



Healthy Canadians

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Toshiba of Canada Limited recalls Panasonic Lithium Ion Battery Packs

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Starting date:	March 4, 2016
Posting date:	March 4, 2016
Type of communication:	Consumer Product Recall
Subcategory:	Electronics
Source of recall:	Health Canada
Issue:	Fire Hazard
Audience:	General Public
Identification number:	RA-56952

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Affected products

Panasonic Lithium Ion Battery Packs

Product description

This recall involves Panasonic lithium-ion battery packs that came pre-installed on various models of Toshiba Portege, Satellite, Satellite Pro, and Tecra laptops between June 2011 and December 2015 in Canada. These battery packs were also sold as accessories and used as replacement parts for laptops under warranty during the above-mentioned time period. Consumers can use the Toshiba Product Information Tool on the Toshiba website to automatically detect and display their laptop model and serial number and then check whether their battery pack is affected.

Hazard identified

The battery packs can overheat, posing a potential burn or fire hazard.

Neither Toshiba of Canada nor Health Canada has received any reports of incidents or injuries to Canadians related to the use of the affected battery packs.

In the United States, 4 incidents were reported involving the affected battery packs. No injuries have been reported.

Number sold

Approximately 10,029 Panasonic battery packs were contained in Toshiba laptop computers or sold separately as accessories or replacement parts.

Time period sold

The affected products were sold in Canada from June 2011 through December 2015.

Place of origin

Manufactured in China and Japan.

Companies

Distributor

Toshiba of Canada Limited
Markham
Ontario
CANADA
Tel: 1-800-663-0378

Manufacturer

Panasonic Corporation
1006, Oaza Kadoma, Kadoma-shi, Osaka 571-8501
Osaka
JAPAN

Images (select thumbnail to enlarge)



What you should do

If their laptop contains an affected battery pack, consumers should immediately turn off their laptops and remove the battery packs following the instructions on www.toshiba.ca/support. They can continue to use their Toshiba laptops without the battery packs by plugging into the AC power.

Consumers should go to [Toshiba's website](http://www.toshiba.ca) and follow the listed instructions to download the battery check utility to determine if their battery pack is affected by the recall and to order a replacement battery pack. Consumers can also contact the designated call-in number, email address, or website (see below) of Toshiba of Canada Limited.

For more information, consumers can contact Toshiba toll-free at 1-888-666-7689 from 9:00 a.m. to 8:00 p.m. ET, Monday through Friday. Consumers may also [email](#) Toshiba of Canada or they can visit the Toshiba of [Canada's website](#) to send a webmail to Toshiba or to see the posted recall under "Latest News" on the home page.

Please note that the Canada Consumer Product Safety Act prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form](#).

This recall is also posted on the [OECD Global Portal on Product Recalls website](#). You can visit this site for more information on other international consumer product recalls.

Date modified: 2016-03-09