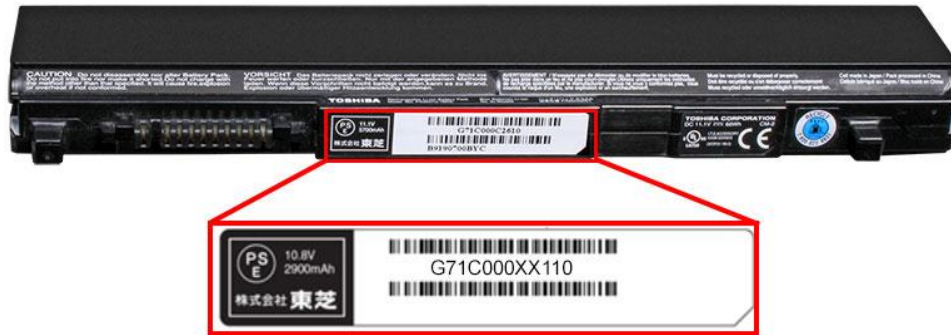


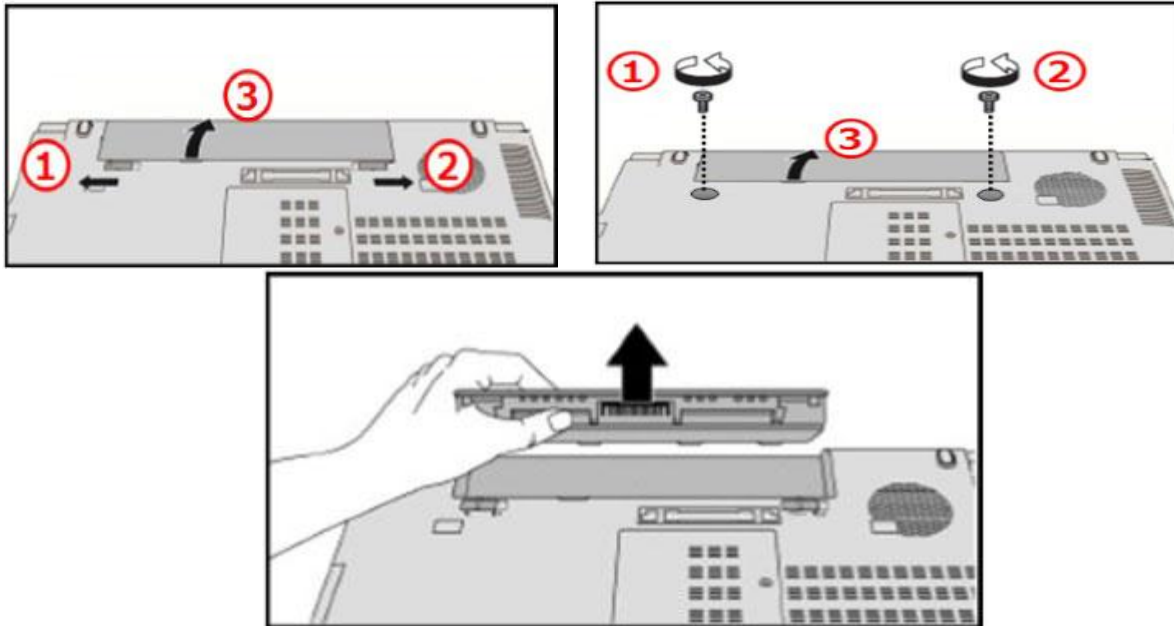
# Toshiba Recalls Laptop Computer Battery Packs Due to Burn and Fire Hazards

Recall date: March 30, 2016

Recall number: 16-131



Location of battery pack part number



## Recall Summary

**Name of product:** Panasonic battery packs used in Toshiba laptop computers

**Hazard:** The lithium-ion battery packs can overheat, posing burn and fire hazards to consumers.

**Consumer Contact:** Toshiba America Information Systems Inc. toll-free at 866-224-1346 any day between 5 a.m. and 11 p.m. PT, online at <http://go.toshiba.com/battery> or at [www.us.toshiba.com](http://www.us.toshiba.com) and click on "Consumer Notices" under the Support heading at the bottom of the page.

[Report an Incident Involving this Product](#)

## Units

About 91,000 (in addition, 10,000 were sold in Canada)



**Description**

This recall involves Panasonic lithium-ion battery packs installed in 39 models of Toshiba Portege, Satellite, and Tecra laptops. The battery packs were also sold separately and also installed by Toshiba as part of a repair. Battery packs included in this recall have part numbers that begin with G71C (G71C\*\*\*\*\*). Part numbers are printed on the battery pack. A complete list of battery pack part numbers included in this recall can be found on the firm's website at <http://go.toshiba.com/battery>.

**Incidents/Injuries**

The firm has received four reports of the battery packs overheating and melting. No injuries have been reported.

**Remedy**

Consumers should immediately go to the firm's [website](#) and click on the battery pack utility link in the first shadowed box on the page. Consumers can also perform a manual check using the laptop and battery pack's model, part and serial numbers. If it is part of the recall, consumers should power off the laptop, remove the battery and follow the instructions to obtain a free replacement battery pack. Until a replacement battery pack is received, consumers should use the laptop by plugging into AC power only.

**Sold at**

Office Depot, Staples and other electronics stores nationwide and online at [Toshibadirect.com](http://Toshibadirect.com) and other websites from June 2011 through January 2016 for between \$500 and \$1,000 for the laptop and between \$70 and \$130 for the battery pack.

**Manufacturer(s)** Panasonic, of Japan

**Importer(s)** - Toshiba America Information Systems Inc., of Irvine, Calif.

**Manufactured in** - China and Japan