

WD RE4 GP Block Point Change

Firmware Revision Change

Dear Valued WD Customer:

As a result of product evaluation consistent with Western Digital's quality systems and our commitment to provide the highest quality products, an update is being made to the WD RE4 GP product family.

Description of Change:

Firmware Improvements: Addressing firmware compatibility associated with some systems with specific power management and warm boot execution paths. These changes do not affect the form or fit of the drive but do positively affect the function of the drive.

Current Model Numbers	Current Firmware Revision	New Model Numbers	New Firmware Revision
WD2002FYPS-01U1B0	04.05G04	WD2002FYPS-01U1B1	04.05G05

Issues Identified and Addressed:

1) Command Completion Time Outs:

- a) The RE4 GP drives intermittently would spin down while exiting from the lowest idle power mode (heads park in the ramp automatically) due to a false RPM speed fault.
- b) Improved error handling of a very specific type of servo defect to eliminate multiple missed revolutions during the operation of write commands.

2) Warm Boot Drop-Offs:

The drive can drop off line intermittently after a warm boot (RAID initiated reboot following a RAID build).

3) Performance:

Optimized sequential write performance to eliminate pauses during data transfers.

WD recommends backing up all of your data before performing any hard drive update.

This new firmware (04.05G05) is not downgrade compatible with the current firmware (04.05G04)

The above model #'s will begin shipping from the WD factory on November 15, 2009.

If you have any questions, contact your WD Account Representative.

U.S. Sales Offices

Austin, TX	512.835.9898
Bellevue, NE	402.291.0576
Boca Raton, FL	561.995.1494
Durham, NC	919.806.4221
Healdsburg, CA	707.433.3636
Houston, TX	281.257.9722
Lake Forest, CA	949.672.7000
Pasadena, MD	410.439.9968
Phoenix, AZ	602.714.6850
San Jose, CA	408.365.1190
Seminole, FL	727.954.4178
Windham, NH	603.845.3265

International Sales Offices

Australia	61.2.9758.8939
Canada	905.814.5544
China	86.10.8235.8428
Czech Republic	420.22731.5824
France	33.1.5595.9779
Germany	49.89.92.20.06.0
Hong Kong	852.2736.5123
India	62.21.3000.4966
Japan	81.3.5308.2081
Korea	82.2.2016.6363
Latvia	371.2667.6761
Malaysia	603.7877.6777
Netherlands	31.20.44.676.00
Phillippines	63.2.636.8069
Poland	48.607.578.144
Russia	7.495.2210642
Singapore	65.6441.9989
Taiwan	886.22.717.4775
Thailand	66.35.277.000
Turkey	0090.532.666.1769
U.A.E.	971.4.881.3234
U.K.	44.1372.36.0055

Customer Support

For service and literature:

Internet	www.westerndigital.com
Technical Support	support.wdc.com
North America	800.ASK.4WDC
Spanish	800.832.4778
Asia Pacific	+800.6008.6008
Europe	00800.27549338 (toll free where available)
EMEA	+31.880062100

2579-701378-A00 Oct 2009



PUT YOUR LIFE ON IT®