

## IMPORTANT SAFETY RECALL

Dear Valued Customer,

Fujitsu would like to ensure you have received information about an important safety recall and address any questions you may have.

Fujitsu issued a voluntary and precautionary recall of a limited number of Panasonic-supplied battery packs (bearing a Fujitsu Limited label) used in select Fujitsu personal computers sold in the United States and Canada, either shipped with a PC at time of original sale or sold later as spares. Under certain conditions and in rare instances, it is possible for these batteries packs to ignite and result in fire. Fujitsu has launched the Fujitsu Battery Pack Exchange Program for the replacement of affected battery packs in the United States and Canada in late January 2018.

Customers with affected PC models need to verify the part number of their primary battery pack in order to determine if it is subject to this recall. To do this, you should turn your PC off, unplug the AC adapter, eject the battery pack, and verify the part number shown on the battery pack. For instructions on how to remove your battery pack please see section "Affected Fujitsu PC models and Battery Packs" [here](#).

**NOTE: Alternatively, there is also a utility [Battery Check Tool Utility] available that will automatically inspect your battery pack and let you know if it is impacted. It can be downloaded, [click here](#).**

### **PC Models utilizing affected Battery Pack:**

CELSIUS H720, LIFEBOOK E752, LIFEBOOK E733, LIFEBOOK E743, LIFEBOOK E753, LIFEBOOK P702, LIFEBOOK P772, LIFEBOOK S710, LIFEBOOK S752, LIFEBOOK S762, LIFEBOOK T732, LIFEBOOK T734, and LIFEBOOK T902. If your Fujitsu PC is not one of these model numbers, this recall does not apply.

### **Affected Battery Packs:**

Part Number
CP556150-03, CP579060-01, CP629458-03

The serial number of the battery packs need to be verified as not all battery packs with these part numbers are affected. Fujitsu will replace all affected battery packs with new battery packs, free of charge and including all shipping and handling.

The issue is confined to the battery pack itself, and is not related to the PC that uses the battery pack. Therefore, this program will only replace the potentially affected battery packs, not the PCs.

If you have an affected battery pack, please contact Fujitsu at: 1-800-8Fujitsu to request an RMA (Return Merchandise Authorization). You will be asked to provide the part number.

**IMPORTANT: When you receive your replacement battery pack, please return the affected battery pack in the same packaging your new battery arrived in. Be sure and adhere the return postage sticker or return waybill to the outside of the package.**

Thank you for your business.