

Recalls and safety alerts

Home > Recalls & alerts

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Lenovo recalls ThinkPad X1 Carbon Laptops (5th Generation)

Report a Concern

Starting date: February 6, 2018
Posting date: February 6, 2018
Type of communication: Consumer Product Recall
Subcategory: Electronics
Source of recall: Health Canada
Issue: Fire Hazard
Audience: General Public
Identification number: RA-65898

- [Affected products](#)
- [What you should do](#)

Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC) and Lenovo Inc.

Affected products

ThinkPad X1 Carbon Laptops (5th Generation)

Product description

This recall involves 14 inch ThinkPad X1 Carbon 5th Generation laptops. They were sold in silver and black. The product name "5th Generation Lenovo ThinkPad X1 Carbon," the machine type 20HQ, 20HR, 20K3 or 20K4 and the serial number or S/N are printed on the bottom of the laptop. Laptops manufacture dates from 16/12 through 17/10 (for December 2016 through October 2017) are included in the recall. The manufacturing date codes can be found on the bottom of the laptop.

Hazard identified

An unfastened screw can damage the battery causing overheating, posing a fire hazard.

As of January 31, 2018, Lenovo has received three reports worldwide of overheating, which resulted in damage to the consumers' laptops. There have been no reports of injury or other property damage. There have been no reports of overheating in Canada or the United States.

Number sold

Approximately 5,519 units of the affected products were sold in Canada and approximately 78,000 were sold in the United States.

Time period sold

The recall products were sold from December 2016 through November 2017 in Canada and the United States.

Place of origin

Manufactured in China.

Companies

Distributor Lenovo Inc.
 Morrisville
 North Carolina
 UNITED STATES

Manufacturer Lenovo PC
 HONG KONG

Images (select thumbnail to enlarge)





What you should do

Consumers should immediately visit the [Lenovo website](#) to see if their laptop is included in the recall and for assistance in locating the nearest authorized repair center for inspection and repair. If the laptop is included in the recall, stop using it immediately.

For more information, consumers may contact Lenovo Services by telephone at 1-800-426-7378, 24 hours a day, seven days a week, or an authorized Warranty Services Provider or [online](#).

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

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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