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January 28, 2016

To Our Valued Customers:

Important Recall Notice

Panasonic Battery Packs Used in Certain Toshiba Satellite, Satellite Pro, Tecra and Portégé Laptops

Toshiba of Canada Limited (“TCL”) has learned of a potential safety issue with approximately 10,029 Panasonic battery packs manufactured for and used with certain Toshiba laptop computers sold in Canada between June 2011 and December 2015. To date, there have been no incidents in Canada involving these battery packs. Toshiba sold the battery packs with new laptop computers and as accessories or replacement batteries in the course of repair. Because there is a possibility that the affected battery packs can overheat, they could pose a potential burn or fire hazard. Toshiba is offering a free replacement for affected battery packs.

The affected battery packs were used in 12 series of Toshiba personal computers under the Satellite, Satellite Pro, Tecra, and Portégé models. The affected battery packs were pre-installed in some of the units and also used as accessories or replacement batteries for the above-mentioned models. A list of the models of Toshiba laptop computers that could potentially have an affected battery pack is attached as Appendix 1 to this communication.

TCL has identified the models subject to this recall that could have an affected battery pack and our records indicate that your company currently has some of these products. TCL needs your cooperation and assistance to ensure the success of this recall. Therefore, it requests that you take the following steps immediately:

1. **Please check the TCL list of affected models attached as Appendix 1 to this communication.** If you have a computer in this series, you can either:

(a) go to TCL’s website, www.toshiba.ca/support and check whether the battery pack in your laptop is affected. If it is, you can order a replacement part free of charge directly from the website. This will be the fastest and most efficient way to identify whether a battery pack is affected and to order a replacement; or

(b) contact your TCL Sales Representative at TCL and ask to be sent the Toshiba checking tool which you can then download and install to assist you in identifying whether the battery pack in your laptop is affected. If the software tool detects an affected battery pack, it will immediately display a message directing your company to contact TCL for a replacement battery pack and instructions to return the affected battery pack at no charge. Please note that this software tool is not yet available but will be shortly.

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2. **If you have a Portégé R930 or Tecra R940 model and it currently has a replacement battery installed, then please check the G-part number of that battery pack.** If it contains one of the following G-part numbers - G71C000BE710, G71C000GN110 or G71C000BE310 or one of the following part numbers - PA3832 OR PA3929U-IBRS, PA5024U-1BRS, PA5109U, PA5109U-1BRS OR PA5121U-1BRS - please call the TCL Call Centre at 1-800-387-4336 or directly email onsitesupport@toshiba.ca to order a new replacement battery.

If your laptop is on the attached list and/or the battery in your laptop is affected or contains one of the above G-part numbers, TCL recommends you turn off the computer and remove the battery pack immediately in accordance with the enclosed instructions. You can continue using your notebook computer safely by powering the computer with an AC adapter until you receive a replacement battery pack.

For all of the instances referred to above, you will also be asked to return the affected battery pack to TCL using the box containing the replacement battery and the return waybill which will accompany the replacement battery. If there are any questions regarding the return process, please contact your TCL Sales Account Manager.

We regret any inconvenience caused by this battery pack recall, and thank you in advance for your prompt response and cooperation. For questions, or further information, please do not hesitate to contact your sales account manager.

TOSHIBA OF CANADA LIMITED



Ralph Hyatt
President and CEO

Appendix 1

List of Models that Could Contain an Affected Battery Pack

SATELITTE PRO C40-A
SATELITTE C40D-A
SATELITTE C50-A
SATELITTE C50D-A
SATELITTE C70D-B
SATELITTE L70-A
SATELITTE L70D-A
SATELITTE P70-A
SATELITTE P870
SATELITTE S70-B
PORTÉGÉ R830
TECRA R840