



U.S. Consumer Product Safety Commission – Recall

Recall Date: March 30, 2016

Recall Number: 16-131

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

<http://www.cpsc.gov/en/Recalls/2016/Toshiba-Recalls-Laptop-Computer-Battery-Packs>

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.

Remedy: Replace

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.

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 and click on "Consumer Notices" under the Support heading at the bottom of the page.

Recall Details

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.

Sold at: Office Depot, Staples and other electronics stores nationwide, and online at 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.

Importer: Toshiba America Information Systems Inc., of Irvine, Calif.

Battery Pack Manufacturer: Panasonic, of Japan

Manufactured in: China and Japan

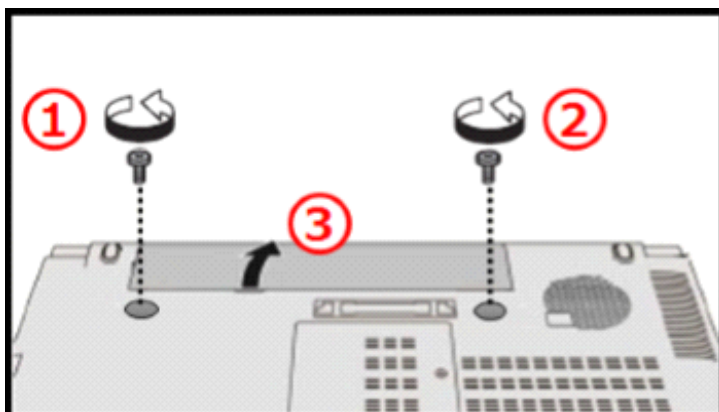
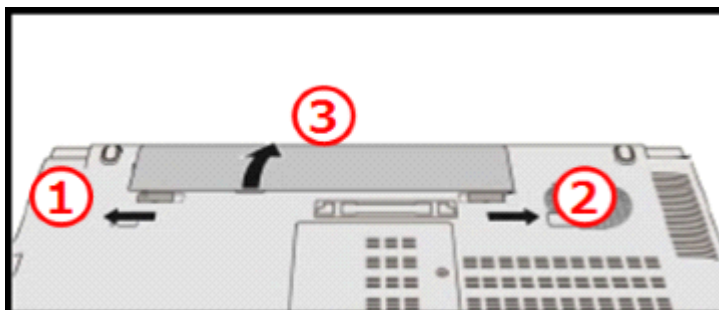
Note: Health Canada's press release is available at:

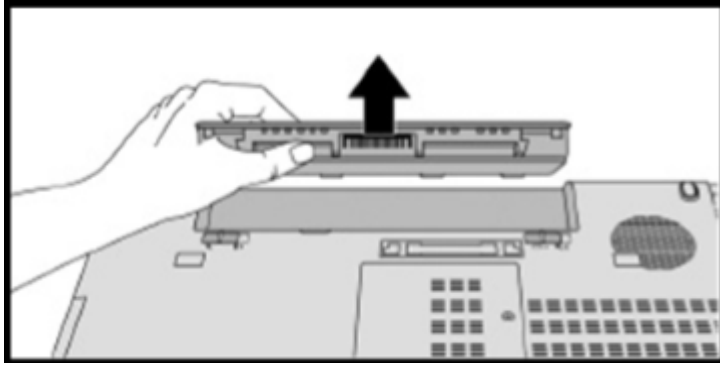
<http://healthycanadians.gc.ca/recall-alert-rappel-avis/hc-sc/2016/56952r-eng.php>

Location of battery pack part number:



Battery pack removal guide:



**About U.S. CPSC:**

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of injury or death associated with the use of thousands of types of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$1 trillion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical or mechanical hazard. CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters and household chemicals – contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 40 years.

Federal law bars any person from selling products subject to a publicly-announced voluntary recall by a manufacturer or a mandatory recall ordered by the Commission.

To report a dangerous product or a product-related injury go online to www.SaferProducts.gov or call CPSC's Hotline at 800-638-2772 or teletypewriter at 301-595-7054 for the hearing impaired. Consumers can obtain news release and recall information at www.cpsc.gov, on Twitter [@USCPSC](https://twitter.com/USCPSC) or by subscribing to CPSC's [free e-mail newsletters](#).

CPSC Consumer Information Hotline

Contact us at this toll-free number if you have questions about a recall:

800-638-2772 (TTY 301-595-7054)

Times: 8 a.m. – 5:30 p.m. ET; Messages can be left anytime

Call to get product safety and other agency information and to [report unsafe products](#).

Media Contact

Please use the phone numbers below for all media requests.

Phone: 301-504-7908

Spanish: 301-504-7800