

NEW - Recall Announcement: Panasonic recalls battery packs included with the Toughbook CF-S10 Series Notebook Computers

January 28, 2016

Dear Panasonic Toughbook Customers,

Thank you for using Panasonic Toughbook products.

We are announcing a recall of battery packs included with the Toughbook CF-S10 Series notebook computers. The recall includes Toughbook CF-S10 series battery packs that were manufactured between July 2011 and May 2012.

The batteries are being recalled due to a rare possibility of overheating or igniting due to a manufacturing condition, although there have been no reports of fires nor injuries in Canada as a result of a faulty Toughbook CFS10 battery pack.

To prevent accidents, Panasonic will replace the affected battery packs free of charge. Please check the model number and lot number of your notebook and battery pack. If you have an affected battery pack, please turn your notebook off, remove the battery pack, and contact us as indicated below.

We sincerely apologize for any inconvenience this may have caused and highly appreciate your understanding and cooperation.

Applicable Products



CF-S10 Series

Object Model	Object Battery Pack	Object Production Period
CF-S10 Series	CF-VZSU61U	July 2011 - April 2012 ^(*)

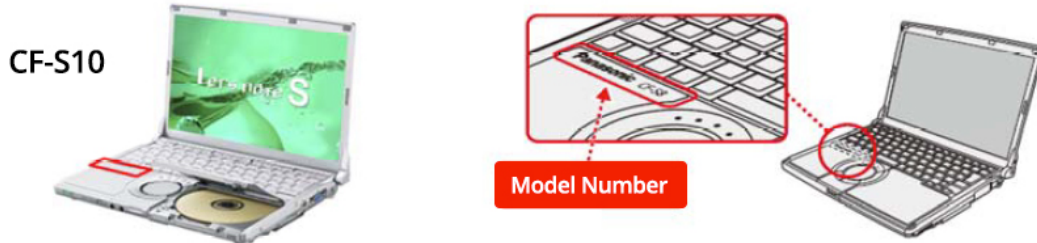
(*) Manufacturing period of the battery packs to be replaced.

(1) How to check the model number of the PC, and the model number and lot symbol of the battery pack

CF-S10 Series

(New Object Model)

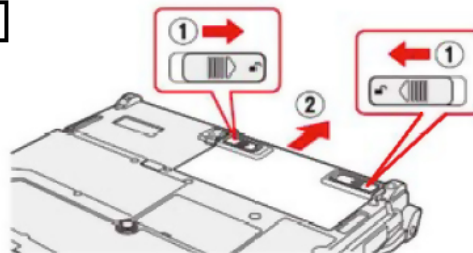
Find the model number of the PC as shown in following picture.



(2) Removal of battery pack

Turn off the PC and then remove the battery pack.

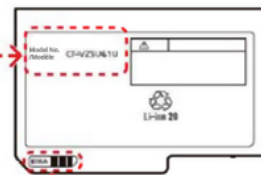
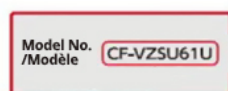
Back of the PC



(3) Check the model number and lot number of the battery pack

See the battery pack nameplate to check the model number and lot number of the battery pack. Some battery packs do not need to be replaced even though your PC may be listed as an applicable model. Battery packs with the model number and manufacturing lot numbers show below must be replaced.

Model Number



Lot Number



Model number and manufacturing lot numbers of applicable battery packs				
CF-S10	品番	CF-VZSU61U		
Lot Number	BAW■	BBX■	BC■ ■	C2■ ■
	BBF■	BBY■	C1■ ■	C3■ ■
Beginning with the above 2 or 3 digits				

Note: Grey digits can be ignored

(4) Please DO NOT USE an applicable battery pack

Contact Information

PHONE: 1-800-668-8386

EMAIL: notebooks@ca.panasonic.com

ONLINE CASE: <http://support.toughbook.ca/onlinecase.aspx>