

Dear Seagate customer,

Seagate has determined that certain models of its solid state drives may fail under specific circumstances. In this instance, no data is lost but the product may no longer boot into an operating system. The affected products were sold between September 2017 and January 2018. The part numbers for the products are below.

- STGS256400 (Seagate SSD 256GB)
- STGS512400 (Seagate SSD 512GB)
- STGS1000400 (Seagate SSD 1TB)

For resolution, the product firmware must be updated to the latest version. If your firmware version is ST7S1030 or earlier please update to ST7S1031 or later. (Firmware versions increase sequentially with the last four digits. For example ...1030 to ...1031. In order to check your firmware version, please download SeaTools from the Seagate support site and follow the instructions (<https://www.seagate.com/support/downloads/seatools/>).

If an update is needed please visit a Best Buy Canada store and visit the Geek Squad counter. Geek Squad will have the tools needed to update the firmware.

If you have experienced product failure or would like further assistance please contact Seagate Customer Support (1-800-425-4535). Seagate recommends updating firmware as soon as possible.

Sincerely,

Seagate
Consumer Solutions Group