**Product Alert 175**

6-00960-175, Rev. A, November 2023

Product

ESL M-Series, Toshiba SSD

Summary

Customer advisory for M-Series with Toshiba SSD that will fail after reaching approx. 70,000 power on hours.

Affected Systems and Versions

M-Series:

* M440 with Toshiba SSD ESOL
* Toshiba SSD models with FW 5202-5204
	+ PX02SMF040 – 400GB SSD
	+ PX02SMF020 – 200GB SSD

Problem Description

Appears to be a known FW bug from Toshiba that causes their SSDs to fail after 70,000 power on hours. Due to ESL M-Series, Toshiba FW updates have not been vetted with Quantum products and no new Quantum updates have been released.

Symptoms

The following symptoms might be present if the system enters this state:

1. Unexpected sudden drive failures during power cycle

2. Risk for multiple SSD drive failures.

3. Potential for data loss

Solution

Customers reviewing **Product Alert 175** who are owners of one or more ESL M-Series with Toshiba SSD. If you are impacted by this issue, contact Quantum Sales Support for possible refresh options and reference **Product Alert 175**.