



IMPORTANT NOTICE – Final Solution

URGENT: Mandatory safety bulletin – Final Battery Diagnosis Control Software!

June 12, 2018

RE: Panasonic Toughbook CF-C2/CF-SX Battery Safety Bulletin Updated Notice

Dear Valued Customer,

As a result of Panasonic's ongoing commitment to improving our products and services, we recently identified a quality condition potentially affecting Panasonic Toughbook CF- C2 series and CF-SX series laptop battery packs as first identified in our original notification on March 28th, 2018.

PLEASE NOTE: It is mandatory that you contact Panasonic to download the Battery Diagnosis Control Software to minimize the risk of an incident.

Although we are only aware of a very limited number of related incidents in the United States, in all abundance of caution it is mandatory that you utilize the Battery Diagnosis Control Software for the CF-C2/CF-SX laptops to minimize the risk of an incident.

PRODUCTS AFFECTED IN THIS NOTICE:

Model: ALL CF-C2 Series and ALL CF-SX Series



CF-C2 Series



CF-SX Series

IF YOU HAVE THE CF-C2/CF-SX LAPTOPS, YOU MUST INSTALL THE BATTERY DIAGNOSIS CONTROL SOFTWARE WHICH EMPLOYS THREE BATTERY CONTROL MECHANISMS TO MINIMIZE THE RISK OF AN INCIDENT

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IF YOU HAVE THE CF-C2 OR THE CF-SX LAPTOPS, YOU MUST IMMEDIATELY PERFORM THE FOLLOWING

A new Battery Diagnosis Control Software is available for download by contacting Panasonic either by email at CFC2Notice@us.panasonic.com or using our Toll-Free Support Number 844-633-1030. A secure link will be emailed to you.

You can also download the Battery Diagnosis Control Software from the following link.
https://askpc.panasonic.co.jp/zgro?lang=en&did=usaYLOHVPPQOVYV00001_95e23387eba008e3289c3a381a6cbc82&uid=0000000_29c3eea3f305d6b823f562ac4be35217

Regardless of whether you have already installed the Bios Update that we notified you of on March 28th, please apply the above referenced Battery Diagnosis Software.

Please contact us immediately if you have any questions with installation of the software. You may contact us through one of the following methods:

Email: CFC2Notice@us.panasonic.com

Phone: toll free 844-633-1030

We sincerely apologize for any inconvenience caused by this notification. Panasonic is committed to offering the highest quality products and superior customer service.

Thank you for your cooperation.