

October 21, 2020

Mr. Yang Yuanqing
Chairman and Chief Executive Officer
Lenovo
1009 Think Place,
Morrisville, North Carolina

Dear Mr. Yuanqing:

I write with serious concern regarding the safety of the Lenovo Tablet 10e device, which is being used in schools by young students across the country. Last week, it was reported that a school-provided Lenovo Tablet 10e lit a fire and burned through the backpack of a Bristol Public School student, in Connecticut.¹ While thankfully no injuries occurred from this incident, the potential of similar incidents has created safety concerns for schools in Connecticut and across the country. Lenovo must take swift action to ensure the devices in the hands of students are safe, that schools are provided timely and comprehensive information, and any hazardous products are removed from the market.

As families have had to grapple first-hand with the COVID-19 pandemic and navigate online distance learning from home, schools have stepped up to help keep students connected. In a laudable and innovative effort to support students, the Bristol school district distributed the Lenovo Tablet 10e to pre-kindergarten through third grade students. Safe and effective computers and tablets are imperative to ensure that students, particularly within this young age group, do not fall behind in their education.

Regrettably, alarming and unanswered concerns about the safety of these devices have now put those much-needed plans on hold. After the Lenovo tablet started a fire, the Superintendent of Bristol Public Schools rightfully contacted Lenovo to report this incident and has requested families of hundreds of elementary school students to turn off the device and return it to the school district until more is known about this incident. Bristol Public Schools and others are now waiting for answers.

In order to mitigate any disruption to students' learning, Lenovo must immediately investigate the cause of this mishap and provide the school district, and others in possession of

¹Don Stacon, "Connecticut school district halts use of school-issued tablets after one student's catches fire," Hartford Courant (Hartford, Connecticut), October. 16, 2020, <https://www.courant.com/breaking-news/hc-br-bristol-schools-computer-fire-20201016-13rpfwhuvfg6ppticqjfcub26e-story.html>.

this product, with answers. If it is found that there is an underlying manufacturing error with this tablet model, Lenovo must coordinate with the U.S. Consumer Product Safety Commission to conduct quick and thorough recalls to remove these products from classrooms and homes.

While families across the country are working hard to stay safe and adjust to the challenges of virtual learning, the last thing they need is dangerous and defective equipment in their homes that puts their loved ones at risk.

To better understand the scope of this issue and Lenovo's response, I respectfully request answers to the following questions:

- 1) How many Lenovo Tablet 10e devices are in circulation? How many have been distributed to schools? Where are the schools located?
- 2) Is Lenovo aware of any other similar incidents related to the Lenovo Tablet 10e? Is Lenovo aware of any recent reports of its tablets and other similar products starting a fire, aside from the Tablet 10e model?
- 3) What steps is Lenovo taking to ensure that no other similar incidents occur? Is Lenovo conducting an investigation of this incident and when should consumers expect that investigation will produce answers?
- 4) What information has been provided to schools about this incident and what recommendations has Lenovo provided to schools about the safety and use of the Tablet 10e?
- 5) Does Lenovo commit to recalling and replacing all products if they are found to be defective?
- 6) What best practices should schools and families be taking regarding the handling of the Lenovo Tablet 10e until the cause of the fire is found?

I appreciate your attention to this serious matter and request a response with answers to these questions to ensure the safety of our students by November 3, 2020.

Sincerely,



Richard Blumenthal
United States Senate