

October 22, 2009

**\* IMPORTANT INFORMATION \***

**Notice of voluntary Battery Pack Exchange Programme for users of  
Toshiba Portable DVD Players**

**SD-P120DT(Digital tuner) and SD-P120AT(Analog tuner)**

Toshiba is undertaking a worldwide voluntary replacement programme of battery packs contained in Toshiba Portable DVD Players Model SD-P120DT (Digital tuner) and Model SD-P120AT (Analog tuner).

Toshiba believes that in the worst case scenario, it is possible that the battery pack might ignite and produce a flame when it is fully charged. Whilst there have been no reported injuries, out of precaution Toshiba is undertaking a worldwide voluntary replacement programme of the affected battery packs.

We apologize for any inconvenience and concern this may cause. Thank you very much for your cooperation in advance.

**1. Affected Products**

Toshiba voluntary replacement programme involves battery packs contained in Toshiba Portable DVD Players Model SD-P120DT (Digital tuner) and Model SD-P120AT (Analog tuner).

**2. Steps to exchange the battery pack**

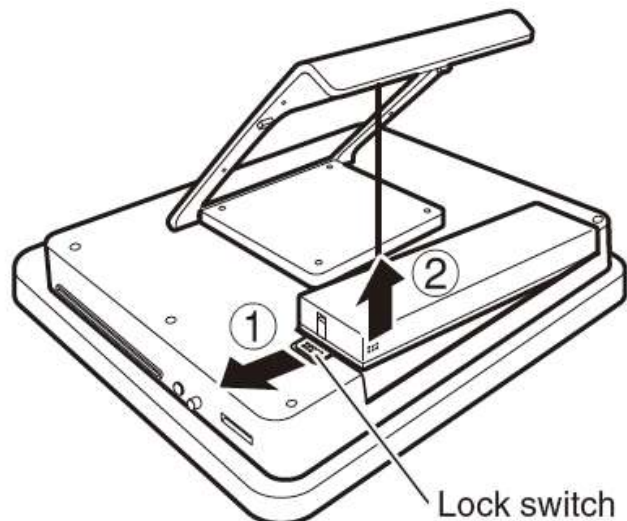
To obtain your free of charge replacement, please contact Toshiba by telephone on the below numbers. You will be told how to return your battery pack and obtain a free replacement.

The issue affects battery packs only. The free replacement programme is therefore only applicable for the battery pack and not the DVD player itself.

The replacement battery pack will be shipped to you as soon as they become available. Toshiba asks that you please bear with them while they arrange for these replacement packs to be made available and shipped.

### **3. How to replace the battery**

- a. Turn off the switch positioned on the right side of the DVD player.  
(Please make sure that AC adapter is also detached from the player.)
- b. Flip over the DVD player, and set up the stand.
- c. Remove the battery pack by sliding off the lock.



### **4. Request to owners of the DVD player subject to this notification (for the sake of security)**

Please immediately remove the battery pack from your Portable DVD Player and stop using the battery pack until the new battery pack has been delivered to you. Please only use the mains AC adapter for the portable DVD player until the new battery becomes available.

### **5. Customer contact information**

**Telephone contact:**

<b>Germany</b>	<b>+49(0)431 24 89 45 50</b>
<b>France</b>	<b>+33(0)5 59 14 21 05</b>
<b>Switzerland</b>	<b>+41(0)44 9085640</b>
<b>Italy</b>	<b>+39(0)39 60991</b>
<b>Russia</b>	<b>+7 495 6428920</b>
<b>Denmark, Sweden</b>	<b>+ 46 8 7304547</b>
<b>Turkey</b>	<b>+90 212 340 60 80</b>
<b>Ireland</b>	<b>+353(0)1 246 7780</b>

## **5. Treatment of private information**

Customer's name, address, telephone numbers and other private information provided to Toshiba's customer support centre will be only used for the purpose of exchanging the battery pack, and will be kept confidential in accordance with the data protection law and the company's private information protection programme. Toshiba and other companies involved in the support of this battery exchange programme may share the information but the same level of confidentiality will be strictly applied.