

## Important Notice

### Software Update for SBS-16G1B, SBS-32G1A, and SBS-64G1A SxS-1 Memory Cards

December 2018

Dear Sony Product Customers,

Sony has recently discovered that certain models of SxS-1 series memory cards may not be properly recognized when used with some Sony's XDCAM memory camcorders or large-sensor cameras.

The affected SxS-1 memory card models are **SBS-16G1B, SBS-32G1A, and SBS-64G1A** with the serial number described below whose software has not yet been updated as announced in October 2014.

If these memory cards are formatted with Sony's XDCAM memory camcorders or large-sensor cameras released afterwards, they may exhibit the following symptom:

After the memory card is removed and inserted into the card slot or after the power switch of the camcorder/camera is turned off and on, the card will not be recognized and the recording or reading of data cannot be performed.

This symptom does not occur if the October 2014 update is already applied to your memory card. If you have not performed an update yet, please make sure you make a backup of your data on your memory card and then install the software update as described below.

We sincerely apologize for any inconvenience this issue may cause and appreciate your understanding.

## How to Locate the Serial Number:



Product name	Product Serial Numbers
SBS-16G1B, SBS-32G1A, SBS-64G1A	For Example: xXXxxxxx The second and third digits are the following: GC / GD / GE / GF / GG / GH / GJ / GK / GL / GM / HA / HB / HC / HD
<b>Note:</b> Sony has found no potential risk of causing a card recognition problem with the following models: SxS-1 series models (SBS-32G1, SBS-32G1B, SBS-64G1B, SBS-128G1B, SBS-32G1C, SBS-64G1C, SBS-128G1C), SxS PRO series (SBP-8, SBP-16, SBP-32, SBP-64A), and SxS PRO+ series (SBP-64B, SBP-128B, SBP-64C, SBP-128C, SBP-64D, SBP-128D, SBP-256D, SBP-64E, SBP-128E, SBP-256E)	

Relevant camcorders/cameras and their system software versions (as of December 2018)

PMW-F55 / PMW-F5	Ver. 9.20 or higher
PXW-Z280	Ver. 1.20 or higher
MPC-3610	Ver. 2.10 or higher
PXW-X500	Ver. 6.10 or higher
PXW-X400 / PXW-X580	Ver. 4.10 or higher
PXW-Z450 / PXW-Z580	Ver. 4.10 or higher

## How to Update SxS-1 Memory Card

Please download and install the software update on your SxS-1 memory card from the following link

<http://www.sony.net/Products/promemory/sxssupport/download/tool/SxSSoftwareUpdater.zip>

### Note

Before performing an update, please make sure your data on your SxS-1 memory card is fully backed up.