



NVIDIA SHIELD TABLET RECALL PROGRAM

NVIDIA has announced a recall of its SHIELD tablets, sold between July 2014 and July 2015. NVIDIA has determined the battery in these tablets can overheat and pose a fire hazard. As part of this recall, NVIDIA will be replacing the tablet.

NVIDIA is asking customers to submit a claim for a replacement device. NVIDIA is also asking consumers to stop using the recalled tablet, except as needed to participate in the recall and back up data. Consumers will receive a replacement tablet after registering to participate in the recall.

The recall does not affect any other NVIDIA products.

NVIDIA is coordinating with appropriate governmental agencies to ensure that the recall follows established industry practices.

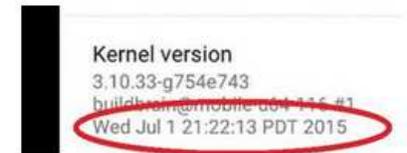
RETURN PROCESS

Follow the instructions below to see if your tablet is included in this recall.

Step 1: Please update your tablet to the latest software:

Ensure you're running the latest software, which you can check by following these instructions:

- From the Home screen, select the **Apps** icon
- Select the **Settings** icon
- Scroll down, select **About tablet**
- Select **System Updates**
- Verify that your tablet has the latest software dated July 1, 2015, or newer.
- See image at right. You may need to repeat this step more than once if your system is out of date.



Step 2: How can I tell if my unit is affected by the recall?:

The recall applies only to tablets with a certain battery type. Once you've verified that you're running the latest software, identify your unit's battery type by following these instructions:

- From the Home screen in Android, select the Apps icon
- Select the **Settings** icon
- Scroll down, select **About tablet**
- Select **Status**
- Under the "Battery" category, you'll see **Y01** or **B01**
- If **B01**, your unit is **NOT** affected by this recall
- If **Y01**, your unit needs to be replaced. Please select **Y01** to launch the recall application on the device

Step 3:

You'll receive a notification on the tablet that includes the device serial number (see image at right).

