


May 29, 2020

## Notice of Incorrect Label on Packing Bag for X300

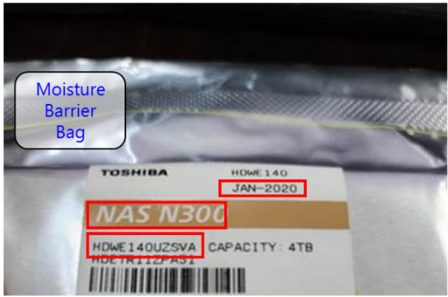

We have found that the model name of "X300" was incorrectly shown as "N300" on Packing Bag (Moisture Barrier Bag) of the Toshiba hard disk drive shipped out to Poland and Germany.

Please note this is a print error. The model name printed on the front side of drive is correct.

### Subject product information

Category	Product Name and image	Capacity	Part No.	Production Date	Affected quantity	Shipped to
Consumer Storage	X300 	4TB	HDWE140UZSVA	Jan.2020	60pcs	Poland and Germany

## Identification of Incorrect model name on Moisture Barrier Bag

Sample Picture	Identification process
 <p>A photograph of a moisture barrier bag. A blue callout box labeled 'Moisture Barrier Bag' points to the bag. A white label on the bag contains the following information: 'TOSHIBA HDWE140 JAN-2020', 'NAS N300', and 'HDWE140UZSVA CAPACITY: 4TB'. A red box highlights the 'NAS N300' text.</p>	<p>1. Please check the printed label of the Moisture Barrier Bag. Check for following conditions:</p> <ul style="list-style-type: none"><li>• Name of the drive: NAS N300</li><li>• Part number: HDWE140UZSVA</li><li>• Production Date: JAN-2020</li></ul>
 <p>A photograph showing a moisture barrier bag and a Toshiba HDD. A blue callout box labeled 'Moisture Barrier Bag' points to the bag. A yellow callout box labeled 'Print Error' points to the 'NAS N300' text on the bag's label. A yellow callout box labeled 'Mismatch' points to the 'Performance X300' text on the HDD's label. The HDD label also shows 'TOSHIBA Performance X300 4TB' and 'HDWE140'.</p>	<p>2. If all above points match up, please note that the label shown on the Moisture Barrier Bag is a print error. The drive inside the Moisture Barrier Bag is the correct model X300 as shown on the label of the drive itself.</p> <ul style="list-style-type: none"><li>• Name of the drive: Performance X300</li><li>• Part number: HDWE140UZSVA</li></ul>

### Contact Us

If you have any question or concerns regarding this issue, please contact our customer support team at: <https://www.toshiba-storage.com/contact/>

\*One Gigabyte (GB) means one billion bytes and one Terabyte (TB) means one trillion bytes. Total available capacity will vary based on operating environment, and your results and storage capacity will vary accordingly. A computer operating system, however, reports storage capacity using powers of 2 for the definition of  $1TB = 2^{40} = 1\,099\,511\,627\,776$  bytes and therefore shows less storage capacity.