

January 29, 2018

Via Email and FedEx

Re: **FZ-G1 Toughbook FINAL SAFETY NOTICE**

Dear Valued Partner,

We write to once again draw your attention to an urgent safety matter and ask that you immediately convey this message to all customers, end users and others you may have sold any **Toughbook FZ-G1 Tablets** to, if you have not already done so. Failure to heed our instructions can have dire consequences and can affect your rights under the law.

As you are aware, in March 2017 Panasonic identified a potential product safety hazard associated with battery packs in its Toughbook FZ-G1 Tablet culminating in a voluntary product recall. At that time, we notified all distributors of the product that the battery pack can overheat and ignite, causing a fire hazard. We provided instructions regarding identification of affected units and warned that the battery should be removed, or a BIOS utility employed, until replacement batteries were made available.

We provided further information regarding the root cause of the problem in May and June of 2017; again providing instructions regarding identification and removal of affected battery packs, and apprising all of our distributors that replacement batteries would be made available by June 1, 2017.

In the months following the recall announcement, members of our service team contacted our distributors on numerous occasions with the goal and expectation that our message would quickly reach all in possession of potentially affected units. We have urged each of our distributors to take an active role in relaying the above-referenced informational materials. Those materials are also included with the replacement batteries we have shipped out, and are attached hereto for your ease of reference.

Although our joint efforts have resulted in an approximate 85% correction rate, Panasonic is dissatisfied with certain resellers'/distributors' inability or unwillingness to convey this critical information. Along those lines, we were recently made aware of a fire event allegedly caused by an FZ-G1 battery pack in the possession of an end user who was reportedly unaware that it should have been removed/replaced. This sort of preventable incident is unacceptable to Panasonic and the issue must be rectified immediately.

We are therefore calling upon you to provide us with **written confirmation no later than February 12, 2018** that you have notified all customers, end users,

and any others you may have sold any FZ-G1 tablets to, of the voluntary recall program.

If you are unable or unwilling to do so, then we ask that you please supply us with contact information for all such customers, end users and other purchasers so that we may provide them with the information directly. If you are not prepared to convey the information and simultaneously refuse to provide us with customer contact information, we will advise the Consumer Product Safety Commission that you declined to cooperate.

We trust that you fully appreciate the seriousness of this matter. If you have any questions about the program, kindly reach out to me and you will be contacted by a member of my service team. If your questions concern the legal implications of this correspondence, please contact Shaun Bean, Esq., Panasonic Corporation of North America Senior Counsel – Product Safety at shaun.bean@us.panasonic.com.

As always, we appreciate your working with us to reinforce Panasonic's commitment to superior quality and service.

Regards,



Steve Robinson

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