

Panasonic Toughpad FZ-G1 Mk1, Mk2, Mk3 Battery Replacement

Dear Valued Panasonic Users,

As a result of Panasonic's ongoing commitment to improving our products and services, we recently identified an issue involving the Panasonic Toughpad FZ-G1 tablet incorporating battery packs that are specified below. The battery pack of the tablet could overheat and ignite, causing a fire hazard.

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.

We have not received any cases in ASEAN, Panasonic are acting in line with our shared commitment to user safety. End-user, partner and distributor stakeholders have been advised and will receive ongoing updates until the issue is addressed. We now request that you contact our team to register affected devices as a next step.

PRODUCTS AFFECTED IN THIS RECALL NOTICE:

FZ-G1 series



Tablet-PC	Battery Packs
FZ-G1A*****	
FZ-G1B*****	FZ-VZSU84U
FZ-G1L*****	

Root Cause Analysis:

The root cause of this issue is contamination inside the battery cells. When batteries covered under this recall notice are used in environments with wide temperature variation, a short circuit can occur inside the cell that can cause overheating and ignition.

IF YOU HAVE ONE OF THE FZ-G1 TABLETS IMPACTED BY THIS RECALL, YOU SHOULD IMMEDIATELY TAKE THE FOLLOWING ACTION PRIOR TO THE RECEIPT OF THE REPLACEMENT BATTERIES:

Replacement batteries will start to ship June 2017. Panasonic will arrange battery collection.

1. To apply a BIOS utility that will reduce charging from 4.2 volts to 4.0 and reduce the peak operating settings of batteries. This is now available locally for all users for download from <http://business.panasonic.sg/computer-product/voluntary-battery-recall>.

Once run, the device will provide a “0” code which confirms the changes have been successfully implemented (Note: this is specific to FZ-G1 Mk1-2-3, and will return a “99” code on FZ-G1 Mk4 and “3” on any other platforms without making any changes). This setting will only become effective after rebooting the unit. Full instructions are online.

OR

2. Where it is safe to do so, users with an affected unit are advised to cease operations, turn off their FZ-G1 Tablet, remove the battery pack and only power the computer through approved vehicle docks, desktop docks or the power adaptor and cord from mains power directly.

Action

1. End-users will contact Panasonic to register the quantity, model and location of affected units, along with where they prefer replacement batteries to be sent, their subject owner and preferred contact details e.g. they may wish to have replacement batteries shipped to one location, or multiple locations.

2. End users – Please refer to [contact information](#) to register.

Additional Actions on Receipt of Replacement Batteries

1. Once the replacement battery is fitted to non-ATEX units, please download a new firmware utility which will be available for download from <http://business.panasonic.sg/computer-product/voluntary-battery-recall>.

2. Certified ATEX users can install replacement batteries upon receipt. Other users will have batteries installed by a Panasonic partner. If you are uncertain if a fleet is registered to complete battery installations, please refer to [contact information](#). Please do not apply the firmware update until Panasonic confirms sustained ATEX certification

3. Once the replacement battery is installed and this firmware is applied, your actions are complete.

Contact Information

- Via email
 - SG/ ID/ PH: batteryrecall@sg.panasonic.com
 - MY: batteryrecall@my.panasonic.com
 - TH: batteryrecall@th.panasonic.com

- Via the telephone number from 9:00am to 5:00pm (Monday to Friday)
 - SG/ ID/ PH: +65-6272-1223
 - MY: 1800-88-7500
 - TH: +66-81-421-3388

FAQ

When will we receive further information?

Panasonic are working with all stakeholders to confirm the timing of replacement batteries for affected units. Registered users will be contacted with further details in the near future.

What actions should I take?

Please ensure you apply one of the two optional actions prior to the receipt of replacement batteries for affected units (as above). Please contact the Panasonic team to register your preferred support location and quantity for battery replacement, subject owner and contact details.

Are current FZ-G1 Mk4 Toughpad SKU's affected by this potential issue?

No, this action is specific to selected FZ-G1 Mk1, Mk2 and Mk3 SKU's.

Are any other platforms affected by this potential issue?

No, this action is specific to selected FZ-G1 Mk1, Mk2 and Mk3 SKU's.

Will the FZ-G1 Toughpad still operate on mains power, or a DC vehicle dock with the battery removed?

Yes.

Will the firmware utility affect the original BIOS utility applied before I received the replacement battery?

The final firmware utility will overwrite the BIOS utility to ensure additional safety controls and full product performance. Panasonic will advise ATEX users when they can apply the new firmware after replacement batteries are installed. The firmware can be applied immediately upon installing the battery for all other users.

Regards,
The Panasonic ASEAN Toughbook Team