

January 30<sup>th</sup>, 2019

## Product Packaging Mismatch Notice

To: Valued Customers,

We have found the capacity label to incorrectly show 500 “TB” on the retail packaging for the listed model below. Please note this is a print error and the actual capacity unit should be 500 “GB”. 500 GB is correctly shown on the actual drive label and you can use it as it is.

### Subject Product Information

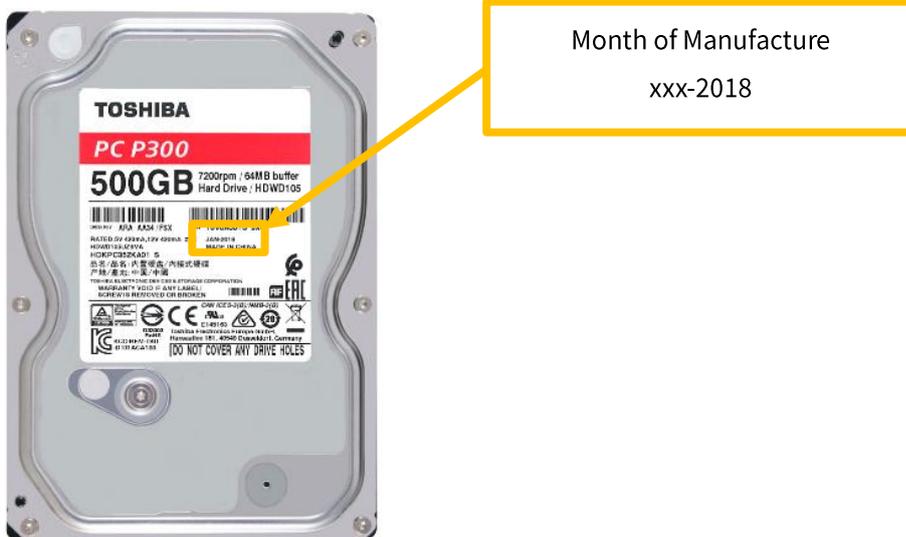
Category	Product name	Capacity	Part No.(P/N)	Year and Month of Manufacture
Internal hard disk drive	P300	500GB*	HDWD105XZSTA	From May, 2018 until October , 2018

### Identification of Incorrect Capacity Unit



Wrong	Correct
	

## Image of Actual Drive Label



## Contact Us

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

\*One Gigabyte (1GB) means  $10^9 = 1,000,000,000$  bytes and One Terabyte (1TB) means  $10^{12} = 1,000,000,000,000$  bytes using powers of 10. A computer operating system, however, reports storage capacity using powers of 2 for the definition of  $1GB = 2^{30} = 1,073,741,824$  bytes and  $1TB = 2^{40} = 1,099,511,627,776$  bytes, and therefore shows less storage capacity. Available storage capacity (including examples of various media files) will vary based on file size, formatting, settings, software and operating system and other factors.