

*** * TECHNICAL INFORMATION NOTICE * ***

DATE: September 21, 2017
TO: Mitsubishi Motors US & Puerto Rico Dealer Service and Parts Managers
RE: Panasonic Toughpad Recall – Permanent Remedy Available
TIN NO. TIN-17-00-005

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AFFECTED VEHICLES: Panasonic Toughpad

PURPOSE:

MMNA previously issued TIN-17-00-002, informing you that Panasonic, the manufacturer of the Toughpad tablet which currently supports the MEDIC 4 software, has issued a recall for the tablet. During Panasonic's investigation, and shortly after the issuance of TIN-17-00-002, MMNA deployed Panasonic's temporary software remedy to all affected Toughpads.

Panasonic has since issued a revision to its initial recall, detailing the result of its investigation, and provided the permanent remedy details. The permanent remedy is twofold:

1. Battery replacement – the old defective battery will be removed and a new battery will be installed.
2. Firmware update – new firmware will employ new battery charge controls. The new firmware will employ 3 control mechanisms that control the charging of the battery. Any one of the controls can disable the battery charging process to minimize the risk of overheating and ignition.

Panasonic's representatives will be making personal visits to your facility to perform the battery replacement and properly dispose of the old battery. The battery replacement should take no more than 5 minutes per device. One day prior to their arrival, Panasonic's representatives will contact you to establish an acceptable arrival timeframe.

Once the recall has been completed on all Panasonic Toughpads that are currently being used in Mitsubishi dealerships in the U.S., Canada, and Puerto Rico, MMNA will issue another update, which will deploy Panasonic's new firmware update.

If you have any questions, please contact your DPSM.

NOTE: This recall applies to the Panasonic Toughpad only. The Panasonic Toughbook is not affected by this recall.