

Panasonic

February 8, 2021

Panasonic FZ-G1 (FZ-VZSU84U) Stop Charging Notice!

Panasonic has been conducting this Battery Recall since May 2017. To ensure our customers' safety and prevent fire hazards, beginning April 13th, 2021, your Panasonic FZ-G1 using an FZ-VZSU84U battery will no longer charge.

We highly recommend contacting Panasonic to exchange the battery before we turn on the stop charging function.

Using the instructions in this notice you can determine if your product is within the scope of this recall. Once you locate the model number of your FZ-G1 tablet, and the model number of your battery pack please compare them with the following list of affected products.

PRODUCTS AFFECTED IN THIS RECALL NOTICE

FZ-G1 series



FZ-G1

Tablet-PC FZ-G1 series	Battery Packs
FZ-G1A*****	FZ-VZSU84K
FZ-G1B*****	FZ-VZSU84R
FZ-G1C*****	FZ-VZSU84U
FZ-G1F*****	FZ-VZSU84U
FZ-G1J*****	FZ-VZSU89U
FZ-G1K*****	FZ-VZSU96U
FZ-G1L*****	FZ-VZSU97U
FZ-G1M*****	
FZ-G1N*****	



A notification screen will appear until battery is changed

By clicking the "Confirm Later" tool bar, this notification screen will be closed, but will appear again until battery is changed.

**IF YOU HAVE ONE OF THE FZ-G1 TABLET'S IMPACTED BY THIS RECALL,
YOU SHOULD IMMEDIATELY TAKE THE FOLLOWING ACTION:**

Replacement batteries will be provided by Panasonic. Until a replacement battery is delivered, please remove the battery and use power adaptor.

How to identify the models affected: Customers can check the model number of the FZ-G1 and Model number of their battery packs to determine whether they are included in the recall.

Affected Tablet / Battery

[Tablet]

FZ-G1A, FZ-G1B, FZ-G1C, FZ-G1F, FZ-G1J, FZ-G1K,
FZ-G1L, FZ-G1M, FZ-G1N series

[Battery]

FZ-VZSU84K, FZ-VZSU84R, FZ-VZSU84U,
FZ-VZSU89U, FZ-VZSU96U, FZ-VZSU97U

Contact information

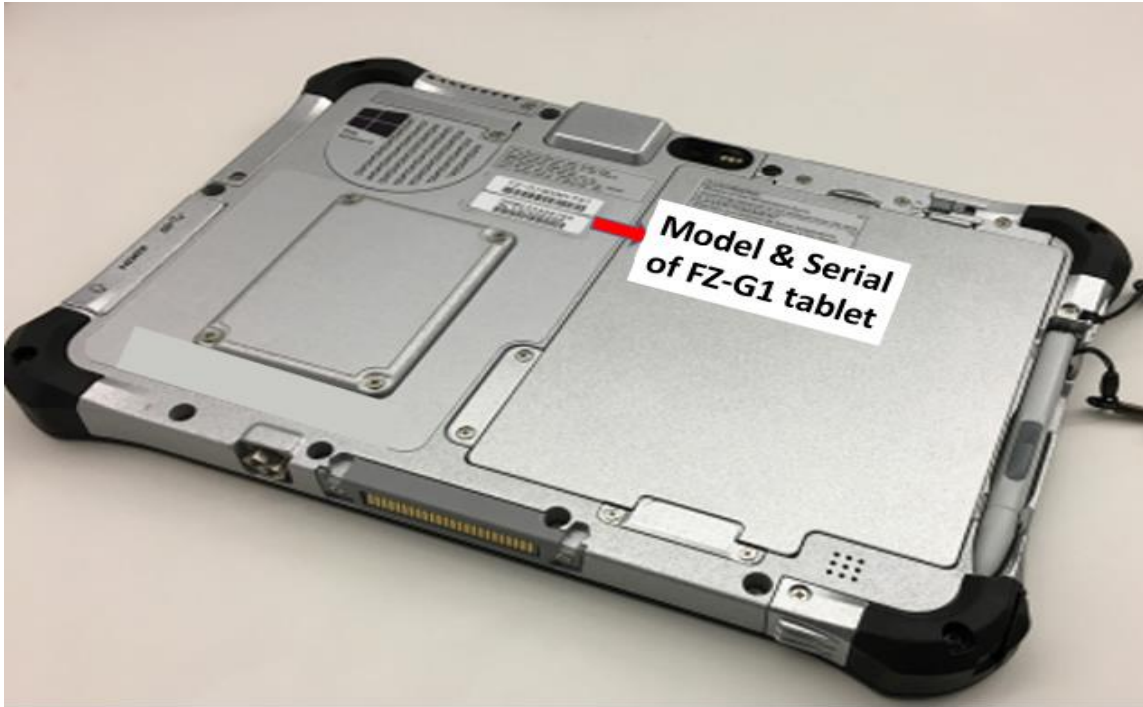
Email: FZG1Battery@ca.panasonic.com

Phone (Toll free): 1-800-668-8386

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

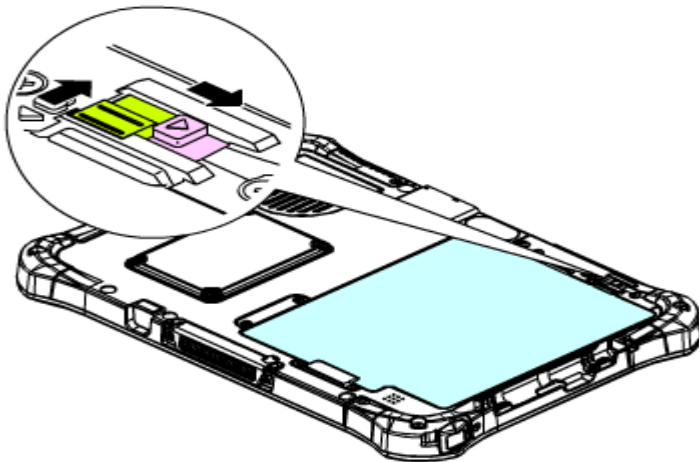
Support site: <http://support.toughbook.ca/>

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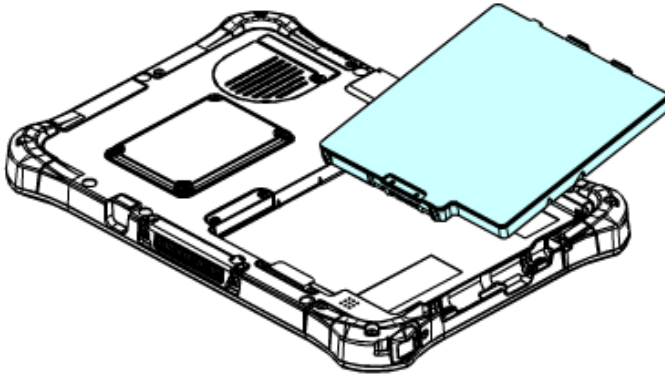
To remove the battery pack from the tablet, please follow the steps below.

- Please ensure FZ-G1 tablet is powered off
- Unplug any external power source
- Undock from desktop port replicator or vehicle docking station if applicable
- Unlock the battery pack as shown in the diagram below



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- Lift battery pack from top end as shown below



Applicable battery pack model numbers include: FZ-VZSU84K/ FZ-VZSU84R/ FZ-VZSU84U/ FZ-VZSU89U/ FZ-VZSU96U/ FZ-VZSU97U

How to identify the model number on the battery:



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.