

# NOTICE

## POTENTIAL INSUFFICIENT PERFORMANCE FOR READ SPEED OF USB FLASH MEMORY U363/U364 SERIES

13 FEBRUARY 2018

### Toshiba Memory Corporation

To: Valued Customers,


Toshiba Memory Corporation is informing our valued customers of a shipment with potential insufficient performance for read speed up to 120MB/s in a part of the Toshiba Memory USB Flash Memory U363/U364 series ("Subject Product") as below.

To correct this performance for the Product with insufficient performance, please update the firmware of Subject Product using the "USB Flash Memory U363/U364 Update Tool (For Windows)".


The use of the subject product has no negative impact on its reliability

## SUBJECT PRODUCT AND LOT INFORMATION

TransMemory USB Flash Memory U363 series

Subject Product	Model	Capacity Label	Lot Number
	THN-U363S1280A4	128GB	A76U039/A76U040/A76U041/A77U002/A77U013/ A77U014/A77U015/A77U024/A78U010/A78U011/ A78U012/A78U013/A78U014/A78U038/A78U039/ A78U040/A78U044/A78U051/A78U052/A79U012/ A79U013/A79U016
	THN-U363S0640A4	64GB	
	THN-U363S0320A4	32GB	

TransMemory USB Flash Memory U364 series

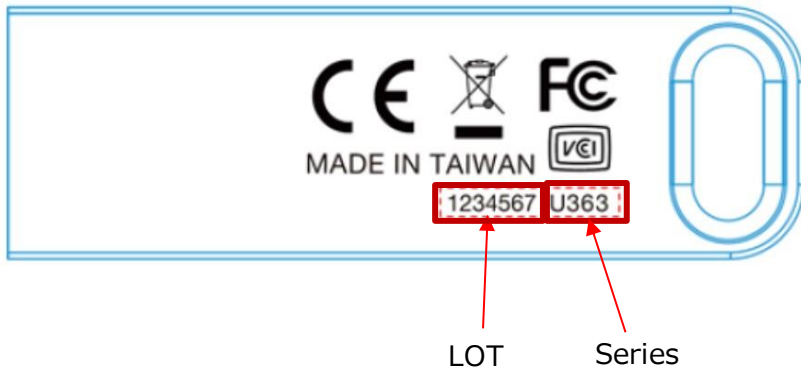
Subject Product	Model	Capacity Label	Lot Number
	THN-U364W1280A4	128GB	A77U003/A77U004/A77U005/A77U021/A77U022/ A77U023/A78U041/A78U042/A78U043/A78U045/ A78U046/A78U047/A79U014/A79U015/A79U061/ A79U062/A79U063/A79U064/A79U065/A79U066
	THN-U364W0640A4	64GB	
	THN-U364W0320A4	32GB	

## HOW TO CHECK THE SUBJECT PRODUCT

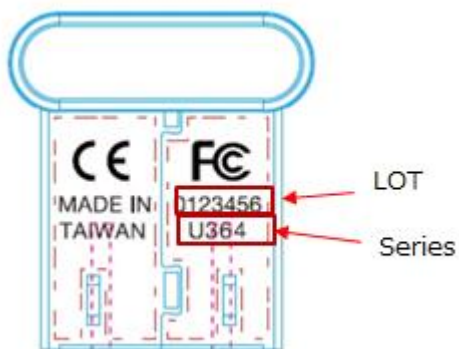
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Please check the back side of the product. It is the Subject Product if both of the series and the LOT number match the above table.

TransMemory USB Flash Memory U363



TransMemory USB Flash Memory U364



## SOLUTION

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1) For Windows PC users

Please update the firmware of the Subject Product using the “USB Flash Memory U363/U364 Update Tool (For Windows)” below.

[http://www.toshiba-personalstorage.net/en/support/download/usb/ot\\_u363u364\\_update/en.htm](http://www.toshiba-personalstorage.net/en/support/download/usb/ot_u363u364_update/en.htm)

2) For Mac users

Please contact our support center.

## CONTACT US

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Please contact us whenever you have questions or concerns in this notice.

Country/Region	URL
ASIA PACIFIC	<a href="http://www.toshiba-personalstorage.asia/contact/">http://www.toshiba-personalstorage.asia/contact/</a>

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