

TOSHIBA NOTEBOOKS SAFETY RECALL

US STORES

9/4/2010

OVERVIEW

Toshiba America Information Systems, Inc. (TAIS) has identified a potential safety issue with a limited number of its notebook computers, and in cooperation with the U.S. Consumer Product Safety Commission, has announced a recall of certain models and serial number ranges including two (2) SKUs merchandised in our stores. These notebooks may overheat and pose a burn hazard.

- **Toshiba T135-S1310 (SKU 933-039)**
- **Toshiba T135D-S1325RD (SKU 136-809)**

These models, manufactured between August 2009 and January 2010, are the **only** models and serial number ranges affected by this recall.

STORES ARE TO REMOVE THE AFFECTED UNITS FROM THE SALES FLOOR IMMEDIATELY & DISCONTINUE SALES.

- Stores with on-hand quantities of either SKU are to **remove the affected SKU(s) from the sales floor immediately** and hold for RTV
 - The stores listed below show on-hand quantity(s) of SKU 136-809 and/or SKU 933-039
- **All Stores are required** to display the [Toshiba Recall Poster](#) (Store Portal >Merchandising >Merchandising >Technology) through Fri., 12/17
 - The Consumer Product Safety Commission will periodically conduct **store inspections for compliance**
- Stores may direct customers to <http://laptops.toshiba.com/about/consumer-notice> to download and install the BIOS computer program
 - If the updated BIOS detects that the computer is beginning to overheat, it will immediately disable the external power and, if the system is in use, display a message directing the consumer to contact the Toshiba Call Center
 - Customers will be sent a box and prepaid label by Toshiba to return the computer for a warranty repair at no charge

NOTE: If the customer returns the product to your store, please contact TAIS for further instructions at (800) 457-7777

TIMING

- **By close of business Sat., 9/5:** Display Recall Poster
- **Sat., 9/5 – Fri., 12/17:** Display dates

ACTION REQUIRED

- ☐ **Verify** all Associates are aware of the Recall
- ☐ **Hold** in D&D for upcoming RTV (select stores only)
- ☐ **Print** two (2) copies of the [Toshiba Recall Poster](#) in color on 8.5"x11" paper
- ☐ **Place** back-to-back in a plexi holder and **display** at your least busiest register
- ☐ Upon completion, check off "Toshiba Recall Notice" in **Task Manager** (due 9/5)

Stores

14, 17, 19, 21, 24, 29, 34, 35, 37, 41, 48, 49, 55, 56, 68, 75, 77, 80, 86, 89, 101, 102, 108, 109, 110, 111, 112, 117, 126, 130, 140, 147, 151, 156, 173, 185, 188, 195, 199, 202, 206, 220, 223, 235, 237, 241, 244, 249, 259, 262, 263, 282, 284, 286, 295, 305, 306, 314, 315, 317, 323, 324, 325, 330, 336, 339, 342, 344, 345, 348, 350, 357, 359, 360, 361, 363, 366, 369, 371, 375, 376, 377, 381, 382, 383, 399, 400, 403, 408, 414, 417, 421, 428, 436, 437, 439, 440, 443, 445, 446, 449, 460, 462, 479, 480, 484, 485, 490, 495, 498, 509, 511, 512, 517, 518, 520, 521, 530, 541, 542, 544, 549, 551, 554, 561, 576, 581, 583, 585, 587, 589, 591, 593, 594, 595, 598, 607, 610, 614, 616, 617, 618, 620, 626, 627, 629, 632, 633, 637, 644, 647, 648, 653, 655, 656, 661, 664, 665, 671, 682, 689, 697, 699, 802, 814, 820, 824, 830, 838, 842, 861, 867, 870, 874, 887, 889, 892, 896, 902, 909, 912, 920, 921, 931, 937, 942, 943, 945, 947, 951, 952, 968, 973, 977, 984, 1135, 2094, 2095, 2098, 2102, 2111, 2116, 2126, 2129, 2130, 2132, 2135, 2139, 2157, 2162, 2163, 2166, 2167, 2169, 2174, 2175, 2177, 2178, 2188, 2189, 2194, 2210, 2245, 2252, 2254, 2255, 2273, 2280, 2285, 2289, 2295, 2299, 2328, 2341, 2343, 2355, 2358, 2360, 2367, 2370, 2373, 2383, 2387, 2408, 2430, 2434, 2454, 2488, 2495, 2506, 2511, 2543, 2544, 2546, 2552, 2555, 2559, 2573, 2577, 2582, 2595, 2597, 2598, 2608, 2611, 2614, 2615, 2632, 2634, 2635, 2692, 2695, 2705, 2711, 2739, 2740, 2764, 2774, 2818, 2819

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