

# 17-002 QA PRODUCT RECALL – TOSHIBA NOTEBOOK BATTERIES DUE TO OVERHEATING ISSUE

**Date:** 10 January 2017

**Recall:** # 17-002

**Scope:** Exchange Worldwide Retail Stores, Distribution and Ecommerce

In cooperation with the Consumer Product Safety Commission, Toshiba has initiated a recall of Panasonic battery packs used in Toshiba laptop computers.

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

**Description:** This recall involves Panasonic lithium-ion battery packs installed in 41 models of Toshiba Satellite laptop computers. Toshiba has expanded the number of battery packs to include those sold between June 2011 and November 2016. The battery packs also were sold separately and 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>.

## Toshiba Satellite Laptop Computer Model Numbers

A665d-S6082	C75d-B7297	L655d-S5164	P755-S5174
C55-A5140	C855d-S5230	L655-S5075	P755-S5180
C55-A5242	C855d-S5237	L755d-S5150	P755-S5260
C55dt-A5159	C855d-S5340	L755d-S5250	P755-S5261
C55dt-A5241	C855-S5239	L755d-S5348	P755-S5380
C655d-S5135	C855-S5345	L755d-S5359	P755-S5382
C655d-S5232	C855-S5352	L755-S5166	R835-P81
C655d-S5331	C875d-S7330	L775d-S7220	S855-S5164
C655d-S5334	C875-S7340	L775d-S7332	S855-S5260
C655-S5542	L655d-S5066	L775-S7130	S855-S5265
C75d-A7130	L655d-S5102	L855-S5136nr	S855-S5386
C75d-B7230	L655d-S5159	L855-S5240	

**Incidents/Injuries:** The firm has received five reports of the battery pack overheating and melting, including one additional report since the first recall announcement. 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 also can 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. Battery packs previously identified as not affected by the March 30, 2016 [recall](#) are included in this expanded announcement.

**Sold at:** Office Depot, Staples and other consumer electronic stores nationwide and online from June 2011 through November 2016.

**Consumer Contact:** Toshiba America Information Systems 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.