



## CHANNEL COMMUNICATION

To Whom It May Concern:  
RE: Kingston Digital, Inc.,  
SSDNow V100

Dear Valued Customer:

We have learned that a small percentage of our SSDNow V100 sold in the past has experienced a technical issue on the firmware. Kingston **strongly** recommends that a firmware update be applied to all SSDNow V100 drives to prevent possible data loss.

The firmware update to fix the technical issue is available via Kingston Technical Support. As with any firmware update, we recommend that you back up your data prior to applying the firmware revision.

Customer satisfaction and producing high quality products is the key to Kingston's success, so we want to make every effort to ensure that our customers are aware of this firmware revision and have the opportunity to patch their V100 drive(s).

We ask for your support to check your customer records and contact those customers to whom you have supplied this product, and refer them to the following customer service hotlines at: +886-3-500-1715 <http://www.kingston.com/company/contact.asp?id=4> or visit our dedicated support page at [www.kingston.com/support/ssdnow/v100\\_firmware.asp](http://www.kingston.com/support/ssdnow/v100_firmware.asp)  
Here, customers will receive instructions on how to apply the firmware update.

In conjunction with this communication, we are also notifying customers on our website, through social media, and making key technical review websites aware of the firmware update so that they may inform their Customers. To make this process as smooth as possible, we have attached the following statement for you to use in your communications.

Affected Part Numbers are:

**SV100S2/64G, SV100S2D/64G, SV100S2N/64G  
SV100S2/128G, SV100S2D/128G, SV100S2N/128G  
SV100S2/256G, SV100S2N/256G, SV100S2N/256G**

It is important to note that none of Kingston's other SSDNow products –with part numbers beginning with SNE, SNM, SS, SNV, SNVP and SVP – are affected by this-potential issue.

Sincerely,  
Kingston Digital, Inc.