

IMPORTANT SAFETY RECALL NOTICE

Dear Valued Lenovo Business Partner:

In the interests of public safety and, in cooperation with the relevant EU regulatory authorities, Lenovo is voluntarily recalling ThinkPad X1 Carbon 5th Generation laptops manufactured between December 2016 and October 2017.

Lenovo has determined that a limited number of such laptops may have an unfastened screw that could potentially contribute to the laptop's battery overheating and, in some limited cases, could result in localized smoking and melting. Lenovo has received three customer reports of a battery overheating that resulted in damage to the laptop only. Lenovo has received no reports of harm to any person or property, other than to the laptop. Laptops manufactured on or after 1 November 2017 are not affected.

Effective immediately, Lenovo is offering free service inspections for all affected ThinkPad X1 Carbon 5th Generation laptops manufactured between the dates as stated above. The affected systems can be identified by machine type, serial number and build date.

To confirm if any ThinkPad X1 Carbon 5th Generation laptops (Machine Types: 20HQ, 20HR, 20K3, 20K4) that you have in stock, are offering for sale and/or have supplied to your customers are affected, visit the recall site https://support.lenovo.com/X1C_5GEN_RECALL and follow the instructions.

Lenovo instructs that you:

1. immediately stop selling the affected laptops (that are within your current stock/ sale inventory); and
2. contact Lenovo Services or an authorized Warranty Services Provider to schedule an appointment to have such laptops inspected for an unfastened screw.


Lenovo is notifying the public about this recall program via notice on Lenovo's website, a press release and written communications with those customers that we have been able to identify. Lenovo recommends that – in relation to affected laptops that may have been sold / supplied to your customers – you directly inform your customers about this recall and, in particular, to:

- immediately stop using the affected laptops; and
- contact Lenovo Services or an authorized Warranty Services Provider to schedule an appointment to have the relevant laptops inspected for an unfastened screw.

Attached for your use is a sample letter that you may choose to send to customers about the recall. Should your customers have any further questions, they may contact Lenovo Services or an authorized Warranty Services Provider. Contact information for recall support is also available at <https://pcsupport.lenovo.com/us/en/supportphonelist>. When your customers contact a technical support representative, please advise them to explain that they are calling in reference to the ThinkPad X1 Carbon 5th Generation laptop recall.

Lenovo greatly appreciates your business and apologises for the inconvenience caused by these issues.

Yours sincerely,



Christian Teismann

SVP & GM, Commercial Business Segment, Lenovo