C2/CF-SX SAFETY NOTICE](#)

Affected battery packs can overheat and ignite, causing a fire hazard.

We are now providing additional instructions on how to obtain this diagnosis/control software and imposing a final installation deadline because minimizing ignition risk requires immediate action from those who have not yet installed the software despite our previous, repeated communications on this subject.

Panasonic

Products affected in this notice include All CF-C2 Series and All CF-SX Series.



CF-C2



CF-SX

If you purchased a Panasonic CF-C2 series and/or CF-SX series laptop in Canada and are unable to independently perform the download, please contact us immediately to have the Battery Diagnosis Control software sent via a secure link. You may contact us through one of the following methods:

Contact information

Email: esdservice@ca.panasonic.com

Phone (Toll free): 1-800-668-8368

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

Support site: <http://support.toughbook.ca/>

PLEASE NOTE: Regardless of whether you have already installed the Bios Update made available on June 21st, 2018, please apply the above referenced Battery Diagnosis Control software immediately.