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Expanded Recall: Toshiba Client Solutions Canada Limited recalls Panasonic Lithium Ion Battery Packs

Report a Concern

Starting date: January 4, 2017
Posting date: January 4, 2017
Type of communication: Consumer Product Recall
Subcategory: Electronics
Source of recall: Health Canada
Issue: Product Safety
Audience: General Public
Identification number: RA-61666

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Expansion of March 30, 2016 [recall](#).

Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC), Mexico's Consumer Protection Federal Agency (PROFECO), and Toshiba Client Solutions Canada Ltd.

Affected products

Panasonic Lithium Ion Battery Packs

Product description

This expanded recall involves additional lithium-ion battery pack models not included in the previous [recall](#).

The recalled Panasonic lithium-ion battery packs came pre-installed on various models of Toshiba Portege, Satellite, Satellite Pro, and Tecra laptops. These battery packs were also sold as accessories and used as replacement parts for laptops under warranty during the 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.

As of January 4, Toshiba Client Solutions Canada Limited has received no reports of burn or fire incidents or injuries. In the United States, the company has received 5 reports of the battery pack overheating and melting, with no reports of injuries.

Number sold

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

Approximately 174,000 were sold in the United States, of which 91, 000 were included in the previous recall and approximately 5000 were sold in Mexico.

Time period sold

The affected products were sold in Canada from June 2011 through November 2016, and in United States from June 2011 and November 2016.

Place of origin

Manufactured in China

Companies

Manufacturer	Panasonic Corporation Osaka JAPAN
Distributor	Toshiba Client Solutions Canada Ltd. Markham Ontario CANADA

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 [Toshiba's support webpage](#). 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](#) 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.

For more information, consumers can contact Toshiba Client Solutions Canada Limited toll-free at 1-800-663-0378 from 8:00 a.m. to 5:00 p.m. ET, Monday through Friday, or visit the [Toshiba Canada's website](#) to send a webmail to Toshiba or to see the posted recall under "Support Updates" on the home page.

Consumers may view the release by the US CPSC on the [Commission's website](#).

Consumers may view the release by Mexico's Consumer Protection Federal Agency (PROFECO) on the [Agency's website](#) (Spanish only).

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.

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